

SOFTWARE TRAINING

Digital Training for Lambeth Council on Complex Housing Management Systems

Me Learning is playing a key role in providing digital training to assist Lambeth Council's Housing team to unlock more benefits from their complex housing management system.

Me Learning is designing and developing a cutting-edge training solution, to help Lambeth address multiple challenges including financial losses caused by:

1 Maladministration

3 Inconsistent and ineffective training

2 A lack of ongoing monitoring of staff performance

4 The need for retraining after system upgrades

This solution will transform the council's ongoing training provision and boost staff morale and performance, which will in turn improve residents' experiences and outcomes.

Currently, intricate processes require users to access multiple systems and possess a broad range of skills and knowledge to complete tasks. In addition, staff turnover and restructuring place strain on the team, due to the need to continually train new employees.

In response to these critical challenges, Me Learning will introduce role-based digital learning pathways, which will focus on agreed practice, to ensure software use and ways of working become consistent, easier, and more efficient.

“Understanding how to use software and applying consistent processes across the Housing team is essential in maximising benefits and improving residents' outcomes. We're excited and privileged to be embarking on this journey with Lambeth Council and helping them achieve their 2030 vision of becoming “a place we can all call home.”

Shirley Berry, Me Learning's Director of Strategic Solutions

“Our work with Me Learning represents a significant step forward in advancing our commitment to delivering high-quality housing services. We are excited about the positive impact this training tool will have on our staff and, by extension, the residents we serve.

The solution will revolutionise the council's training provision, uplifting staff morale and performance and ultimately improving resident experiences and outcomes.

Housing is a key part of our Lambeth Golden Thread, which underpins our bold ambitions for 2030 Our Future, Our Lambeth. We recognise the need for proper training to support our teams to deliver the best service possible to our residents. Our work with Me Learning will help us unlock more benefits from the system and our Housing Team is already excited about how the new training will help them to support our residents.”

Chris Flynn, Lambeth Council's Assistant Director of Housing

Demos / examples can be provided on request

GET IN TOUCH

Get in touch today. Our UK sales teams are here for your questions and enquiries.

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