

## Workshop 4e

# It begins and ends with competency: a new approach to address the skills shortage in the sector

**Speakers:** Keith Simpson & Stephen Makowski (National Housing Academy), Ian Gregg (Riverside), Rob Bryan (Vantage Based Solutions), Greg Wheeler (Savills)

**Chaired by:** Phil Pemberton (The Riverside Group)

**Room:** Dorset room



National Housing  
Maintenance Forum

**NHMF**  
**Maintenance**  
**Conference**  
**2019**



# The National Housing Academy

“Making homes safe “

A presentation to the NMHF Conference

23/01/19

By Keith Simpson Chair DWF

# Introduction

- 75yrs old, 50yrs in the sector.
- Worked in Sheffield CC, Peterborough CC and LB Islington (Director of Technical Services)
- Retired 1996 with renal failure
- Created Just Housing Consultancy 1997
- Created Direct Work Forum 1998 -115 members maintain 2.2m properties
- Worked with Nick Boles to create the Apprentice Levy

# He had a dream

- Met Steve Makowski 2016 at the request of a HA CEO
- Unique individual – mould thrown away!!
- 20yrs experience of delivering award winning construction related training
- Met to discuss his vision to create the NHA to address the lack of competency in the sector in late 2016
- Offered partnership – declined!!
- Introduced him to 10 of the 115 members of the DWF
- Amazing results with apprenticeships, skills assessments, upskilling and bespoke training courses

# And then Grenfell happened

- Sector panicked!! Security guards on tower blocks 24/7 for weeks
- HA's sourced Compliance Managers and created Compliance Teams in response
- Most Managers experienced in one element of compliance
- Cannot be compliant without a bespoke IT system
- No organisation able to measure the competency of individuals –rely on qualifications and experience
- Dame Judith Hackitt appointed to review Grenfell

# Hackitt findings

- “5.1 The report established that a lack of skills, knowledge, experience and a lack of any formal process for assuring the skills of those engaged at every stage of the life cycle of higher risk residential buildings as a major flaw in the current regulatory system”
- “5.4 Increased levels of competence are an integral part of the new regulatory framework”
- “5.20 Levels of competence required should be maintained and subject to continuing development. This approach should be applied to those who undertake vocational training to gain the skills, knowledge and experience required to work in the construction sector”

# Where are we now?

- Well over 100 apprentices
- 350 skills assessments completed
- Slowly growing the infrastructure required
- Bespoke fire door fitting, repairing, maintaining and inspecting courses created and delivered
- First Trailblazer Group formed to create a new Level 2 Two Year Multi Skilled Apprenticeship
- Next a Multi Skilled Level 3, a Level 3 Work Planning Apprenticeship and “Train the Trainer”
- 20 HA members with own portal to learning materials
- Over 20 E- Learning Toolbox Talks for DWF members

## Where are we now? cont.

- Created partnerships with a series of sector experts to create job specific Competency Based Frameworks to measure each person against.
- Partners creating new competency training courses for Boards, Exec Teams, Managers and Operatives
- Investing heavily in new “BeCompetent” IT software being tested by Wrekin and JRT in January
- Working with the NHF, the Regulator, UKAS helping to deliver Hackitt recommendations



# Introduction to Steve Makowski

- He is a unique individual
- He is multi talented
- He is a very experienced and qualified trainer
- He is very wise
- He is a visionary
- He is very driven
- Listen to his every word – they are precious!
- Like most visionary's he is not the best finisher, so don't look bored or he will walk off!!!

# The National Housing Academy

‘created to make our homes and  
communities safe’

**We help Housing Organisations deliver safer homes and communities by providing a national infrastructure for improving workforce skills, increasing the competency and accountability of every sector employee**

# How do we do it?

- We audit and certificate organisations to UKAS Standards to demonstrate that they are managing and developing the competency of their staff to meet national and international standards
- We provide all organisations with the tools and resources, and a shared national infrastructure, for them to continually develop their workforce skills, competencies and accountability
- We develop, promote and curate sector Competency Frameworks to benchmark the skills in the sector to provide increased accountability within the sector
- We create, certificate and quality assure sector relevant apprenticeships, NVQ's, CPD programmes and online resources aligned to our sector mission
- We develop and manage an NHA Network of Training Organisations and Technical Consultants who share our values and have the infrastructure and expertise to help organisations achieve their skills, competency management and performance targets

# NHA Core Operational Areas

Skills - Competency - Compliance - Accountability

## National Digital Infrastructure

National Digital Repository

National Learning Management System

National Competency Management System

National LRS Data Analytics and Labour Market Intelligence

## Competency Frameworks Standards and Qualifications

Apprenticeship Standards

Competency Frameworks

NVQ's & Qualifications

## National QA Service

UKAS Certification of Sector Competency Management

National End Point Assessment Service

National Content Development Service

## Provider Network

Technical Consultants

Management Consultants

Training Provider Network

# NHA Development Teams

**UKAS Standard  
ISO/IEC 17021-1  
Certification of Competency  
Management Systems**

**Development Team**

**Audit Team**

**Apprenticeship Standards  
Qualifications**

**Development Team**

**Audit Team**

**Competency Standards**

**Development Team**

**Audit Team**

## THE NHA DIGITAL TOOLKITS

- **A National Learning Management System (LMS) for the Housing Sector**

We provide and maintain a low cost-of-entry national LMS for sector use which enables members to develop, deploy and share competency based training programmes for its staff and tenants

- **A National Competency Based Management software application for the Housing Sector**

We provide and maintain the 'Be Competent' CMS (Competency Management System) which works alongside the LMS to enable members to more effectively manage, monitor and develop the competency of their staff

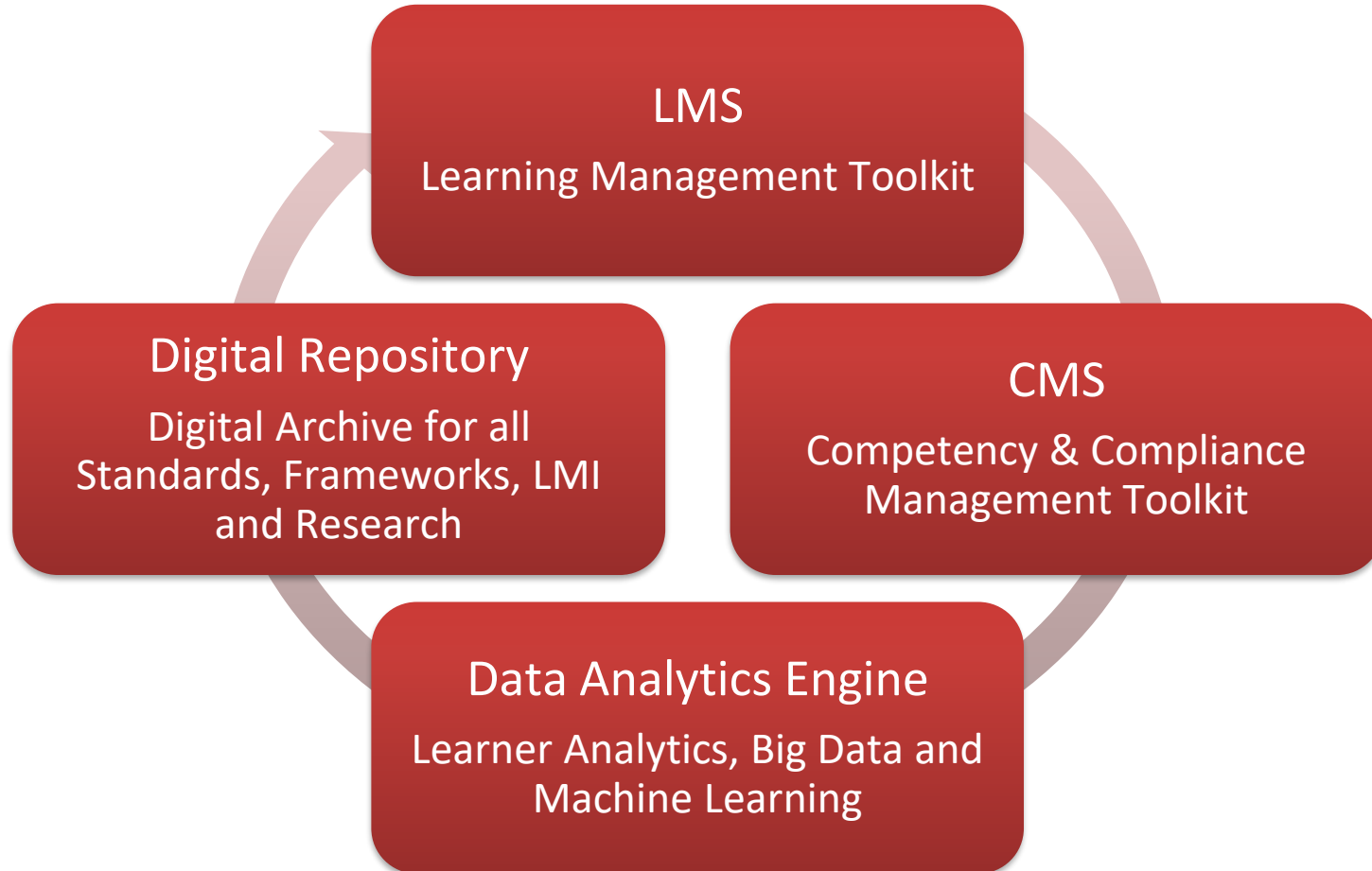
- **A National Digital Repository**

We provide and maintain a digital repository for member to download Courses, Standards and Competency Frameworks for their own use

- **A National Data Analytics Engine**

We develop big data solutions which help housing organisations target larger audiences more efficiency, gather employment data for national research and predictive data modelling

# The NHA Digital Academy





## Sector Competency Frameworks and Standards

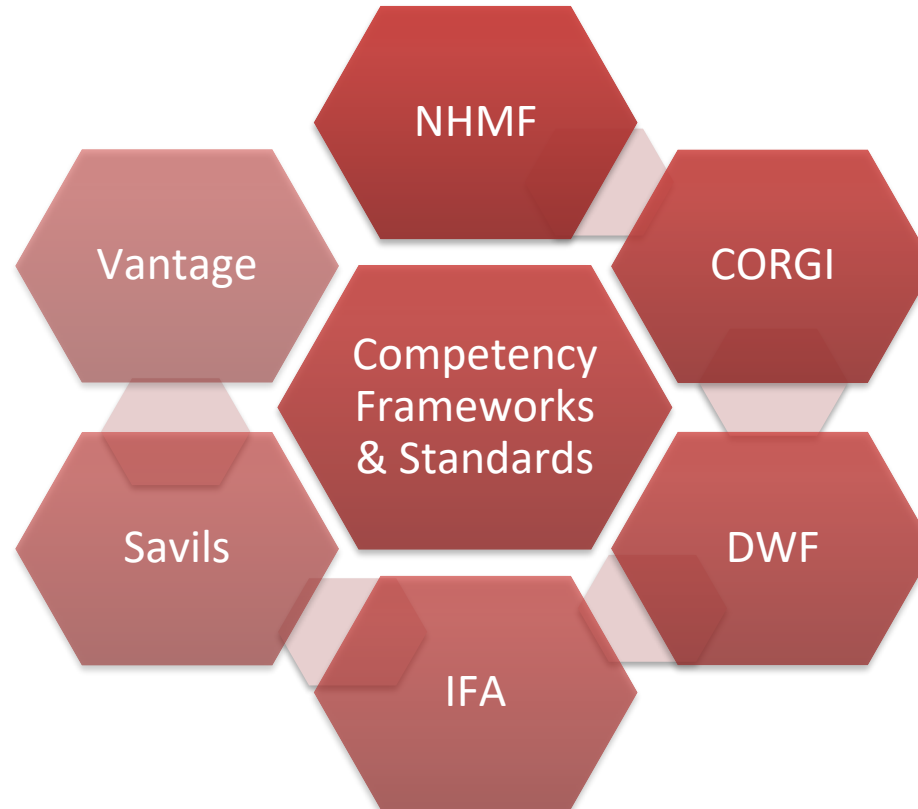
- **The development of National Apprenticeship Standards for the sector**

NHA is driving and will continue to drive the sector technical apprenticeships agenda ensuring that the sector has relevant robust technical career routes for young people

- **The development of a National Competency Frameworks Database**

NHA uses its reach and partnerships to develop and maintain technical competency standards for deployment in the sector

## Competency Frameworks & Standards Committee



## Management Consultancy

- **Train the Trainer Programmes**

Access to a national programme to enable skilled and experienced trades staff to use their existing skills to support and develop the future HS technical labour force

- **Labour Market Intelligence**

We use our national data gathering and analytics capabilities to harvest and share LMI data with our members

- **Management Consultancy**

We offer management consultancy services to help organisations meet the challenges facing them in their journey to competency and compliance

## NHA Provider Network

Content Development

Quality Assurance

Certification

Provider Recruitment &  
Management

NHA

Construction  
Gateway

Vantage

CORGI

NHMF

## MEMBERSHIP

### National Digital Academy

National Digital Repository of e-Learning Resources

Branded LMS and Competency Tracking

Competency Compliance Management System

National LRS Data Analytics Engine

### Competency Frameworks & Standards

Apprenticeship Standards

Sector Competency Frameworks

### National Training Provider Network

Access to QA Provider Network

Certification of all Courses

Content Development

### Management Consultancy

LMI

Management Consultancy

System Integration & Interoperability