

Driving Up Quality Self-Assessment Action Plan May 2017

Actions Identified:	Who Responsible	Date to be Completed	Progress	Date Completed
<p>Workforce Development: Over the next 12 months we will be working to develop a leadership framework which will:</p> <ul style="list-style-type: none"> • Identify skills and capabilities managers and leaders within the organisation need. • Identify training and support available to develop the skills and capabilities. • Support the identification of individuals who demonstrate leadership skills and or aspirations to develop their career. 	RF HR Manager & PL Training and Development Manager.	March 2018		
<p>Develop awareness amongst staff and people supported re reporting compliments, concerns and complaints.</p> <ul style="list-style-type: none"> • Re issue the easy read compliments, concerns and complaints leaflet and reporting form to people supported and their staff teams. • To discuss with staff teams via Team Meetings how to support and enable people supported to understand the form and process. • To discuss with people supported via tenancy meetings, resident meetings or in outreach via support reviews. 	ONWM's & TM	July 2018 and ongoing.		
Set working group up which includes people supported and staff at all levels to discuss what's	RF HR Manager, SJSL Assistant	March 2018	Working group has been set up and dates planned for the review work. May 2017.	

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<p>working/not working and ideas for the future in regards to Our Plan. Which includes</p> <ul style="list-style-type: none"> • Support provided to people supported and staff • Living out our values • Developing service provision and staff. <p>Review work periodically throughout the year in regards to progress and impact with working group.</p>	<p>Director of Operations and PL Learning & Development Manager</p>			
<p>Inform people supported and families re staff and manager changes.</p> <ul style="list-style-type: none"> • Remind all ONWM's via monthly Governance meeting. • Remind all Team Managers via monthly Team Meetings. • Remind staff teams via Team Meetings. 	<p>SJSL & ONWM's</p>	<p>August 2018 and ongoing.</p>		