

## 1. Support focused on the person

*Opportunity: Review whether “assessment pack” needs any further element for individual needs. (Jess)*

*Opportunity: Review whether “assessment pack” needs any further element to highlight “training need”. (Jess)*

*Opportunity: “Formalise” links with other agencies (Who)*

*Opportunity: Community Support Pages Section on web site to augment Office Information Centre (Will)*

## 2. An ordinary and meaningful life

*Opportunity: Review whether “assessment pack” needs any further element to highlight “target outcome” for independent living (Jess)*

*Opportunity: Review whether “services provided” need any further elements to highlight (Jess / Amy)opportunities for exercise/activities such as Music Therapy ... or “sensory experience” development ... this would be in conjunction with OT*

## 3. Being happy and quality of life

*Opportunity: Review whether “survey” needs any further element to highlight “self control and happiness” (Jo)*

*Opportunity: Implement Staff Survey to highlight staff perceptions. (Jo)*

*Opportunity: Review whether “assessment pack” needs any further element to highlight specific needs for “disabled” (Jess)*

*Opportunity: Review whether “assessment pack” needs any further element to highlight/ address specific user concerns over support plans (Jess)*

*Opportunity: Review whether training modules need any additional element to emphasise “importance of small things” (Barb / Will)*

*Opportunity: Implement Staff Survey to highlight staff perceptions. (Jo)*

*Opportunity: Review Quarterly Newsletter schedule for sharing Best Practice opportunities. (Jo / Jess)*

*Opportunity: Review opportunity for “You Make a Difference” feature ... incorporate Suggestion Scheme and Quality Survey items. (Will, Carol, Amy)*

*Opportunity: Review process to capture Customer Feedback items for automatic inclusion in “You Make A Difference” (Jo, Jess)*

## 4. Good culture and the organisation

*Opportunity: Review whether “assessment pack” needs any further element to highlight specific needs for “disabled” (Jess)*

*Opportunity: Review whether any additional Quality Metrics are needed to highlight specific needs for “disabled” (Jess , Will)*

*Opportunity: How about an “Open Day” @ Festival Centre (say June / July for Service Users & Stakeholders .... Creates service user forum + marketing > new business > carers (Amy, Carol, Will)*

*Opportunity: Review previous Quality surveys to highlight resultant changes made. (Jo, Will)*

*Opportunity: Review previous Customer feedback to highlight resultant changes made. (Jess, Will)*

*Opportunity: Implement Staff Survey to highlight staff perceptions. (Jo)*

*Opportunity: Review Quarterly Newsletter schedule to incorporate Organisational & Care Sector Development (Jess , Jo, Heather)*

## **5. Lead and run the organisation well**

*Opportunity: Review skills register and maintenance process (Barb)*

*Opportunity: Review “Performance Review Process” to ensure that “aspirational aspects” are included appropriately. (Jo)*

*Opportunity: Review meetings schedules and structures to ensure Operations Reviews are appropriately covered. (Amy, Carol, Will)*

*Opportunity: Publish 2015 Quality Survey Results (Jo, Will)*

*Opportunity: Review whether Compliance Reports/subsets need broader publication (Will)*