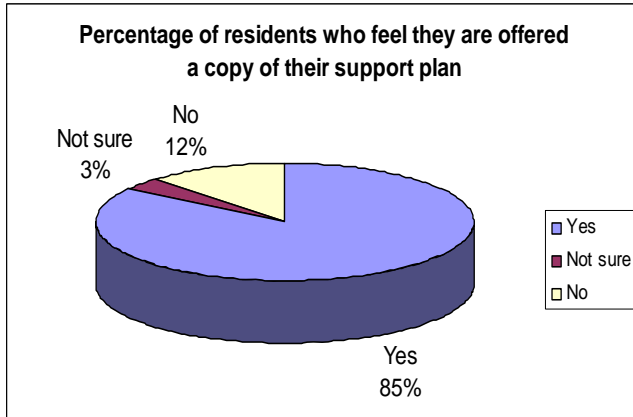
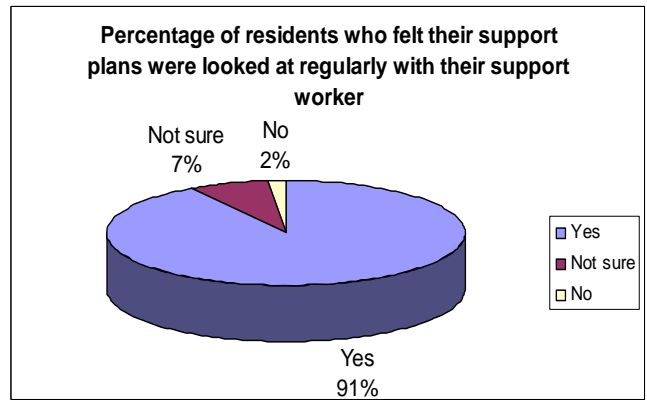
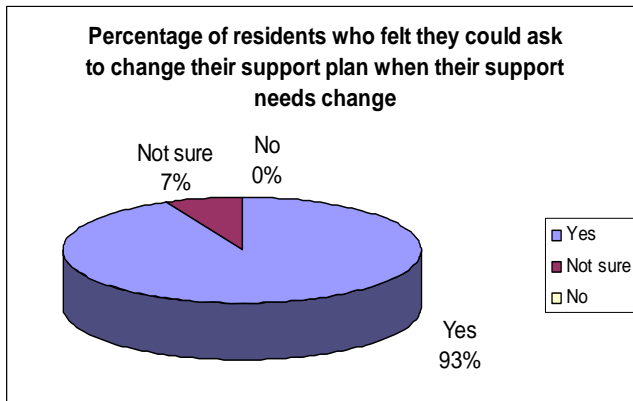
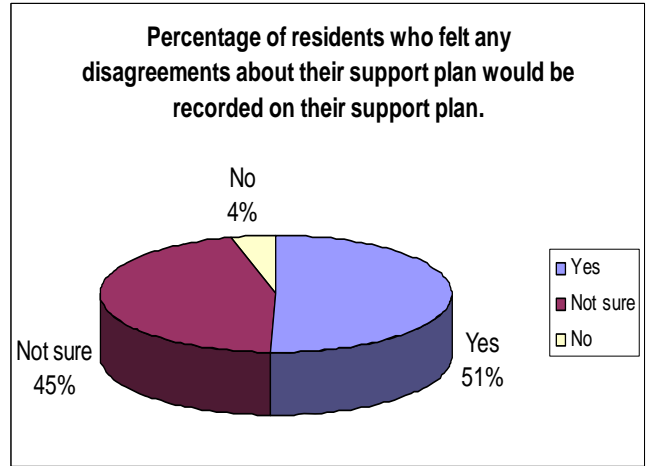
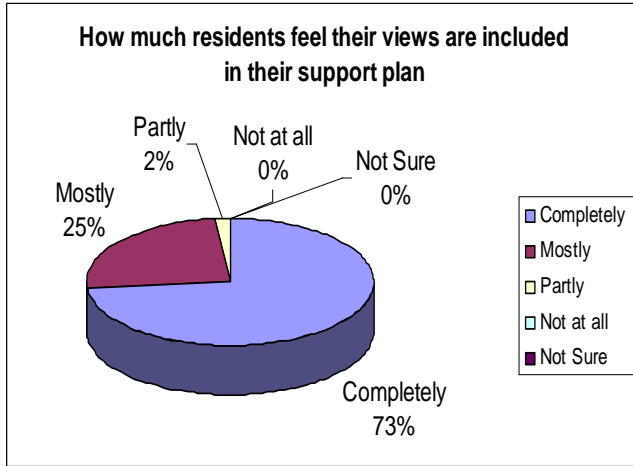


Needs and Support Planning



Actions

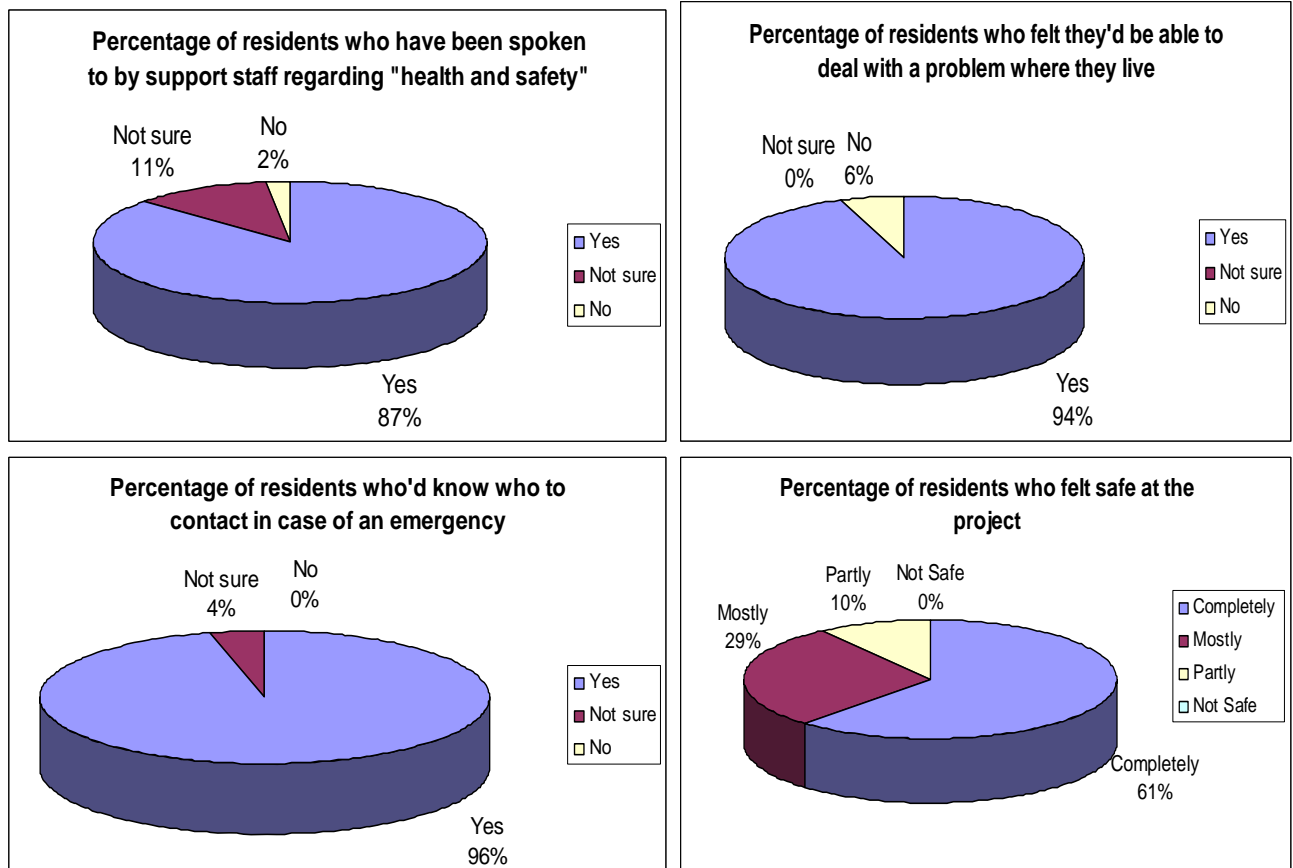
The outcomes from the feedback from clients clearly show that support plans are effective and clients confirm they have ownership. We do however recognise that we can continue to improve in the following area:

- Making sure clients are aware that views and disagreements are recorded to improve on this area we have introduced the tenancy review to capture any concerns at each review quarter. The tenancy review clearly asks key questions regarding support and facilities at the project and how clients feel about the sessions. It is also an opportunity for them to make suggestions and complaints and receive information.
- We have also agreed within the team that although residents sign to accept their support plan this needs supporting by verbally going through the document with the residents.

- Staff also met to review the support planning and needs assessment policies and procedures and guidance to ensure that all staff are clear in the need for views to be recorded and logged and the clients to witness this action.

This meeting was extremely positive for staff as it also gave us the opportunity to review and suggest amendments and improvements to the policy and procedure.

Health and Safety



Actions

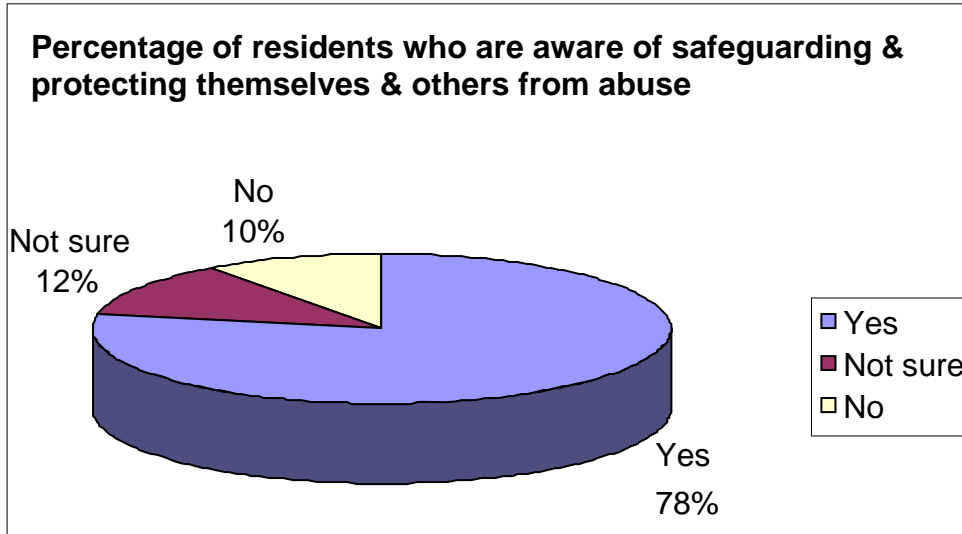
The outcomes clearly show a positive impact is being made around Health and Safety and client awareness. We are continuing to work on this area by involving clients in the risk assessment process and helping clients to identify hazards.

Each time a tenancy review takes place clear questions are now asked about maintenance, repairs and response times and cover the clients' views of their own personal safety. We also ask how people feel about safety within the projects.

The results from these reviews are then discussed by senior workers and feedback at team meetings in order for improvements to be made.

We have also renegotiated our maintenance service level agreement and introduced the voids team to carry out work on empty properties. All of which enhances the safety of the project and increases minimum voids standards and means repairs are completed in short time periods.

Protecting You and Safeguarding



Actions

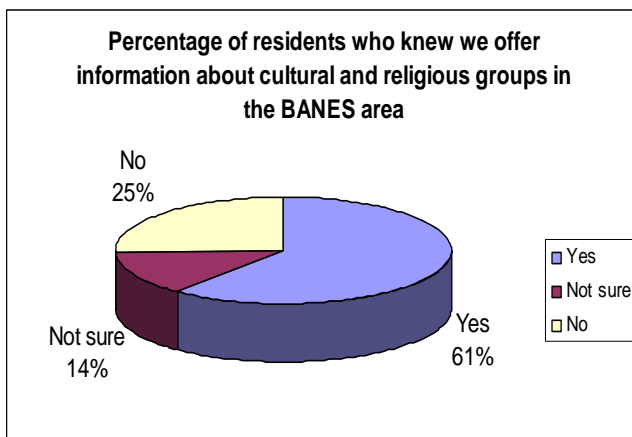
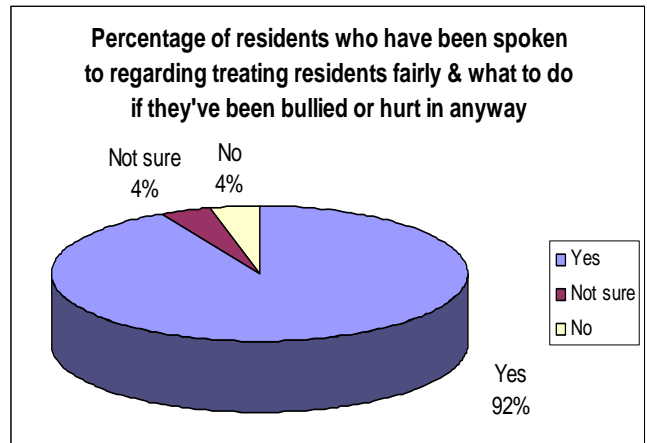
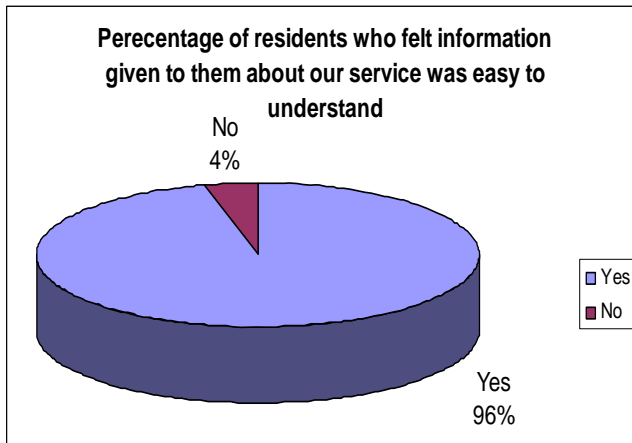
The outcomes clearly show an awareness and understanding of safeguarding and abuse. The teams work hard in ensuring that clients are safe and assist clients in assessing risk and reporting any concerns appropriately.

Due to the nature and vulnerability of our client group this area is covered at each needs assessment and support plan and also in the tenancy reviews.

All staff have been recently retrained in Safeguarding and received praise from the trainer for their procedures and policies in safeguarding.

We will continue to inform and educate clients in safeguarding and any change in law or good practise.

Fair Access and Inclusion



Actions

Although the outcomes clearly state that client's feel they understand the information given to them we do need to improve the way that information is given on cultural and religious groups and resources.

To improve in this area we have introduced a section on this in the tenancy review and also highlighted this in our needs assessment.

Local and national agencies are advertised on notice boards and also within the induction packs given to clients and we have now compiled a comprehensive resource list for staff to refer too.

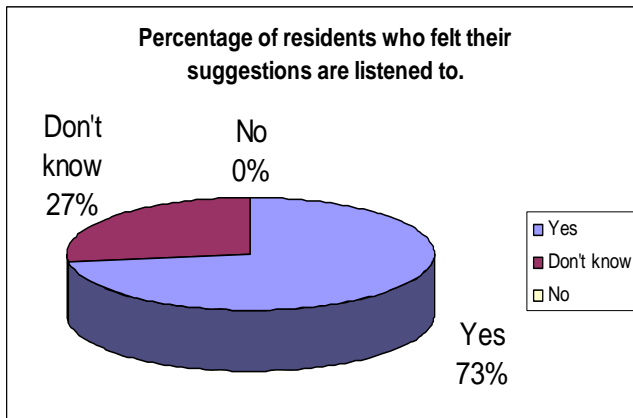
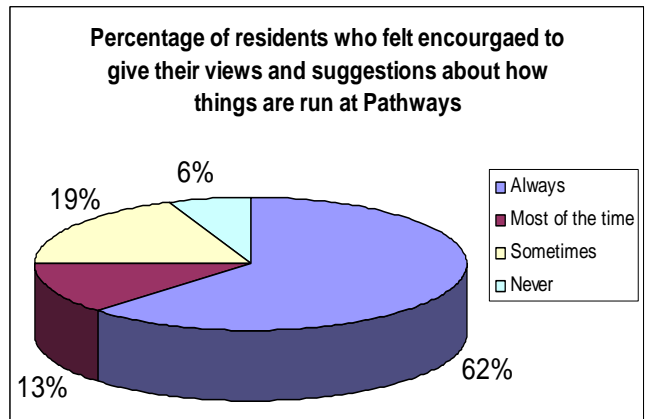
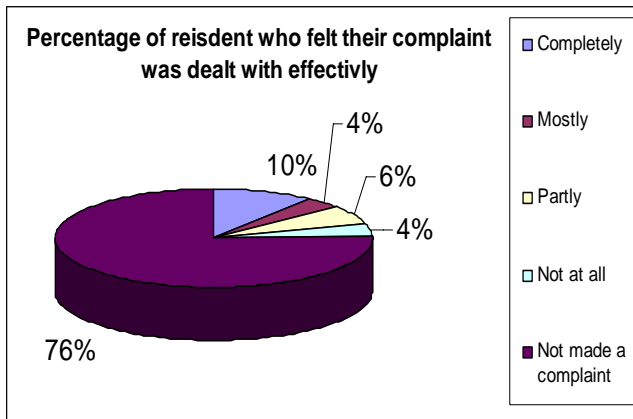
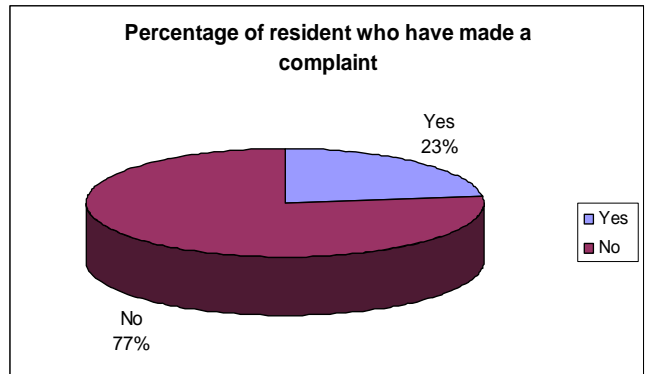
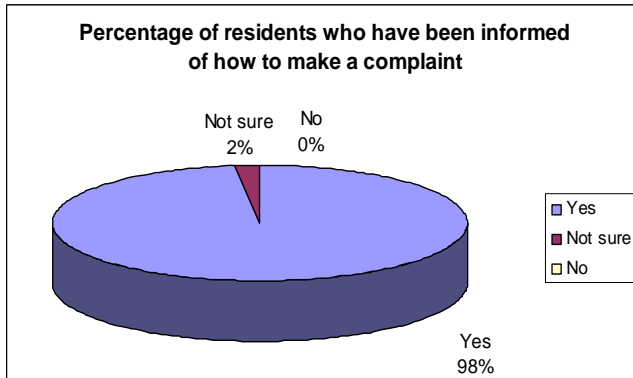
All staff recently under went SARI training to again refresh and enhance our knowledge in this area so that the information can be relayed to clients effectively.

A leaflet has also been produced on equality and diversity for clients.

The organisation has also recently reviewed the strategy on Equality and Diversity and all policies are now subject to an Equality Impact Assessment which ensures there are no barriers to our services.

We will continue to monitor this area through the tenancy reviews and exit questionnaires.

Complaints and Suggestions



Actions

The outcomes for complaints are positive and as shown above clients feel able to continue to voice concerns and challenge decisions effectively.

We do however still want to develop in this area and the implementation of the Involvement Strategy will ensure that clients are involved in service decisions at a much earlier stage enabling them to take ownership of the projects and in turn the service provided in that project.

We have now introduced a more effective procedure of asking clients at tenancy reviews how they feel about complaints and issues within the projects in order to capture information sooner, these reviews are monitored by seniors and then feedback to the team in team meetings.

We have reviewed the complaints policy and have completed an EIA assessment to ensure that no-one is excluded from being able to voice concerns with service provision.

We have also implemented an open door policy to complaints and clients can access any staff member instead of waiting for support sessions and one to ones.