



Work Plan
Reviewed
March 2022



Work completed		
Task	Comments	Completed
Produce client survey 6 months into service and annually thereafter based on KPI's		January 2018
Review SW Job Description and Person Specification		November 2018
Give us feedback on the website		February 2018
Develop 'menu' and QE promotion		April 2018
Review Welcome Leaflets		December 2018
Review Project Leaflets		March 2018
Review exit service information. (Move on leaflet)		January 2018
Have Your Say event 2018		Completed
Review Support Worker interview questions		May 2018
Quality Eye Survey	Undertaken annually	Completed
Have Your Say event 2019		March 2019
Review Client Charter and update Survey		July 2019
Day Trip		Completed
Consider new name for group	Staff and clients asked for suggestions and then survey held. Favourite was Your Voice for Quality	Completed
Consider new logo	New logo designed	Completed
PowerPoint presentation to refresh staff on what the group is – to be shared in Induction and team meetings.	Video produced.	Completed
Review YVfQ promotion on social media (Facebook, Twitter)		Completed
Identify person responsible for monitoring YVfQ inbox	Paige is now responsible for this	Completed

Consider if group should manage client involvement in the staff interview process.	It was felt this was not a role of YVfQ and should be an internal responsibility. Names of people who are interested in being involved are available.	Completed
Review Client Survey guidance sheet	The group felt this was not necessary. It was agreed prior to the annual survey we would post information about the survey and what happens to the information collected on our Facebook page and Newsletter.	Completed
Review what is on project notice boards		Completed
DTT improvements		Completed
YVfQ lead	Paige is the agreed lead	Completed
Review Project Welcome Pack	This is a priority for the group.	Completed
Create a YVfQ MS Teams Channel		Completed
Review YVfQ promotion on Colebrook website	Need to check the name is correct; post video on the site; add a summary of what the group does; add link to Facebook page.	Completed
Consider language of 'meeting'	Should we change the name to Your Voice for Quality Catch Up	Completed
Work on hold or not appropriate		
Task	Comments	Completed
Review Support Planning process and forms	This task was originally identified in February 2018. Reviewed in March 2022 and agreed to put on hold.	On hold
Review Teaching Plans		On hold
Organise a Pre-Christmas party		On hold
Organise a craft session		On hold
Invite animals to occasional meetings or for a walk and talk		Not appropriate
Work to do		
Task	Comments	Completed
Review how we manage client involvement	Information is collected from clients regarding areas of interest they would like to be involved in. This is recorded in charity log and reports are available. Currently the data is not used in a meaningful way. We need to consider how we proceed with this.	
Review Client Finance Risk Assessment		
Review Short Staffed Risk Assessment		

Suggest policies that would be useful in the projects and to include on the website	Paige will collate a list of policies for the group to review.	
Review Assistive Technology list from Plymouth City Council/The University	Work has been undertaken on technology available. Paige will bring this information to the group.	
Organise a Birthday card competition	A birthday card is sent by Colebrook to all clients on their birthday.	
Send letter drafted for food and transport donations to local businesses	Paige will check if the letter has been drafted. The group will consider if the time is right to send this.	
Consider location for YVfQ meeting	Add consideration of location at each meeting to agenda. Paige will see if Colebrook has to pay to use the upstairs room which is a much more suitable environment.	
Ensure we have the facility for people to join the meeting virtually.	We will advertise the next meeting on the Facebook page and ask people to contact us if they would like to join via Skype.	