

Action Plan - September 2016 until August 2017

Specific area of work	Strategic actions	Responsible person	Target date to be completed
a. The Haven	Occupancy: Ensure occupancy is as close as possible to 100%. Continue to send out mailshot of vacancies to brokerage departments within a week of a vacancy becoming available.	Sei, Ann & Al	August 17
	Volunteers: Continue to recruit volunteers to assist with meaningful occupation and befriending	Al & Ann	August 17
	Meaningful Occupation: Continue to offer weekly activities in-house. In summer months we arrange days out to places such as Southend, Brighton or Margate. Arrange the annual holiday destination to be chosen by residents.	Project Workers Team	August 17
	Policies & Procedures: Review and update service specific Policies & Procedures at bi-monthly project Workers Team Meetings and also develop new policies regarding: Client Observation, Assessment Criteria and Alcohol withdrawal.	Sei	March 17
	Resident Engagement: Continue encourage clients to participate in volunteering to assist in kitchen and housekeeping chores. Paul Douglas (Relief Worker) to engaged clients to assist with painting and decorating. Enlist volunteer & Residents to assist with maintaining garden.	Al, Project Workers, Volunteers, Residents & Paul Douglas	August 17
	Medication: Consult with Project Work about introducing a new medication administration system. Work with the GP surgery to ensure continuing care needs are met and electronic medication reordering is implemented for all clients	Sei, Ann & Al	April 17
	Building Maintenance: Cost-out swapping the medication room with the meeting room. Replace carpet in medication room and ground floor meeting room. Resident's bedrooms are painted when periodically and if needed when vacated. Cost repainting of corridors and ground floor. Look at identifying a support ticketing system to assist with managing queues at medication times.	Sei, Ann & Paul Douglas	May 17
	Team Building: Continue to have bi-yearly social event in June and December to coincide with Away Day and Christmas	Sei	August 17
	Staff Rota: Look at options of re-jigging about the staffing Rota so that staff a maximum of five days on or off and also that it meets the 36.5hrs per week which is the norm for WLM staff.	Sei, Ann, Al, Jude & Jon	February 17
	Staff Training: Arrange three staff training days to consist of: Hearing Voices/Trauma Informed Practice, Realising Recovery and Dual Diagnosis.	Sei	August 17
	Partnership Development: Continue to engage with external services in the borough to broker internal and external activities and services for residents and training for staff.	Sei, Ann & Al	June 17
	Client Work: Project workers to develop a harm minimisation action plan for each client in conjunction with external services and internal support such as reflective practice	Sei, Ann, Al & Project Worker Team	July 17
	Development of HavenOnline: Ensure that it has the ability to five client's receive regular statements regarding their allowance. That there is a section which gives an overview of client's medical diagnosis and needs.	Sei	January 17
Paperwork: Look at streaming data inputting to ensure less duplication of workload.	Al & Ann	April 17	
Fundraising: Identify project specific need which we can fundraise money for.	Sei, Fundraising Team	May 17	

