



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 - East Midlands

Reference can be made to driving up quality code: Self-Assessment Guide found at www.drivingupquality.org.uk

1. Support is focused on the person

What works well?	What is not working well?
<ol style="list-style-type: none">1. People we serve being active in the interview process for all team members, ensuring that they have the right people working with them.2. All assessments have been fully re-written to make these more focussed on the individual with new outcomes and support and risk plans.3. Lots of work has gone into supporting people to improve their home environments, making them personalised as well as clean and safe.	<ol style="list-style-type: none">1. More support specific training is required for supporting people with complex needs/behaviours/health conditions.2. Feedback from the people we serve regarding new starters is not formally recorded and shared.3. Liaising with the housing associations regarding repairs and improvements could be more fluid.



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2. The person is supported to have an ordinary and meaningful life

What works well?	What is not working well?
<ol style="list-style-type: none">1. Community based groups and clubs are attended regularly across the region, the people we serve are socialising with their peers and making new friends.2. Social value has been a big focus, supporting the people we serve to be active in their local communities.3. Volunteering and employment positions are increasing and opening again now Covid19 restrictions have eased, and there are lots of new opportunities being worked on.	<ol style="list-style-type: none">1. Feedback from some of the people we serve they feel that they have exhausted groups and activities in the area.2. Charity events and fundraising is not happening as frequently as they used to.3. Weekly planners need to be more adaptable and more specific, based on community-based activities, new opportunities, and meaningful activities that the people we serve are achieving.



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3. Care and support focus on people being happy and having a good quality of life

What works well?	What is not working well?
<ol style="list-style-type: none">1. Outcomes are being achieved by the people we serve which are meaningful.2. Increased 'shared' events within areas to encourage developing friendships.3. Regular tenants' forums and 'Chat the Change' are happening.4. Stories are being share with communications to celebrate success.	<ol style="list-style-type: none">1. Feedback from the people we serve is not collated consistently using a variety of forums2. Significant Friends are not well attended3. Communication could be improved with some relatives/advocates and more encouragement to engage with UBU.



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4. A good culture is important to the organisation

What works well?	What is not working well?
<ol style="list-style-type: none">1. Enabler Partnership Meetings are seen as positive, have been attended by the rep2. People we serve across the region and managers/team members meet virtually over a number of forums such as 'Hear My Voice' and activities.3. Inductions have improved via teams training and e-learning.4. Building good agency relationships5. Recruitment has improved over the last quarter using temp to perm, recommend a friend, job centres and fairs.	<ol style="list-style-type: none">1. Significant Friends Meetings are not happening frequently.2. Interviewing strategy could be improved to include more information around UBU's culture, values etc.



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5. Managers and Board members lead and run the organisation well

What works well?	What is not working well?
<ol style="list-style-type: none">1. Training and inductions have improved via use of Microsoft teams.2. Managers in the region communicate well and support each other.3. Peer audits are taking place where the people we serve are able to give honest feedback about the UBU management and board team.	<ol style="list-style-type: none">1. Driving Up Quality has not been consistently evidenced as a lead for feedback and development in the area.2. Team members strengths and hobbies/interests are not always matched up appropriately with the people we serve to get the best outcomes.



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Action Plan

Key area and value	Action agreed	By	Who by and by when	Date completed
Support is focused on the person	Managers to liaise with learning and growing to ensure specific training is planned.	30/08/2022	Service managers/Regional manager	
	Service Manager to feedback in 1-1 meetings regarding new starters performance after consulting with the people we serve.	30/06/2022	Service managers	
	All to ensure there is a clear evidence trail of reports and recording regarding repairs- completion of Housing Association reporting repairs paperwork and fault hazard logs.	Ongoing	Service managers	
The person is supported to have an ordinary and meaningful life	Expand on community-based activities/groups for the people we serve, looking further afield, as well as looking at Charity events.	30/09/2022	Service managers	



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	Reviewing and updating of weekly planners frequently.	30/08/2022	Service managers	
Care and support focus on people being happy and having a good quality of life	Tenants' forums, significant friends, people's forums to be planned well and feedback to be shared. Service managers to engage more with families and advocates, giving regular 'how things are going' calls as well as updates.	30/08/2022 30/08/2022	Regional manager Regional manager	
A good culture is important to the organization.	Driving up Quality to be shared with service managers regularly and plan updated.	30/07/2022- ongoing.	Regional manager	
Managers and board members lead the organization well.	New Candidates/Interviews – interviewers to ask candidates their strength, hobbies and interests and consider these when offering a role/location. To discuss UBU's values as part of interview process.	30/06/2022- ongoing.	Regional manager/Service managers	