

| Priority | Outcome | Actions | Success measure(s) | Lead | Time | RAG 30 th Sept 2017 | RAG 31 st December 2017 | RAG 31 st March 2018 | Progress update |
|---|---|---|--|---------------------------|------------|--------------------------------|------------------------------------|---------------------------------|---|
| Task and Finish Group Re Lessons Learned from LGO work to be set up. | Practice/policy models In place with respect to responding to LGO complaints | Meetings To identify work streams and responsibilities Lead Officers identified Policy in place Training put in place | Task and Finish Group Completes work Lead Officers to manage future LGO work. | CB | April 2018 | | | A | Members of Task and Finish Group identified and first meeting in diary. |
| Training | Training around Managing LGO work embedded | Training programme developed Training commenced in May 17 – dedicated training commissioned from the LGO Training embedded in induction of relevant posts | Training embedded as part of induction into the service. Policy embedded in the SOPS re managing LGO work | TG | April 2018 | | | A | Dedicated Management oversight on complaints and prep for frontline training processes |
| Policy and Procedures | Policy and procedures around LGO work developed and publicised | Policy and procedures drafted Policy embedded in the SOPS | Signed off by Director Policy embedded in the SOPS re managing LGO work All staff have been | PS RE/TG VB | April 2018 | | | A | Work has commenced to support front line staff. LGO training to be repeated for managers |

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|-------------------------------------|---|---|---|-----------|--------------|--|--|---|---|
| | | Communications to all staff with respect to LGO work | | | | | | | and front line staff |
| Interdepartmental Working practices | Strong links between ASC/AAD service and Complaints Team Mutual understanding of process and practice Shared Training | Identify leads from each service to manage and identify tasks around complaints | Leads identified Mutual training Joint regular meetings | CB/CD/KHK | October 2017 | | | A | First meeting between the services has happened and Lead Officers identified. |

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| RED | The action has not yet started or there is significant delay in implementation. The action must be prioritised to bring it back on track to deliver agreed work. |
| AMBER | The action has started but there is some delay in implementation. The action must be monitored to ensure the required action is delivered. |
| LIGHT GREEN | The action is on track to be completed by the agreed date. Action must be monitored to ensure work is completed in a timely manner. |
| GREEN | The action has been completed and there is evidence to that effect. |

RESPONSIBLE OFFICERS:

PS Pratima Solanki Director of All Age Disability and Adult Social Care

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| CB | Caroline Baxter | Assistant Director of Disability 0-65 |
| RE | Richard Eyre | Project Office Lead Manager |
| VB | Victoria Blinks | Project Office – Communications Lead |
| CD | Clare Davis | Manager – Complaints Department. |
| KH-K | Kay Hefferman-King | Care-Act Planning Co-ordinator |
| TG | Tim Gray | Advanced Social Worker |