

Health and Well Being – Expectations and Aspirations

Work Plan

Actions	Responsible Person	Progress	Deadline Date
Overarching Outcome: All Rotherham people will have high aspirations for their health and wellbeing and expect good quality services in their community, tailored to their personal circumstances.			
1. Early base lining across all organisations working around HWB – regarding actions of staff courtesy (complaints).	All members of working group	Request sent out to group asking for details of complaints to be sent to JBA. Complaints submitted from all organisations, requested 2010/11 to carry out analysis and comparison to 2011/12	Complete
Analysis to be undertaken to establish a baseline of data	JBA	Baseline commenced for 2010/11 and 2011/13 awaiting further information from CCG	April 2013
Priority One: We will provide much clearer information about the standards people should expect and demand.			
1. Baseline audit across all organisations working around HWB – Council / Hospital / Health Organisations / Voluntary Section	All members of working group	Request sent out to group asking for examples of service standards to be sent to JBA. Service standards received from partners	Complete
2. Establish where the gaps are.	JBA / SW and group	Group reviewed submissions and fed into work around customer pledge	Complete
3. Develop some generic standards to be used by organisations where there are gaps.	JBA / SW /KG and group	Group to work together to pull together simple statements around customer care	Complete

		and developed customer pledge as an example of high level and generic standards around staff behaviours	
4. Develop prompt card for staff	JBA / KG	Group to review sample and agree format, agreed to develop 3 cards, customers, staff and young people. Draft pledges developed. Consultation to take place and final versions to be agreed Budget to be agreed for design and printing costs	May 2013
5. Develop a single set of customer standards agreed by the Health and WellBeing Board	SW	Standards developed, agreed and published	July 2013
Priority Two: We will train all people who work towards reducing health inequalities to respond to the circumstances of individual people, families and the local community.			
1. Develop generic customer care training for across the whole of Rotherham.	SW	Specific work required with workforce leads for organisations and the development of a generic approach.	June 2013
2. Target specific training to meet the needs of residents in all deprived neighbourhoods	SW / JBA	Work with group looking at sharing event for practitioner. Pilot event to be held in May for practitioners	May 2013
Priority Three: We will ensure all our workforce routinely prompt, help and signpost people to key services and programmes.			
1. Develop a better understanding around the services available by promoting the existing online services direction e.g. Family Information Service	Group led by JBA	Audit to be carried out of all available on line systems and raise awareness with practitioners. Initial list compiled of all	May 2013

(early years) and GISMO (voluntary sector).		online directories and internet sites where staff and customers can use for signposting / accessing services Use the DN practitioner events to show case the sites	
2. Develop information sharing sessions where practitioners from across the partnership share information around services they provide. Particularly in deprived neighbourhoods.	SW / JBA	Discussions taken place with Area Coordinators, pilot session to be arranged in East Herringthorpe Pilot practitioner event being planned for MyPlace on 16 th May – East Herringthorpe and Dalthon / Thrybergh	16 th May pilot event
Priority Four: We will co-produce with Rotherham people the way services are delivered to communities facing challenging conditions.			
1. We will ensure that our customers are consulted with as part of the development of services or changes made to a service.	SW/ JS	Work with Community Engagement to ensure services carry out statutory consultation	Not yet started
2. We will strive to ensure that all services complete an Equality Assessment where changes are made to services provided	SW / JS	Work with Community Engagement to ensure services carry out EA.	Not yet started

