Title: Action plan for IA 100 (Stoke-on-Trent)

Categorisation
BUS Field - Research\Response\LFS Local
Area Response Project\Implementation

Action plan template

No.	Description of action	Issue the action is addressing	Tasks planned / how action will be achieved	Responsible person	Timescale	What support is required from HQ	Comments
1	Capacity is the big issue This came out at the presentation .Need to recruit more staff in Stoke to replace ones who've gone	Recruitment on 7/1/2015	RM to oversee and if possible select staff well placed for 199/200	██████ ██	If suitable candidates to be in place by 1st March 2015	Urgency with recruitment	
2	On completion of action1 staff to be selected and as much as possible dedicated to Stoke area	Hopefully with existing staff there will be people living in Stoke area with a lot of local knowledge	Local meetings with FM to discuss and address issues. All to be made fully familiar with data from local area project	██████ ██	To be in place by 1st March 2015	FIT course available and all candidates fully briefed	
3	Observation and training accompaniments to be made for all interviewers working on these stints	To provide support/training assistance and advice on best practices to adopt when working in the areas covered by stints 199/200	If staff have to be used from outside Stoke area ensure they are fully briefed and supported	██████ ██	Ongoing		
4	Experienced mentors to be asked to provide assistance to interviewers requiring additional support in the field to implement advice and training provided by FMs on accompaniments	To ensure standards and best practice in terms of calling patterns and ACE are implemented across all team members working in these stints	FM to brief mentors assisting with colleagues in these areas on problems we are endeavouring to address	██████ ██	Ongoing from 1st March 2015	Mentor training to be updated if required.	
5	Regular contact with interviewers by FM and checks on progress	To ensure that workloads are kept to achievable levels and to provide ongoing support of any issues arising	FM to report to RM as and when appropriate	FM / RM	Ongoing		Assessment to run from 1st March 2015 for 6 months - regular monitoring and review at end of period – aim is to improve response in these stint areas

6	Check of all coding done by interviewers	Ensure no response is being lost due to incorrect coding especially with new interviewers	Training and advice where appropriate and item on SGM – this issue is ongoing for whole of region	FM/RM	Ongoing	
7	Check system re interpreters	This area in recent years has experienced high influx of Eastern Europeans	Ensure no cases lost through uncertainty by interviewers of use of interpreters	FM/RM	Ongoing	
8	Look at system of doubling up the interviewers where there is concern over safety in some areas at night	After 8pm some areas can be intimidating so two people will give each other confidence	Assess if this lead to more evening calls	FM/RM	As and when apropriate	
9	Ensure that whilst we give some priority to this area we do not take our eyes off the ball in other areas	There will be no system of using all the best interviewers in this area just to achieve a result	This can be counter productive overall and simply rob Peter to pay Paul	FM/RM	Ongoing	

Note: Action plan copied from email sent by Deryck Farmer on 22 December 2014.