

BASK - IMPROVEMENT PLAN 2021/22

Priority – what do we want to improve?	Actions – what exactly will we do?	Resources – who will be responsible and what might they need?		Timescale – when will this be completed?	Outcome – did we achieve this?
How we communicate with parents	<ul style="list-style-type: none"> <li>• Establish a dedicated website for BASK</li> <li>• Create more options for parents to get in touch with BASK staff/manager</li> <li>• Reintroduce monthly newsletters for parents</li> </ul>	Andy McEwing (Proprietor)	Budget for web design specialist and annual contract	By August 2021	<p>YES</p> <p>N/A PARENTS HAPPY WITH COMMUNICATION LEVELS</p> <p>QUARTERLY INSTEAD</p>
Our policies	<ul style="list-style-type: none"> <li>• Carry out an audit of all BASK policies and procedures</li> <li>• Update and streamline policies wherever necessary</li> <li>• Publish policies on website for easier access for parents</li> </ul>	<p>Andy McEwing</p> <p>Carmen Dow (Manager)</p>		By October 2021	<p>ONGOING</p> <p>YES</p> <p>YES</p>
Our quality assurance procedures	<ul style="list-style-type: none"> <li>• Create a calendar of quality assurance tasks</li> <li>• Involve all BASK staff in evaluating key aspects of practice</li> </ul>	Carmen Dow		By October 2021	<p>YES</p> <p>ONGOING</p>

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	<ul style="list-style-type: none"> <li>• Ensure quality assurance approaches are in line with the <a href="#">National Care Standards</a></li> <li>• Introduce a programme of 'spot checks' and 'learning walks' across various aspects of the service, to be carried out by the proprietor</li> </ul>	Andy McEwing			YES
How we seek the views of parents, staff, children and our partners	<ul style="list-style-type: none"> <li>• Devise topical 'quick question of the month' for parents and children.</li> <li>• Create surveys to find out how well aspects of our service are working.</li> <li>• Choose a policy each month to highlight with staff, parents and, where appropriate children, and ask for feedback.</li> <li>• Devise a 'you said, we did' approach to providing feedback to parents and children on actions taken as a result of their views</li> <li>• Consult with parents on</li> </ul>	Carmen Dow		By December 2021	NO
				By March 2022	YES

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	establishing a parents' forum				YES NOT REQUIRED