The aim of this rolling action plan is to further develop and improve the current **Strategies** and **Operational Practices** at Alt Valley Community Trust.

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| **1.Objective-area for improvement** | **2. Action to be taken and target for improvement** | **3. Target date** | **4. Person(s) responsible** | **5. Dates reviewed, progress made/action completed** |
| Improving the curriculum offer in line with the current needs of the national and local economyImprove recruitment of new learners and business to AVCT | Recruit for specialist tutor to develop and deliver new digital curriculumPerson specification and authorisation to recruit Debbie Stewart to contact person enquiring through Sharon Lee | 20th August 2021 | Alma MasonDebbie Stewart | 27th August 2021Job description has been authorised and the post is due to be advertisedJohn is not interested in post |
| Improving the curriculum offer in line with the current needs of the national and local economyImprove recruitment of new learners and business to AVCT | Recruit specialist to develop and deliver new hairdressing curriculumContact Kellie to look at recruitment for hairdressing | 20th August 2021 | Lesley Baugh | 27th August 20201Review 10th SeptemberKellie not available |
| Improving the curriculum offer in line with the current needs of the national and local economyImprove recruitment of new learners and business to AVCT | Arrange a meeting with the following people to look at community activationPauline KnibbCathy EdwardsBoz-regarding John O’BrienSusan Lee | 23rd August 2021 | Danielle FormanDebbie Stewart | 27th August 20201Meeting arranged with Pauline KnibbCathy EdwardsSharon RossBoz enaSharon LeeContacted-awaiting response |

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| Streamline and speed up communication channelsSignificant upgrade required | Shared driveSingle central fileSecurityConnectivity | 24th August 2021 | Commission consultant to review the entire system | 27th August 20201Re-visit 10th September 2021 |
| Improve standardisation of delivery and increase funding stream | Recruitment for functional skills, possibly AVCT to deliver across all models Bring learners in-house to be taught at the comms centre | 23rd August 2021 | Debbie StewartLesley Baugh | 27th August 20201Delivery model to remain the same. Standardisation and quality of delivery to be evidenced through QA. Meeting added to the communication strategy for 2021  |
| Improve coordination through identifying opportunities, resources and ideas across organisation, particularly, through the delivery of community education | Email staff to introduce Debbie’s role and responsibilities and how the role will support the organisation and staff going forward | 23rd August 2021 | Danielle Forman | 27th August 20201E-mail sent to all staff.Hot desk has been set up in Ellergreen to accommodate education staff to improve cohesion between staff |
| Increase the potential for recruitment. Identify opportunities to diversify across the current curriculum offer using different funding streams (levy funding) | Finalise the short term curriculum offer and link different funding streams | 23rd August 2021 | Lesley BaughDebbie Stewart | 27th August 20201Staff matrix now being developed to identify current gaps in learning of existing staff. And open up opportunities to multi-skill across different job roles |

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| Improve marketing and recruitment to attract new business opportunitiesBusiness partnerships for the delivery of the new Digi-hub qualifications | Stephen to present the new marketing strategy to the Education Board.To agree marketing strategy aims. To ensure support and effective resources are in place to support promotional campaigns | 23rd August to 2021 | Debbie StewartStephen Mclean | 27th August 2021Review 3rd September 2021Review 3rd September 2021 |
| Ensuring up to date information is available on media sites | Contact Andy Davies to check on website updatesContact Alex Croft to look at delivering the new digital courses | 23rd August 2021 | Lesley BaughDanielle Forman | 27th August 2021Review 3rd September 2021  |
| Improve curriculum offer to include new technologies | Post advert, short list candidates arrange interviews | 3rd September 2021 | Danielle/Alma | 10th September 2021AuthorisedAdvert in process |
| Improve collaboration with other areas to strengthen the current and wider delivery oppportunities | NSC AVCT-Presentation to board to evidence opportunities | 3rd September 2021 | Lesley Baugh | 10th September 2021 |

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| Improve quality and efficiency of communication across organisation | Remove landline (diverted calls from Lesley’s phone) Check progress of new phone system.Check updates on shared drive | 3rd September 2021 | Danny Branbill | 10th September 2021 |
| Raise standards of delivery | Audit standardised practice, policies and procedures to align quality across the organisation | 3rd September 2021 | Debbie Stewart | 10th September 2021 |
| Improve standardisation of safeguarding practices. Clarify the staff understand reporting procedures.  | Arrange staff training. Share latest updates for September 2021. Disseminate helpful resources | 3rd September 2021 | Debbie StewartLesley Baugh | 10th September 2021Standardisation of policies and procedures completed. Library and PB included. All managers contacted to arrange face to face training.DSL and deputy attending LSB annual training 7th Sep |
| Establish Qualitative learning bases in community | Wish list for education resources and materials.Produce a snag list for comms to ensure maintenance and repair of all bases | 3rd September 2021 | Danielle FormanLesley BaughBrian Johnson | 10th September 2021 |

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| Ensure best value of contracts.Improve contract performance | Review contractsExplore job growthAreas of higher valueCreate an action plan for each contract | 10th September 2021 | Barry KushnerLesley Baugh | 10th September 2021 |
| Raise the profile of AVCT throughout the community and with local employers | Collate a body of evidence to demonstrate the positive outcomes from AVCT’s impact to enhance and sustain our reputation | 10th September 2021 | Six undergraduates linked to AVCT personnel. Each students will be given an area for improvement to evaluate and improve.Alma. Danielle. Lesley. Debbie. Sharon to support | TBC |
| Augment AVCT staff skill set to fill necessary competency gaps | Authorise recruitment of a full time Finance Officer | 10th September 2021 | Danny Branbill | 10th September 2021 |
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