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 economy  Improve recruitment of new learners and business to AVCT | Recruit for specialist tutor to develop and deliver new digital curriculum  Person specification and  authorisation to recruit  Debbie Stewart to contact person enquiring through Sharon Lee | 20th August 2021 | Alma Mason  Debbie Stewart | 27th August 2021  Job description has been authorised and the post is due to be advertised  John is not interested in post |
| Improving the curriculum offer in line with the current needs of the national and local economy  Improve recruitment of new learners and business to AVCT | Recruit specialist to develop and deliver new hairdressing curriculum  Contact Kellie to look at recruitment for hairdressing | 20th August 2021 | Lesley Baugh | 27th August 20201  Review 10th September  Kellie not available |
| Improving the curriculum offer in line with the current needs of the national and local economy  Improve recruitment of new learners and business to AVCT | Arrange a meeting with the following people to look at community activation  Pauline Knibb  Cathy Edwards  Boz-regarding John O’Brien  Susan Lee | 23rd August 2021 | Danielle Forman  Debbie Stewart | 27th August 20201  Meeting arranged with  Pauline Knibb  Cathy Edwards  Sharon Ross  Boz ena  Sharon Lee  Contacted-awaiting response |

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| Streamline and speed up communication channels  Significant upgrade required | Shared drive Single central file  Security  Connectivity | 24th August 2021 | Commission consultant to review the entire system | 27th August 20201  Re-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 Stewart  Lesley Baugh | 27th August 20201  Delivery 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 20201  E-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 Baugh  Debbie Stewart | 27th August 20201  Staff 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 opportunities  Business 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 Stewart  Stephen Mclean | 27th August 2021  Review 3rd September 2021  Review 3rd September 2021 |
| Ensuring up to date information is available on media sites | Contact Andy Davies to check on website updates  Contact Alex Croft to look at delivering the new digital courses | 23rd August 2021 | Lesley Baugh  Danielle Forman | 27th August 2021  Review 3rd September 2021 |
| Improve curriculum offer to include new technologies | Post advert, short list candidates arrange interviews | 3rd September 2021 | Danielle/Alma | 10th September 2021  Authorised  Advert 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 Stewart  Lesley Baugh | 10th September 2021  Standardisation 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 Forman  Lesley Baugh  Brian Johnson | 10th September 2021 |

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| Ensure best value of contracts.  Improve contract performance | Review contracts  Explore job growth  Areas of higher value  Create an action plan for each contract | 10th September 2021 | Barry Kushner  Lesley 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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