

Communication

PRODUCT

This is the main thing that you are measuring or talking about

Communication Plan

- We have new plan
- Everyone needs to know about it

Easy Write Group is working to:-

- Helping people make a written information easier to understand
- Guidelines are up to date
- Easy Write Dictionary version 2

The website is up to date and easy to understand and keep telling people about it

Signing DVD and books and training

Communication passports are in place

Leaflets and posters

Communication Champions

STANDARD

This is a way of saying how well something will be done

Is the training helping people communicate better?

What feedback are we getting?

Need to listen to people carefully

Does the website help people and what feedback did we get

Need to have the right attitude

Need to ask people
Mystery shopper

Do people use:-

- Easy Write Guidelines
- Easy Word Dictionary
- Meetings Guidelines

Are services producing easier information?

Have guidelines on communicating with people with high support needs

Are communication passports helping people?

Is the right information on the website?

Do the leaflets help people?

REPUTATION

This is about how well people know about something

People who know about it think it is great

Need to have a good quality leaflets, DVD's etc

Lots of people do not know about the Communication Plan

Do people know how to get on the training and do they want to go onto it

Need to make sure everyone knows about the plan and thinks the plan is brilliant

Need a plan to sell the communication plan:-

- Radio
- Website
- TV
- Newspapers
- Newsletters

Share Easy Write Documents.

LOCATION

This is about where something is

It needs to be everywhere
The plan is on the Better Lives Website
We do presentations
We do training all over Leicestershire
Have Communication Champions in the right places
We need to share the plan more
Is the training easy to get to?
Make sure leaflets and newsletters get to lots of places.

COST

This is how much money you have had to pay

Is training the best use of money to get the best results for the money.
Doing the plan will save us money.
There is no money to do the plan and everyone works on this for nothing or on top of their other work and responsibilities.
We need more money
We need lots more keen people and resources people can use to make communication better
All services need the right resources to do Easy Write

EXPERIENCE

This is about how something feels to you

How do we know if it is working?

If people listen to you it feels good

People think information is easy to understand and to learn about things

It makes you more confident if you can speak up for yourself

People tell us they enjoy the training

People feel involved in the Communication Group

Are people able to speak up and choose?

Do the people enjoy the training and find it helpful

Get the stories from people to learn about what was good and a bad experience

COUNTING

This is about how much or how many

How much training do we have for:-

- Communication Passports
- Introduction to communication
- Easy Write
- Signalong

How many people come to the training?

How many people look at the Better Lives Website?

How many Easy Write Referrals do we have?

How many Easy Write Mentors do we have?


How many people have a communication passport?

How many people know about the plan?

How many people use the Better Lives Website?



Communication

What will we do?	How will we do it?	Who will do it?	When will we do it by?	How will we know when it's done?
<p>Introduction to Communication</p> <p>Make sure that the Introduction to Communication training is done.</p> <p>Make sure the training is good and up to date</p> 	Run 8 Communication courses	Jane Parr The subgroup	June 2010	We will know who has been trained on the 8 courses.
	Have meetings for the people who run the training	Jane Parr The subgroup	June 2010	We will have the notes from the meetings. We will know who came to the meetings.
	Have a course to train people to run training	Jane Parr The subgroup	June 2010	We will know who has been trained to run training courses.
	Check the training is good and keep it up to date	Jane Parr The subgroup	June 2010	We will know if the training is good and we will have changed the training to keep it up to date.
	Write a report on the training work	Jane Parr The subgroup	June 2010	We will have a report on the training work.

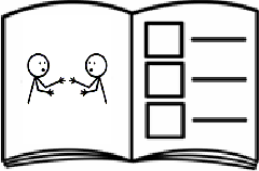


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Easy write Help services and people to make written information easier to understand 	Run 7 "Introduction to Easy write" courses	Jane Parr Subgroup Easy write group	June 2010	We will know who has been trained on the 7 courses.
	Do training for Easy write mentors	Jane Parr Subgroup Easy write group	June 2010	We will know who has been trained to be a new Easy write mentor
	Mentors to support 20 people	Easy write mentors	June 2010	At least 20 people will have had support from a mentor
	Support mentors to do a good job	Subgroup Easy write group	June 2010	Mentors will tell us they are well supported
	Keep Easy write guidelines and easy word dictionary up to date	Subgroup Easy write group	June 2010	The guidelines and the dictionary will be up to date
	Put examples on the website	Subgroup Keeley Smith	June 2010	There will be good examples on the website
	Write a report	Jane Parr Subgroup	June 2010	We will have a report about Easy write


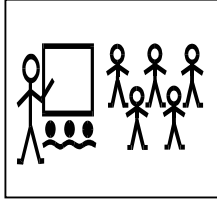


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Communication Passports Help people to make good communication passports 	Train people to make good communication passports	Jane Parr Subgroup	June 2010	We will know who has been trained to do communication passports
	Develop tools and resources that people can use to make good communication passports	Jane Parr Subgroup	June 2010	People making communication passports will have good tools and resources to help them
	Work with people when they are doing the passports	Jane Parr Speech and language therapists	June 2010	People making communication passports will tell us they have good support
	Do training as part of Person Centred Planning Training	Jane Parr Valuing People team	June 2010	Communication passports will be part of person centred planning training
	Check how good the training is	Jane Parr Valuing People team	June 2010	People who have done the training will tell us how good it is
	Write a report	Jane Parr Subgroup	June 2010	We will have a report about Communication passports



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Telling people about the plan 	Keep the website up to date	Keeley Smith	June 2010	There will be good information on the BetterLives website
	Do presentations	Jane Parr	June 2010	We will have a list of the presentations done
	Work with other groups and people	Subgroup	June 2010	We will have a list of the groups and people we work with
Planning the training 	Decide what is the most important training	Jane Parr Subgroup	December 2009	We will know what training is most important
	Find the money and people to do the training	Jane Parr Subgroup	June 2010	We will have people who agree to run the training. We will have money to run training courses.
Communication and Complex Needs	Put together a plan to help make communication better for people with complex needs	Jane Parr All Partnership Board Subgroups	June 2010	We will have a good plan to make communication better for people with complex needs



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Find out what people think about the new Communication Plan Develop Communication Champions	Ask the Partnership Board and the locality groups and sub groups	Jane Parr Julie Bird Miranda Keeley Communication Champions Keeley	May 2010	We will write a report and make any changes to the plan