

BUSINESS PLAN CARE 4 YOU - FEBRUARY 2008

		By	Who
Financial	1. Aim to provide 1000 care hours.	31/12/2008	Julie/Sally
	2. Increase the number of private clients to 60	ongoing	Julie/Sally
	3. Convert 80% of call down Services Users to Direct Payments	ongoing	Rachael & Care Team, Julie/Sally
	4. Increase number of Direct Payment Service Users.		Rachael & Care Team, Julie/Sally
	5. Employ Book keeper	March '08	Julie
	6. Increase car fleet/Explore service user vehicle	August '08	Julie
	7. Introduce procedure for dealing with Direct Payments & Direct Payments billing	April '08	Julie/Sally
	8. Register and complete Investors in People	31/12/2008	Julie/Sam/Sally
	9. Increase the number of Administration hours		Sally/Julie
	10. Employ logistical operator for Rota co-ordination		Julie
	11. Continue to recruit 2.5 members of staff per month		Julie /Sally
	12.Improve the Company structure to enhance reviews, staff supervision and the ability to take calls quickly.	March '08	Julie/Sally/Sam/ Rachael

	13. Improve the image of Care Team, looking at uniform and outdoor wear.		Julie/Rachael/ Sally
	14. Ensure all staff complete NVQ2 minimum, within 6 months of starting. Offer NVQ2 additional units to complement Carers role. Improve team building, leadership and management structure.		Sam

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		How	By
Strategy	1. Attract more Private Clients	Work with Business link Website, advertisers, professional service efficiency. Close working with Social Workers	ongoing
	2. Expand premises	Research local availability	ongoing
	3. Maintain family approach to ensure quality. Improve Audit procedures	Feedback questionnaires from Service Users. Develop internal systems	April '08
	4. Improve profile	Investors In People. Enter for Business Awards /and Accolades 2008	
	5. Training programme to meet needs of staff. Supervision programme to be more structured.	Use Learning Resources Network. Employ further hours for training.	Feb. '08
	6. Keep ahead of staffing needs, recruiting an average of 2.5 membes of staff per month. Utilise Job Centres. Interview on Thursdays. Database and followup. Improve structure from enquiry and starting employment.	ongoing	Julie/Sally Donna/Angie