

Imagine, Act & Succeed



Communication at IAS

Select a forum or meeting to see its purpose, membership and how the information is shared.

Companywide Senior Managers Meeting (quarterly)

All network Senior Managers Meeting (Monthly)

Local Senior Managers Meeting (Monthly)

Local Team Leader Meetings (3 weekly)

Support worker team Meetings (2 – 3 weekly)

Companywide Health & Safety Meeting (quarterly)

Companywide Quality Meeting (quarterly)

Service Development Forum (SDF) (6 weekly)

Local Recruitment Group Meeting (6 weekly)

Companywide Induction Group (quarterly)

Training & Development Group (6 weekly)

Local Relatives Forum (quarterly)

Individual Relatives Communication Agreement

“My Review” & Person Centred Review (annually or as reqd)

Support Circles

Working Together For Change (Annually)

Administration Team Meetings (quarterly)

Finance Team Meeting (2 monthly)

Board of Trustees Meeting (2 monthly)

People make things happen....

Companywide Senior Managers Meeting

An opportunity for Central Senior Managers and Heads of Operations to meet in order to make strategic decisions and share information.

Membership:

CEO, Heads of Operations and Central Senior Managers

Who does this meeting report to and communicate information to?

Back to all meetings



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Companywide Senior Managers Meeting

Responsible to:

CEO and Board of Trustees

Communicates by or to:

Minutes available to Board of Trustees

CEO updates at Board Meetings

Information communicated to All Network Senior Managers Meetings

Back to all
meetings



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All Network Senior Managers Meeting

An opportunity for Heads of Operations and Deputy Heads of Operations to meet in order to make strategic decisions and share information.

Membership:

CEO, Heads of Operations and Deputy Heads of Operations

Who does this meeting report to and communicate information to?

Back to all meetings



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**All Network Senior Managers Meeting
Responsible to:**

CEO and Board of Trustees

Communicates by or to:

Minutes available to Board of Trustees

CEO updates at Board Meetings

Back to all
meetings



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Local Senior Managers Meeting

An opportunity for the Heads of Operations and Deputy Heads of Operations to meet locally to implement actions, share information and make decisions relevant to their local network.

Membership:

Head of Operations and Deputy Heads of Operations

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Local Senior Managers Meeting
Responsible to:
CEO

Communicates by or to:
Information communicated to
Companywide Senior Managers Meeting
All Network Senior Managers Meeting
Team Leader Meetings
Service Development Forum

Back to all
meetings



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Local Team Leaders Meeting

An opportunity for the Team Leaders to meet within their local network to implement actions, share information and make decisions with support from Deputy Heads of Operations.

Membership:

Deputy Heads of Operations and Team Leaders

Who does this meeting report to and communicate information to?

Back to all meetings



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Local Team Leader Meeting

Responsible to:

CEO

Head of Operations

Communicates by or to:

Information communicated to

Companywide Senior Managers Meeting

All Network Senior Managers Meeting

Support Worker Team Meetings

Service Development Forum

Job Consultations

Back to all
meetings



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Support Worker Team Meeting

An opportunity for Support Staff to meet with their own staff team. Supported by the Team Leader, the team will share information and learning. Will implement decisions and changes to continuously improve the support provided.

Membership:

Support Worker, Team Leader and Deputy Head of Operations if required

Who does this meeting report to and communicate information to?

Back to all meetings



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Support Worker Team Meeting

Responsible to:

CEO

Head of Operations

Deputy Head of Operations

Communicates by or to:

Team Leader Meetings

Service Development Forum

Job Consultations

Back to all
meetings



Imagine, Act & Succeed

Support Worker Team Meeting

An opportunity for Support Staff to meet with their own staff team. Supported by the Team Leader, the team will share information and learning. Will implement decisions and changes to continuously improve the support provided.

Membership:

Support Worker, Team Leader and Deputy Head of Operations if required

Who does this meeting report to and communicate information to?

Back to all meetings



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Support Worker Team Meeting

Responsible to:

CEO

Head of Operations

Deputy Head of Operations

Communicates by or to:

Team Leader Meetings

Service Development Forum

Job Consultations

Back to all
meetings



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Company Wide Health and Safety Meeting

An opportunity for representatives from all operational networks to get together to share information. To keep us up to date with legislation and maintain a positive culture throughout the organisation in relation to Health & Safety

Membership:

H&S reps from all areas of organisation, CEO, Health and Safety Lead,

Who does this meeting report to and communicate information to?

Back to all meetings



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Companywide Health and Safety Meeting

Responsible to:

Board of Trustees

CEO

Health and Safety Lead

Communicates by or to:

Minutes available to trustees

CEO and Health and Safety Lead updates to Board

Applicable Information communicated to

Company Wide and All Network Senior Managers Meetings

Local Senior Managers Meetings, Team Leader Meetings, Support worker Team Meetings, SDF and Job consultations

Back to all
meetings



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Company Wide Quality Meeting

An opportunity for representatives from all operational networks to get together to share information. We do this to measure performance and implement a framework to continuously improve the support we provide for people.

Membership:

Quality reps from all areas of organisation,
CEO, Quality Lead

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Companywide Quality Meeting

Responsible to:

Board of Trustees

CEO

Quality Lead

Communicates by or to:

Minutes available to trustees

CEO and Quality Lead updates to Board

Applicable Information communicated to

Company Wide and All Network Senior Managers Meetings

Local Senior Managers Meetings, Team Leader Meetings, Support

worker Team Meetings, SDF and Job consultations

Back to all
meetings



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Service Development Forum

This is a support worker led forum providing an opportunity for staff to get together from other teams within their local network. This forum is to look at innovative ways to consult and involve staff to continuously improve the support we provide to people.

Membership:

Support Workers, Team Leaders,
Deputy Head of Operations

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Service Development Meeting

Responsible to:

Local Head of Operations
CEO

Communicates by or to:

Minutes available to trustees
Applicable Information communicated to
Company Wide and All Network Senior Managers Meetings
Local Senior Managers Meetings, Team Leader Meetings, Support
worker Team Meetings, and Job consultations

Back to all
meetings



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Recruitment Group (within networks)

Opportunity for nominated representatives to get together within their own organisational network to review their staff levels, plan and carry out recruitment. To track new starters progress through probation and induction.

Membership:

Team Leaders, Deputy Head of Operations, Head of Operations, Support staff, people supported

Who does this meeting report to and communicate information to?

Back to all meetings



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Recruitment Group
Responsible to:
Local Head of Operations
CEO
HR Lead

Communicates by or to:
Local Senior Managers Meeting
Team Leader Meetings

Back to all
meetings



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Induction Group

Opportunity for representatives from all networks to get together to look at continuously improving our Induction training programme. We do this to ensure all new employees receive an excellent standard of training

Membership:

CEO, Head of Operations, Deputy Heads of Operations, Team Leaders, Admin Service Manager

Who does this meeting report to and communicate information to?

Back to all meetings



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Induction Group

Responsible to:

CEO, Head of Operations
Deputy Head of Operations
Team Leaders
HR Lead

Communicates by or to:

Local Senior Managers Meeting
Team Leader Meetings

Back to all
meetings



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Training and Development Group

Opportunity for representatives from all networks to get together to look at continuously improving our Training Strategy. We do this to ensure all employees receive an excellent standard of training and opportunities to continuously develop their skills.

Membership:

CEO, Head of Operations, Deputy Heads of Operations,
Head of Business, HR Lead

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Training and Development Group
Responsible to:

Board of Trustees, CEO

Communicates by or to:

Minutes available to trustees

Applicable Information communicated to

Company Wide and All Network Senior Managers Meetings

Local Senior Managers Meetings, Team Leader Meetings, Trainers

Back to all
meetings



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Relatives Forum (Locally)

Opportunity for relatives and friends of people we support to get together within their local network. This forum looks at innovative ways to consult and involve relatives and friends and ensure their contribution and input is valued

Membership:

Relatives & friends of people we support, Head of Operations, Deputy Heads of Operations, CEO

Who does this meeting report to and communicate information to?

Back to all meetings



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Relatives Forum

Responsible to:

Board of Trustees, CEO

Communicates by or to:

Minutes available to trustees

Applicable Information communicated to

Company Wide and All Network Senior Managers Meetings

Local Senior Managers Meetings, Team Leader Meetings, Support

Worker Team Meetings, SDF, Job consultations

Back to all
meetings



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Communication Agreement (individually with relatives)

This is a communication plan agreed between the relatives and the respective senior manager and team leader. The plan is to ensure issues are communicated through an agreed method and regularity to maintain positive relationships. The agreement is recorded and stored with the person's information.

Membership:

Relatives, Head of Operations, Deputy Heads of Operations, Team Leaders

Who does this meeting report to and communicate information to?

Back to all meetings



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Communication Agreement
Responsible to:
CEO, Head of Operations

Communicates by or to:
Applicable Information communicated to
Heads of Operations, Deputy Head of Operations, Team Leaders,
Support Workers, people supported

Back to all
meetings



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My Review / Person Centred Review

An opportunity for people to be consulted with about the support they receive and whether people have choice and control around how they are supported. To look at What's working and not working and develop an action plan.

Membership:

People we support, families, friends, Support team, Anyone the person wants involved.

Who does this meeting report to
and communicate information to?

Back to all
meetings



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My Review / Person Centred Review

Responsible to:

Team Leader, Deputy Head of Operations, Head of Operations, CEO

Communicates by or to:

Deputy Head of Operations, Head of Operations,
Team Leaders, Support Workers, people supported

Back to all
meetings



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Support Circles

A Circle of Support is a group of people who meet together on a regular basis to help somebody accomplish their personal goals in life. Everyone in the circle is a volunteer and wants to be there because they know the person well.

A Support Circle is often set up when a person lacks capacity to make clear choices about their life and the support they receive

Membership:

People we support, families, friends, Support team, Anyone the person wants involved.

Who does this meeting report to and communicate information to?

Back to all meetings



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Support Circles

Responsible to:

People we support, Support Team, Team Leader,
Deputy Head of Operations,
Head of Operations, CEO

Communicates by or to:

Deputy Head of Operations, Head of Operations,
Team Leaders, Support Workers, people supported

Back to all
meetings



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Working together for change

An opportunity for people supported, families, friends, support staff and managers to come together to see what people are telling us about their support. We collate the information to see what's working and not working for people and build a strategic action plan to continuously improve peoples lives and the support they receive.

Membership:

People we support, families, friends, Support teams, Team Leaders, Deputy Head of Operations, Head of Operations, CEO, Administrators, Trustees

Who does this meeting report to and communicate information to?

Back to all meetings



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Working Together for Change

Responsible to:

CEO, Board of Trustees, Local authorities, CQC

Communicates by or to:

CEO update to Trustees
Information brought to and discussed at
Companywide Senior Managers Meeting
All Network Senior Managers Meeting
Team Leader Meetings
Support Worker Team Meetings
Service Development Forum
Job Consultations

Back to all
meetings



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Administration Team Meetings

An opportunity for the Administration team to come together under the guidance of the Head of Business and Service Manager for Admin. We do this to share practice and information, and to participate in training and development

Membership:

Head of Business, Service Manager (Admin),
Administrative team

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Administration Team Meeting

Responsible to:

CEO, Board of Trustees

Communicates by or to:

Head of Business update to Trustees

CEO

Heads of Operations

Back to all
meetings



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Finance Team Meetings

An opportunity for the Finance team to come together with the CEO and Chair of Trustees to make strategic decisions around financial issues.

Membership:

Strategic Finance Lead, Finance Team, CEO,
Chair of Trustees

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Finance Team Meeting
Responsible to:
CEO, Board of Trustees

Communicates by or to:
CEO update to Trustees
CEO
Heads of Operations

Back to all
meetings



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Board of Trustee Meetings

An opportunity for the CEO to meet with the Trustees to share information about the performance of the charity. Heads of Operations will be invited in turn to feedback information about the performance within their scope of responsibility. The board will be consulted with and involved in specific decisions which affect the operational effectiveness of IAS

Membership:
Trustees, CEO,
Heads of Operations

Who does this meeting report to
and communicate information to?

Back to all
meetings



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Board of Trustees Meeting

Responsible to:

CEO, Heads of Operation,
Charities Commission, Local Authority, CQC

Communicates by or to:

Information communicated to
Companywide Senior Managers Meeting
All Network Senior Managers Meeting

Back to all
meetings



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