



Greetings

Issue 3, February 2010

Welcome to the third edition of the Grimsby Cleethorpes & Humber Region YMCA Insync newsletter.

We have been very busy over the past few months and various important visits have taken place, one of which was the Insync interim Peer Assessor visit!

Staff members have completed the initial drafts of the Insync workbooks and several consultations have been held for Insync which staff and clients were invited to attend. The consultations were well-attended and allowed us to gather a range of feedback which has now been incorporated into the workbooks. They also highlighted a number of areas in which both clients and staff felt that we could improve the service that we offer.

In order for GCHRYMCA to gain full Insync accreditation, it is vital that we are able to get this feedback so keep up the good work!



Keep up the good work!

Interim Peer Assessor Feedback

Following the completion of the Insync workbooks, GCHRYMCA Confirmed that we would like to arrange an interim Peer Assessor visit. The visit was arranged for 26th January 2010.

GCHRYMCA submitted five of the completed workbooks for inspection during the visit and all evidence was submitted electronically to the Peer Assessors.

A series of training sessions were held in preparation for the visit in which both clients and staff were involved.

The Peer Assessors arrived at 9.30am and carried out interviews with staff members, Board members and clients throughout the day. They confirmed that they had been very impressed with the feedback that had been given by staff members and clients.

They had been taken on a tour of both sites and spoke to people as they walked around. The Peer Assessors confirmed that they thought that there was a nice atmosphere at both sites and that the people that they had met had been very friendly.

Initial feedback from the Peer Assessors has confirmed that the work that has been done so far is of a high standard. The feedback has shown that all members of the organisation, including

clients, staff and Board members must be continuously informed about the purpose and importance of the Standards. The workbooks for each Standard will be looked at and any further actions that can be identified will be added. Insync progress updates will be given at all future client and staff meetings to ensure that all members of the organisation are aware of the progress of GCHRYMCA in its bid for full accreditation and both staff and clients will be informed about the Insync Standards at their induction. The Insync Standards provide us with a tool for measuring our continuous improvement and, as there are several new projects being undertaken by the organisation at the moment, this will allow GCHRYMCA to illustrate the great work that we are doing to ensure that we offer our clients the best level of service possible.

Below is a brief overview of the actions identified in the Peer Assessor report and the actions that GCHRYMCA have or are planning to take.

Action	GCHRYMCA Response
Ensure Insync is understood and embraced by all members of the organisation	Insync to be added to the agenda of staff and client meetings and regular updates provided
Staff supervision form to be updated to cover knowledge of policies and procedures	The form has been updated and is now in use
Visitors to receive Health & Safety induction	All visitors to be issued with a site map and evacuation procedure
Suggestions slips to be placed near the Suggestion Box	Completed
Suggestion Box spreadsheet to be updated to show outcomes of suggestions	Completed-this will be displayed on notice boards to show what action has been taken
All paperwork to refer to 'clients' not 'service users'	All paperwork and the digital signage has been updated. Please let us know if you notice any errors
Appropriate training offered to staff following a change of role	Continue to offer staff appropriate training
Devise a formal mechanism for recording external agency feedback	External agency questionnaire to be issued and evaluated. Continue to update Agency Files
Staff name and job title to be displayed on office doors	Completed
Review and de-clutter notice boards	Notice boards have been de-cluttered. NSW's to ensure that this is done regularly and relevant items are displayed
Ensure all clients are aware of the different roles available to them-buddy, peer mentor etc.	Training to be given and hand out issued at induction
Ensure staff are aware of the purpose of the annual client questionnaire	E-mail to all staff
Review of catering facilities	Review to take place

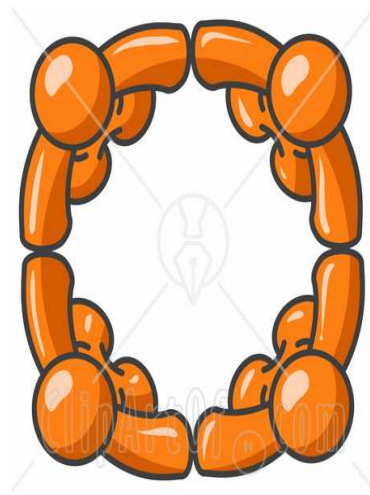
There will be a lot of work to do before we submit for full accreditation, but the initial feedback has shown that we can do it!

Are You 'Insync' With Our Future?

In October 2009, GCHRYMCA staff and clients were invited to attend a number of consultations relating to Insync. The feedback gathered at the meetings was incorporated into the workbooks and these were then submitted to the Peer Assessors for evaluation.

Following the success of the meetings, GCHRYMCA would like to hold further meetings for both clients and staff to become involved in. The aim of these meetings will be to work as a team to identify any further areas in which we can improve the workbooks as well as ensuring that all members of the organisation are aware of the purpose of Insync and what it involves.

We would also like to involve clients and staff in identifying potential actions for the future of the organisation so if you have any ideas about how we could improve the service, this is a chance to discuss them! We would also like to take this opportunity to hear from clients and staff members about what they think that GCHRYMCA does well. The meetings will be held throughout March 2010 and dates will be posted on notice boards when they have been confirmed.



Staff and clients will be working as a team...get your thinking caps on!

Staff and Client Feedback

Following the interim Peer Assessor visit in January 2010, Participants who had spoken to the Peer Assessors were asked to give their feedback about how they had found the experience and here are some of the responses!

Sue Priday (Coach)

'We were nervous before speaking to the Assessors, but once we started speaking to them, we realised that they were asking questions about things that we already knew and dealt with every day!'

Emma Mork (Senior Coach)

'It was good to reflect on how far we had come and I found it exciting to look forward at all of the exciting new projects that we will be getting involved with in the future.'

Staff and Client Feedback contd.

Leah Marsh (Peaks Lane Housing Manager)

'It was painless and I enjoyed talking about and promoting all of the good practice and achievements of GCHRYMCA.'

Sally Smith (Development & Projects Manager)

'Throughout the interview, I was asked to give a lot of Information about the procedures in place and it really highlighted how much progress GCHRYMCA have made over the past few years.'

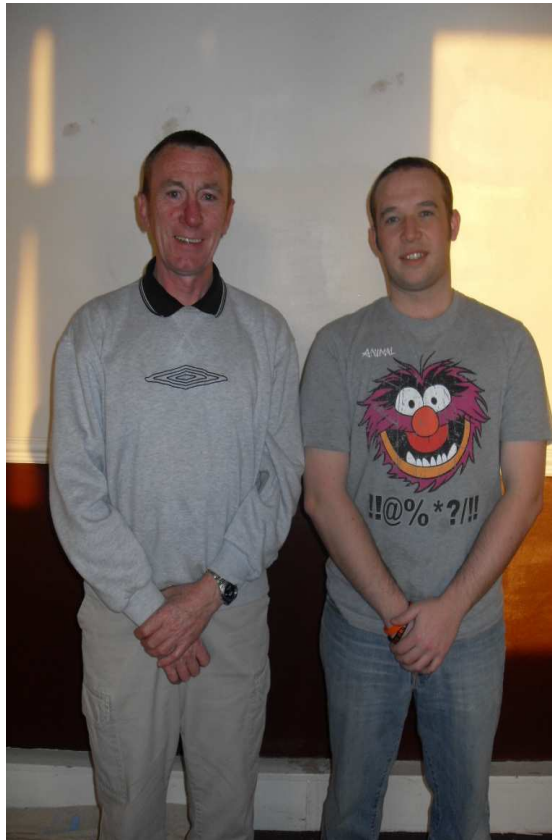
Peter Holroyd (Client)

'They were very friendly and asked us to give our opinion on the service that we receive from GCHRYMCA. We had been told about the Insync Standards in our Client meetings, but it was nice to actually meet the Peer Assessors. It was a good experience because it allowed us to feel that we were able to give something back to GCHRYMCA after all of the help that we have received!'

William Woodcock (Client)

'The Peer Assessors did their best to make sure that we felt at home and comfortable during the interview and were very friendly to us.'

Peter Holroyd and Bill Woodcock two of our Insync volunteers



If you would like any further information about the Insync accreditation, please contact Emma Bridge, Quality Coordinator.