

POLICY

MONITORING, REVIEWING AND EVALUATION.

This policy has evolved as a result of the Management Committee's commitment to the provision of high quality, effective and efficient services for all its clients. Also in recognition of the challenges that work with vulnerable people can present for staff in the provision of services. This policy is therefore intended to provide a framework for regular monitoring, reviewing and evaluating Sanctuary Trust services, policies and procedures.

The Management Committee ratifies all Sanctuary Trusts Policies and Procedures and any amendments made as a result of changing legislation.

The key issues underlying this policy are;

1. Empowerment
2. Risk reduction
3. Raising awareness
4. Support
5. Consultation
6. Transparency

1. EMPOWERMENT

1.1. The Management Committee seeks to ensure that all service users receive a service compatible with the aims and objectives of the service and meets the services standards.

1.1.1. Project/Department Managers/Leaders will complete yearly service reviews using the standard company

format under the guidance of the relevant line manager.

- 1.2. Every effort will be made to ensure any service user or their representative is able to make a complaint if the service falls below the standards set or if the behaviour of any staff member is thought to have been inappropriate.
 - 1.2.1. Projects will have the complaints procedure publicly displayed and available in different formats including an internet accessible version.
- 1.3. Sanctuary Trust staff will, as part of their employment, receive training appropriate to their needs and the needs of the service.
 - 1.3.1. All line managers will support staff in identifying needs and obtaining training through regular supervision, annual appraisals and six monthly reviews.
- 1.4. Sanctuary Trust staff will not be expected to be subjected to verbal or physical aggression, if these instances occur action will be taken in line with the relevant policy.
 - 1.4.1. Policies will be publicly displayed such as grievance, complaints and whistle blowing, and their relevant procedures. Staff and company handbooks including relevant forms and procedures are available to view at each project, regional offices, and head office and digitally on request. Other formats (languages etc.) are available on request.
- 1.5. The Management Committee will receive quarterly statistics and reports in relation to complaints both formal and informal, training, incidents of violence and aggression and incidents of a discriminatory nature.
 - 1.5.1. These details will be reviewed at the regular Management Committee meetings where other staff, service users, stakeholders and partners will be invited when necessary.

2. RISK REDUCTION

- 2.1. All members of Sanctuary Trust staff will have access to, understand and feel confident in the implementation of the policies and procedures of the organisation which relate to risk and Health and Safety.

- 2.1.1. Project Managers will ensure that staff and service users are included in policy and procedure reviews, as per policy, and will communicate to the Management Committee through the relevant line manager(s).
- 2.2. The Management Committee will be informed on a monthly basis of any situation which has posed a significant "risk" to any Sanctuary Trust project/department.
 - 2.2.1. Line managers will monitor risk assessments with staff to identify the level of risk assessed.
- 2.3. The Management Committee will be involved in disciplinary actions when the formal disciplinary procedure requires it. All disciplinary matters will be monitored to establish any lessons to be learned for the future.
 - 2.3.1. Line managers will endeavour to use the procedure to bring correction through training and supervision for the benefit of staff and service users.

3. AWARENESS RAISING

- 3.1. The Management Committee receive quarterly performance indicators and analysis. The performance indicators allow Sanctuary Trust to inform local and national bodies of what works for their service users, whilst also identifying the level of unmet need by recording those referrals the projects cannot accept.
- 3.2. The performance indicators feed into service delivery and the continuous improvement of the service.
- 3.3. The Management Committee receive on a quarterly basis a range of statistical information, including the numbers of service users, ages, ethnicity, homelessness cause, length of stay, move on arrangements, referrals not accepted and other information requested.
 - 3.3.1. These indicators are used by the Senior Management/Operations and Development team, under the guidance of the Management Committee, to explore and pursue new procedures to make improvements.

4. SUPPORT

- 4.1. The regular monitoring of staffing and service user issues allows for effective management of situations and support for staff and management.
 - 4.1.1. The lines of responsibility and communication (see Organisational Structure) give a high level of monitoring and support for each stage of the structure.
- 4.2. The Management Committee receives quarterly information relating to sickness absence, vacancies and recruitment. Management Committee members regularly form part of the recruitment process.
- 4.3. Each region in which The Sanctuary Trust delivers services will have a Management sub Committee made up of members of the Management Committee, Director, Regional Services Manager and managers.
 - 4.3.1. Sub Committees will provide encouragement, and support to front line work whilst communicating strategic objectives and vision.
 - 4.3.2. Reports will be made to the Management Committee from these meetings in order to monitor and share best practise.

5. CONSULTATION

- 5.1. Sanctuary Trust believes in consultation and values the opinions and feedback of service users, visitors, staff, partners and stakeholders. Consultation is carried out in a variety of ways and is essential in reviewing and developing the services offered.
 - 5.1.1. All staff are responsible for ensuring consultation happens at different levels.
- 5.2. The Management Committee receives quarterly reports of exit interviews from service users and staff. Relevant information from residents' meetings and staff meetings, particularly issues relating to service development, reports/analysis are also presented from all forms of consultation with external bodies.