

<b>Key Themes</b>	<b>Suggestion</b>	<b>Action</b>
<b>Communication</b>	Simple, easy to read name badges, especially for inspectors visiting services for people living with dementia	Easy read name badges currently being distributed to older people inspectors
<b>Communication</b>	Develop Facebook Live chat as a recruitment tool in areas where we struggle to recruit	Facebook Live Chats fully developed and on-going as required
<b>Communication</b>	Helpful if all early years colleagues had access to GLOW as another means to highlight good practice during inspection and enable inspectors to continue to remain at the fore of evidence based practice	MoU very recently signed by both CI and ES. Accounts to be created by ES and issued to early years colleagues during Q1 2018/19
<b>Communication</b>	A way of submitting favourable comments on the CI website, currently it is too one sided - everyone thrives on praise rather than always receiving the knocks in life!	ICT to look into having a space on our website for real time comments as well as concerns. Included in ICT work plan
<b>Executive and Senior Team visibility and accessibility</b>	Senior team visibility in offices other than their office base	ET/SMT Open Forums programme and CE Breakfast Briefings implemented on an annual rolling basis
<b>Business Transformation</b>	When looking up a service in RMS using the CS number, all the details to be displayed above 'except the telephone number'. This would be very helpful as would be able to phone the service from this page instead of coming out and looking elsewhere	Included as part of RMS updates. On-going Sprint Reviews by the newly established Business Transformation team provide regular updates of developments
<b>Business Transformation</b>	Could we look into having the ISQ online via eforms for the manager/staff?	Business Transformation team adding this suggestion to other similar ideas around how we have live or real time input for services to replace or augment CSQs

<b>Career Development</b>	Could consideration be given to something similar to the strategic inspection development pilot for business support colleagues.	Career Development Pathways and the Reward and Recognition Strategy identifying various pilots
<b>Career Development</b>	An opportunity to roll out coaching conversations training to include admin managers as well as other staff who may have an interest	Further dates for the training have been arranged with colleagues signing up through RMS
<b>Appraisal</b>	Include 360 degree feedback as part of the formal appraisal process	New PDRS system to be launched in Q1 2018/19
<b>Appraisal</b>	Option for colleagues to purchase additional leave through deductions from salary spread over the year	Reward and Recognition Strategy in draft, to be consulted with managers at Engage in Change Forum in April 2018
<b>Reward and Recognition</b>	Scheme to donate annual leave to colleagues in exceptional circumstances, e.g. family tragedy, loss or periods of illness	Reward and Recognition Strategy in draft, to be consulted with managers at Engage in Change Forum in April 2018