











Easy Read Continuous Improvement Policy

What this policy is about








We want to keep getting **better and better**  at what we do. This means **listening** , **learning** , and **making changes**  when needed.

Who this policy is for

-  Participants
-  Families and carers
-  Staff and contractors
-  Visitors and community members












Our promise

Soaring Sparrows will:
























- Always look for ways to **improve services** 
- **Listen to feedback** (good  or bad )
- **Fix problems**  when they happen
- **Record ideas and changes** in our improvement book  
- **Share improvements**  with staff and participants

Who does what?

- **Director / Manager** 
 - Keeps the improvement book  up to date

- Makes sure improvements are done 
 - Shares news  about changes
 - **Staff** 
 - Share ideas  to make things better
 - Report problems  or risks 
 - Help with changes 
 - **Participants and Families** 
 - Give feedback 
 - Tell us what is working  and what is not 
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How we improve

1. **Find the idea**  
 - From feedback , complaints , staff , or audits 
 2. **Write it down**  
 - Put it in the improvement book 
 3. **Make a plan**  
 - Manager chooses who will do it  and when 
 4. **Do the action**  
 - Staff or manager make the change happen 
 5. **Check it worked**  
 - Manager checks if the change helped 
 6. **Share the news**  
 - We tell staff  and participants  what has changed
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How you can help

- Give feedback 🗣️ (talk to us 💬, write it down 📝, or use the feedback form 📧)
- Share your ideas 💡 at meetings 👥
- Tell us if something isn't working for you ❌

Review

We check this policy **every year** 📅 to keep it up to date.

 This is your Easy Read guide to Continuous Improvement.

If you want the **full policy**, please ask us 📄 .