

Suggestions and ideas from our customers and staff

What you said...	What we did...
Encourage managers to look at the car mileage for support carer rates – Oct 08	An increase has been made in mileage rates – Nov 08
Concern about how mileage payments for support carers are paid	Investigated and process changed. Feedback very positive
General suggestion by management for Fostering Panels to be split with regards to admin e.g. a Fostering Panel Admin Clerk for each Panel.	This is now being implemented
Reduce the number of paper we use in Mail outs	Mail outs are available to be sent via email, cutting out paper altogether
Positive Parenting Programme - Triple P sessions need to be assessable for both parents. Any chance of running the same on more than once?	Sessions are run in the morning and then again in the evening so both carers can attend
Three carers commented that the green holiday form was too complicated	They were asked for specific suggestions and the holiday form has been changed
Carers were asked to help in simplifying the process for ordering equipment	A new system has been put in place
Foster carers own children to get recognition, possibly a yearly award ceremony similar to looked after children education awards	This is being looked into with regards to cost and feasibility
Suggestion for a computer in the corner to play a game on while waiting to see Larry	Looking into a computer and/or possible magazines/ games which can be played solo

All suggestions are displayed on our suggestion board in the reception at 35 Saltaire Road, Shipley, along with what we are doing to address the suggestion or idea.