



MANAGEMENT ANSWERS

AUDIT SHOWS LACK OF RESOURCES YOUR RESPONSE

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Candidate Name.....

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The audit has shown that you lack sufficient resources to ensure a good quality service, how would you address this situation in order to improve the service

Firstly, I would seek re-assurance and clarification from my managers or owners regarding the reasons for the shortfall in resources, as there may be adequate reason for the shortfall. It could be that

- The materials needed were out of stock and had to be re-ordered or be from another country and delays are inevitable
- Despite advertising, staff were unavailable but the adverts were still being placed until the staff quota was reached
- The plan could not be implemented as there was a lot of sickness

These scenarios all have the same outcome, it will be done, the question was when, and the re-assurance would be there that it would be done

Secondly, if the resources failed to materialise, I would discuss and debate the issue at staff handover, ad-hock and management meetings to clarify what was or was not happening

There also would be two further issues

- It was a legal requirement for resources to be allocated
- It was not a legal requirement for resources to be allocated

If it was a legal requirement then this would be brought to the attention of the managers/owners, as if something went wrong, they would be liable either criminally or civilly, perhaps both, and that point may well sway the resources to be allocated.

If this failed then it may be an issue raised with the Inspection Unit when they inspect the home, and any evidence of the request, letters, diary notes etc. would be given to ensure it is an issue to be tackled by them.

At any point it may be a police issue.

If it was not a legal requirement then I would persist in making the case for resources

Thirdly, I quote from the National Minimum Standards:

The National Minimum Standards state:

Robust procedures for responding to suspicion or evidence of abuse or neglect (including whistle blowing) ensure the safety and protection of service users, including passing on concerns to the NCSC in accordance with the Public Interest Disclosure Act 1998 and Department of Health (DH) guidance No Secrets

Public Interest Disclosure Act 1998

Summary of the Act

The Act came into force on 2nd July 1999. It encourages people to raise concerns about malpractice in the workplace and will help ensure that organisations respond by

- addressing the message rather than the messenger; and
- resisting the temptation to cover up serious malpractice.

Through protecting whistleblowers from dismissal and victimisation in the following circumstances, the Act promotes the public interest.

Malpractice

The Act applies to people at work raising genuine concerns about crime, civil offences (including negligence, breach of contract, breach of administrative law), miscarriage of justice, danger to health and safety or the environment and the cover up of any of these. It applies whether or not the information is confidential and extends to malpractice occurring overseas.

NO SECRETS

No secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse

Therefore, in the ultimate situation, I would have recourse through law to 'Whistleblow'. It would only be either a last resort, or as a result of being given information, or finding out that something serious has happened and actions need to be taken immediately and without certain others awareness.

