

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Blind Veterans UK	
The provider was registered on:	19/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Blind Veterans UK Llandudno	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	19/02/2019
	Responsible Individual(s)	Nicola Shaw
	Manager(s)	Danielle Trow, Joanne Lawson
	Maximum number of places	14
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All 30 care staff who work at BVUK Llandudno have attend the following training courses in line with the requirements of their job role and the delivery of regulated provision.</p> <ul style="list-style-type: none"> <li>· Induction</li> <li>· Health &amp; Safety</li> <li>· Equality &amp; Diversity</li> <li>· Moving and Handling</li> <li>· Safeguarding</li> <li>· Medicine Management (where relevant)</li> <li>· Dementia</li> <li>- Food Hygiene</li> </ul> <p>Management workshops have been provided to inform positive behaviour management.</p> <p>Supervision and appraisal identifies further needs offered through a learning team.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> <li>- All Care roles are recruited externally through local advertisement.</li> <li>- All staff received a 2% cost of living rise plus a £250 non consolidated bonus and a £500 reward payment.</li> <li>- The Care Team was restructured with increased financial recognition of Carers, Care Leads and Nurses.</li> <li>- Salaries were equalised across the team bringing about improved equity.</li> <li>- Blind Veterans UK offer an Employee Assistance Programme</li> <li>- Supervision and appraisal covers personal development.</li> </ul>

## Service Profile

### Service Details

Name of Service	Blind Veterans UK Llandudno
-----------------	-----------------------------

Telephone Number	07492868700
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	70
--	----

##### Fees Charged

The minimum weekly fee payable during the last financial year?	476.00
The maximum weekly fee payable during the last financial year?	644.00

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Blind Veterans UK has a clear complaints, compliments and comments policy that is made available to all members. This policy exists to ensure that Blind Veterans UK implements appropriate arrangements, both positively and decisively any issues of concern using an informed and confidential structure;</p> <ul style="list-style-type: none"> <li>• Giving members/staff who receive our services a clear framework with which to achieve resolution or to offer comments</li> <li>• Ensuring Blind Veterans UK learns from our errors and successes</li> <li>• Safeguard the rights of individuals using our services, including, Applicants, Beneficiaries, volunteers, supporters and donors, partners, suppliers, and contractors</li> </ul> <p>A copy of the current complaint's procedure is included in the Members' Handbook and highlights what members can do if they feel their concerns have not been addressed and how they can raise this with CIW.</p>

##### Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	14
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive grounds including patio areas, sensory garden, croquet lawn, potting sheds, Guide Dog spend area, woodland, smoking area and therapeutic outdoor space.

Provide details of any other facilities to which the residents have access	<p>The building design and facilities all take into consideration the needs of members staying with us, all of which are either sight impaired or significantly sight impaired. The building is fully accessible and benefits from good lighting, use of colour and tonal contrast, together with streamlined flow and layout. Access of communal facilities both on the Poppy Wing and across the whole of the Centre include:</p> <ul style="list-style-type: none"> <li>• Adapted bathroom with Arjo bath and overhead hoist tracking system</li> <li>• The main lounge that hosts entertainment and includes a bar area</li> <li>• The Battle of Britain lounge with seating area, use of television with movies or even a quiet space for welcoming guests and family</li> <li>• A multipurpose space to facilitate indoor bowling, archery, boules, and various exercise classes</li> <li>• A main dining room which also hosts afternoon tea dances, and military style dinners, and various functions</li> <li>• Fully equipped Gymnasium</li> <li>• Creative Workshop with an expanse of Art and craft facilities</li> <li>• Three lifts</li> </ul>
--	--

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Braille, Amazon Alexa and other touch command adaptations and equipment.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>In line with CIW Inspection report 2020, dignity is underpinned by staff interactions with people. Staff demonstrate respect and sensitivity towards people's care and support needs. Dignity champions promote people's dignity through out the Centre. The staff team are kind and caring to people and their relatives/representatives and are dedicated in ensuring each person had a safe, person centred and memorable stay. Members and their families give highly complementary feedback of the service. The management and staff team are highly motivated and dedicated in providing a high-quality service. People have positive relationship with staff and are treated with dignity and respect. I see this approach continue to be built upon. Members are consulted with, are central to the planning and delivery of the support they receive, and that families, friends and wider charity feel confident in the level of service and care and support members are in receipt of.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Our service offer is robust and enriched, and members tell us our centres of wellbeing is really making a difference. Feedback on Poppy Wing and across the centre is exceptional. We seek feedback on every element of members stay. In 2022, we interviewed over 250 members, and using this feedback, we have written our centre programme for 2034/2024.</p> <p>We also look forward to using feedback to utilise some of our communal areas better and have used feedback to financially plan for building and grounds development in the new financial year.</p> <p>Feedback received captures what members feel. For example: "In my view the Charity has something special at the Llandudno Centre. We know the setting of the centre is fantastic, but all of the staff go to make the Llandudno centre something special. Whilst at the Llandudno centre I heard many members say they hoped to return. Not one negative comment. Many members are now getting the message that the centre is fully open. Please keep spreading the word.</p> <p>Well done, the dolls, and guys working at the Centre. Not forgetting the great pool of volunteer workers. You should be very proud of your efforts. Keep smiling"</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to promote a safe, supportive, and stress-free environment that everyone can enjoy, where everyone is treated with dignity and respect. We expect everyone including members, carers, escorts, volunteers, and staff to help us meet and maintain the standards set out in the Blind Veterans UK Member's Charter, for the wellbeing of all. 100% of members interviewed as part of their stay on Poppy Wing stated they felt safe whilst being here. The member charter has been written to support staff in maintaining this and provides clarity around expected behaviour and conduct when in the centre.</p> <p>The Safeguarding (Adults and Children) Policy has been reviewed in 2022, and ensures that Blind Veterans UK implements appropriate arrangements, systems and procedures to ensure that the organisation has the right skills, means and resources to protect and safeguard adults.</p> <p>All staff receive online Safeguarding Level, in addition to more in-depth one day course. Managers and Leads are trained to a higher level. The Registered Manager, Clinical Lead and all Registered Nurses have completed their Mental Capacity Act training. We currently do not have any members who stay with us where they do not have the ability to consent to being with us or have capacity to make their own decisions and voice these.</p> <p>Effective case recording is fundamental to ensuring members receive the best possible service and enables Blind Veterans UK to be accountable for the support we provide to Members. The Case Recording Policy and Procedure is an integral part of Blind Veterans UK's determination to provide high quality responsive services, which meet the needs and desired outcomes of our members. Blind Veterans UK approach to case recording is based on best practice in social work, health and legal professions. Records and recording are an integral part of professional practice as they are vital to case management, including assessment, planning, objective setting, monitoring, evaluation, and review.</p> <p>Good practice is promoted by the Registered Manager and Clinical Lead by regularly reviewing and auditing healthcare records to ensure that practice is of a high quality and individualised to meet the member's needs and their outcomes focused. The Registered Manager and Clinical Lead uphold the responsibility to ensure recording is audited.</p> <p>Centre Clinical Governance Meetings are held monthly, and feedback is available to the Senior Leadership Team and RI.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The centre offers modern, clean and vibrant accommodation that promotes the safety, wellbeing and independence of members.</p> <p>We strive to continuously improve the accommodation and services on offer, and members have been consulted with on improvements to be made. Exciting plans are in place to continue to improve what we offer.</p> <p>Our state-of-the-art facilities are second to none. The variety of facilities support members to achieve and meet their goals and aspirations when staying in the centre. The centre is a hive of activity, creativity, warmth, care and compassion and members report they high value this.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	81.50
--	-------

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above Health and Safety includes COSHH, First Aid, Lone Working, and Fire Safety.	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
---	-----

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above Health and Safety includes COSHH, First Aid, Lone Working, and Fire Safety. Management workshops have also been undertaken. Training to be an assessor of administration for medicines has also been completed.

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	14
Equality, Diversity & Human Rights	13
Infection, prevention & control	14
Manual Handling	14
Safeguarding	12
Medicine management	0
Dementia	13
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above Health and Safety includes COSHH, First Aid, Lone Working, and Fire Safety. All Nursing staff undertook Sighted Guiding Training.
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	



Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns involved three long days (7:30am to 8:30pm with an hour deducted for breaks) plus a short shift in a 4 weeks period (an early 7:30am to 2:15pm or a late 1:15pm to 8:30pm), as well as rotational night duty every 4-5 months. Typically the average number of staff on each shift was 6 in the morning and 4-5 in the afternoon. These are supported by Senior Carers and RGNs.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	1
<b>Registered nurses</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	5
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above Health and Safety includes COSHH, First Aid, Lone Working, and Fire Safety. All registered nurses undertook Sighted Guiding Training with the exception of one bank worker who was registered but hadn't yet started.
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns involved three long days (7:30am to 8:30pm with an hour deducted for breaks) plus a short shift in a 4 weeks period (an early 7:30am to 2:15pm or a late 1:15pm to 8:30pm), as well as rotational night duty every 2-3 months. Typically the average number of staff on each shift was 1-2 in the morning and 1-2 in the afternoon. These are supported by Carers and Senior Carers.
---	---

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
---	-----

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above Health and Safety includes COSHH, First Aid, Lone Working, and Fire Safety. All Senior staff undertook Sighted Guiding Training.

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns involved three long days (7:30am to 8:30pm with an hour deducted for breaks) plus a short shift in a 4 week period (an early 7:30am to 2:15pm or a late 1:15pm to 8:30pm), as well as night duty to cover as an when required. Typically the average number of staff on each shift was 2-3 in the morning and 2-3 in the afternoon. These are supported by Carers and RGNs.
---	--

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	No
---	----

Domestic staff

Does your service structure include roles of this type?	Yes
---	-----

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	4
Health & Safety	11
Equality, Diversity & Human Rights	8
Infection, prevention & control	10
Manual Handling	11
Safeguarding	10
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety includes COSHH, First Aid at Work and Fire Safety. All domestic staff also attend sighted guided training
<b>Contractual Arrangements</b>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	29
No. of posts vacant	2
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	41
Health & Safety	41
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	41
Safeguarding	0
Medicine management	0
Dementia	18
Positive Behaviour Management	0
Food Hygiene	41
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	12
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	29
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Centre Manager, Centre PA &amp; Operations Service Manager - senior leadership</p> <p>Health Co-ordinator - pre arrival assessments and liaison</p> <p>Multi-Disciplinary Team and Lead - deliver rehabilitation training and support to our members in their field of expertise (ROVI/OT/Outdoor Ed)</p> <p>Wellbeing Support Lead and team- organises wellbeing programmes and theme weeks for members and facilitate activities and trips.</p> <p>Facilities Lead and team manages transport, ground and building maintenance and housekeeping departments.</p> <p>Transport Co-ordinator-supervises drivers and plans transportation</p> <p>Drivers transport members to and from the Centre nationally.</p> <p>Maintenance and Garden Maintenance work in buildings and grounds</p> <p>Hospitality Lead and team - manages bookings and catering</p> <p>Community Engagement Lead and team manager community engagement, volunteering and communications and events.</p>
Filled and vacant posts	
No. of staff in post	56
No. of posts vacant	7
Training undertaken during the last financial year for this role type.	
<p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	16
Health & Safety	51
Equality, Diversity & Human Rights	49
Infection, prevention & control	42

Manual Handling	52
Safeguarding	46
Medicine management	0
Dementia	50
Positive Behaviour Management	0
Food Hygiene	39
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff attend sighted guided training.
Contractual Arrangements	
No. of permanent staff	56
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	47
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	56
No. of staff working toward required/recommended qualification	0