

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



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WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we end the first quarter of 2024, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, one of our staff left our family, Chimezie and we welcomed a new staff into our family, Clement.

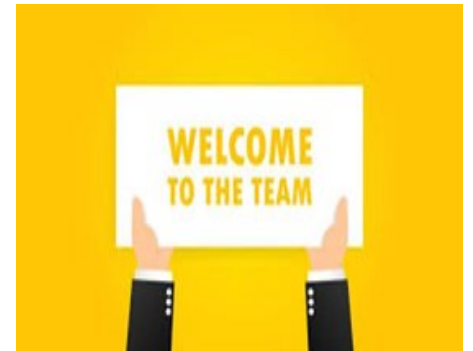


DROP IN RATING

Unfortunately our Christmas party that was to hold on the 22nd of December 2023 was cancelled due to the email we received on the 17th of December . Heritage Staffing services Limited that was ranked 3rd ranked provider in 2022 was ranked 57th at the end of 2023. This was very devastating news and we needed to take the follow the following steps.

- Analyze the root cause.
- Take action and correct the issues

We need to work together to ensure we improve our ranking and continually improve..



NEW STAFF

We will like to welcome Clement into the family . Clement joined the team in January and we thank the team for the overwhelming support he was shown. Clement has become a valuable member of the team and is working in line with our policies and procedures.

our Service Users.

CARE COORDINATORS

- CHIOMA
- KINGSLEY

TEAM LEADERS

- NANA
- KINGSLEY



ESSEX COUNTY COUNCIL SURVEY

We were informed by our contract manger that a survey was carried out by Essex County Council on our Service Users and the feedback was very positive. This is a silver lining to the rating issue we had at the end of 2023. We are working really hard to ensure we continue to put smiles on the faces of our service Users.



Safeguarding and refresher training has been slated for June as we have changed our training providers and the new providers will be starting with us in June

Meeting

Our next staff meeting will be on Wednesday 24th May at 2pm via Microsoft Teams Please make an effort to participate.



CARE FROM A SERVICE RECIEPIENT'S PERSPECTIVE

We are excited to announce that for our monthly staff meeting on the 25th of April 2024 we have the honour of having David Williams, one of our Service recipient. talk to us about care from the perspective of a recipient of care provided by Heritage staffing Services Limited.

We believe that this will really help us understand, how to provide our Services better.

RESHUFFLING OF ROLES

In line with our goals of continuous improvement we are increasing our presence in the community.

We will like to introduce the new office structure, which we believe will improve our relationship with