

Supporting the Armed Services

objective set last year	progress
<p>Introduce more consistency in the service we provide.</p>	<p>Met We introduced standard opening hours for recreation centres and welfare support throughout the service.</p>
<p>Improve communication with and feedback from commanding officers and opinion formers.</p>	<p>Met Updates were sought from the chain of command during location visits during the year. These meetings provided a clear and concise understanding of the service that is required at each location.</p> <p>A customer service survey was dispatched to all commanding officers. An action plan to deliver improvements where necessary has since been developed.</p> <p>Presentations to opinion formers now include context of our other work, and we attend all major Army shows.</p>
<p>Improve training and management of the service.</p>	<p>Met Directorate of Individual Training Capability and Adult Learning Inspectorate inspections and the Deepcut review identified some training requirements for WRVS. The recommended training is now complete and further phases of training will be on-going.</p> <p>We reviewed our management structure: reducing from four to three managers, improving financial effectiveness and providing more co-ordinated management.</p> <p>We also improved management of services welfare officers based at distant locations eg, Cyprus and the Falkland Islands: officers now take part in a pre-posting induction covering key issues and developing a plan for the job.</p>