**C4 - SERVICE IMPROVEMENT**

**Level 1 - Make changes in own practice and offer suggestions for improving services**

* I pass on any good ideas or suggest changes to my manager and colleagues that could improve the way we do things.
* I recognise that there is always room for improvement in my area of work and I am willing to make changes to support this.
* I help to get feedback on the service provided by my team when I am asked to do so.
* I inform my manager if I notice that new ways of working are making things worse for people.

**Level 2 - Contribute to the improvement of services**

* I talk to my team about how we can improve the ways we work, discuss ideas for change and how we can make those changes.
* I identify ways to improve my work and put them into practice, asking for help when needed.
* I encourage and accept feedback from other people to identify what needs to be improved and support others in my team to do the same.
* I make constructive suggestions on how to improve the service provided to patients/clients and others.
* I work with my team to identify any negative effects of changes and how these can be avoided

**Level 3 - Appraise, interpret and apply suggestions, recommendations and directives to improve services**

* I actively look for opportunities, information and ideas that could support continuous improvement.
* I work in partnership with colleagues, patients/clients and others to discuss improvement ideas and agree a prioritised plan to take these forward.
* I provide positive support to colleagues, listening to their concerns about change and encouraging them to overcome challenges.
* I create a shared purpose and vision of the future valuing others' contributions and ideas for delivering improved outcomes and services.
* I evaluate the impact of service improvements, draft strategies and policies recommending any changes that need to be made.

**Level 4 - Work in partnership with others to develop, take forward and evaluate direction, policies and strategies**

* I actively involve and engage users of the service and others in discussions about service direction, improvements and the values on which these are based.
* I actively build and develop relationships to create partnerships with other departments/professional groups/organisations in order to create improved outcomes for people who use services.
* I work with others to review, develop and implement strategic plans and service objectives ensuring these are realistic, detailed, consistent with values, and take account of constraints.
* I create a positive, supportive environment which encourages opportunities for people to contribute their views and ideas for improvement.
* I work with people affected by service changes to evaluate the impact of the changes on them and feed this information into ongoing improvements.