

# Inspiring People

## Our Strategy

### How We Know How Well We Are Doing

### What Success Looks Like

### How We Deliver Success

#### For people we support

- I am supported to make choices, be independent and live a life I enjoy
- My support staff know what matters to me and how I want to be supported
- I choose my support staff and make decisions about life and home
- My staff know how I communicate and how to communicate with me
- I am supported to move towards my aspirations
- I have friends and I am connected within my community

- One-page profiles to make sure we know what matters to each person and how they want to be supported
- Communication charts and decision-making agreements to ensure that we know and respond to each person's communication and support decision-making and independence
- Matching support to enable us to get the best match between individuals and colleagues
- Person-centred reviews make sure we reflect together on what is working and not working, look at aspirations and agree person-centred outcomes and goals
- Relationship circles and community maps help us focus on building friendships and being locally connected

- 100% of people with one-page profiles that meet CareTech standards
- 100% of people with communication charts/decision-making agreements
- 100% of staff recruited that includes using matching tool and one-page profiles to develop job specification and description
- 100% of people who have annual person-centred review leading to person-centred outcomes and SMART goals
- 100% of people with relationship circles and community maps

#### For families – children, young people and foster carers

- We have information, guidance and on-going support from the beginning of a placement, through transitions and onto the next stages of their lives.
- We are supported with transparency, honesty, and integrity, all working together to achieve the best possible outcomes for our children.
- We work with staff to support children to maximise their potential and move towards their aspirations

- One-page profiles to make sure we know what matters to each child and what good support looks like from their perspective
- Communication charts and decision-making agreements to ensure that we know and respond to each person's communication and support decision-making and independence
- One-page family profiles help us understand how best to support families
- History maps make sure families only have to tell their story once
- Person-centred reviews make sure we reflect together on what is working and not working, look at aspirations and agree person-centred outcomes and goals

- 100% of children and young people with one-page profiles that meet CareTech standards
- 80% of families with family one-page profiles and family histories
- 100% of people who have annual person-centred review leading to person-centred outcomes and SMART goals

#### For colleagues

- We are a stable and skilled team who are committed to giving and receiving person-centred support
- Our views are listened and responded to and we feel valued and respected
- We are trained, supported and developed to understand and deliver truly person-centred services and support in a solution driven and innovative way
- We embrace our organisational policies and procedures and we are confident that they effectively meet our needs
- We are confident that we deliver high quality, flexible and innovative services that result in person-centred outcomes for people and families we support

- One-page profiles to make sure we know what matters to each colleague and how they want to be supported
- Person-centred supervision and appraisals enable us to work at our best and be listened to
- Positive and Productive Meetings ensure that our meetings are solution focused and achieve results
- We are supported to use a wide range of person-centred thinking tools to enable us to reflect and improve our service, for example: 4 plus one, Learning Logs, Perfect Week
- Person-centred team reviews make sure we reflect together on what is working and not working, look at aspirations and agree person-centred outcomes and goals to work well together as a team and deliver outcomes

- 90% of colleagues with one-page profiles that meet CareTech standards
- 90% of colleagues who have person-centred supervision and appraisal
- 90% of colleagues who have completed the e-learning in person-centred thinking
- 90% of teams who have an annual person-centred team review that leads to person-centred outcomes and SMART goals
- Staff turnover is <15%

#### For the organisation

- We value and invest in our people, and respond to their views
- We have an excellent reputation for providing services that are trustworthy, deliver person-centred outcomes, and meet the requirements of regulators standards.
- Quality is at the heart of everything we do, and we have a local and national reputation for excellent services
- We are financially strong
- We work together with stakeholders with openness, honesty and integrity

- One-page profiles to make sure we know what matters to each colleague and how they want to be supported
- An organisational communication chart makes it clear how decisions are made and how these are communicated
- Person-centred team reviews make sure we reflect together on what is working and not working, look at aspirations and agree person-centred outcomes and goals to work well together as a leadership team and deliver outcomes
- Working Together for Change is a way for us to learn annually what is working and not working for people we support and staff and use this to inform our business planning

- 100% of Executive Team and Board who have one-page profiles
- Annual Executive Team person-centred review
- 90% of information from people who use the service and colleagues that is used to inform the annual Working Together for Change
- We have a transactional platform that enables efficient processing of personalised budgets
- We are involved in piloting Personal Budgets and working with our top 10 funders to offer an excellent service for personal budget holders
- We are piloting ISFs in four Adult services and co-working with Local authorities to implement costings and fundings based on an ISF.