

Making it Personal: our personalisation journey will enable people we support to have choice and control over what they do, how they spend their time, who supports them and how they are supported. Our culture and practices are changing, but we will support our staff in using the person-centred thinking tools and techniques to make this happen. Being a person-centred organisation is our priority.

## Success means...

### For the people we support and their families...

#### They have...

- choice and control in their own lives
- person-centred and flexible schedules
- 'just enough support'
- input into the business planning process

#### They are...

- achieving what they want
- informed in what we do
- connected to strong circles of support
- in paid employment and volunteer posts
- represented at all levels
- involved in staff recruitment, training and performance management.

Families and friends are engaged and involved and, along with communities, have a big part to play.

### For employees...

#### All employees...

- are motivated by the outcomes for the people we support
- understand and use person-centred thinking tools and techniques
- participate in Dimensions' performance management system
- can articulate and describe what personalised services are.

Positive & Productive meetings are used well and consistently throughout the organisation.

### For the organisation...

#### Dimensions...

- has a person-centred culture
- leads the way
- is radical
- has a good partnership with local authorities
- has good IT that supports delivery of services.

Each person and team has a plan for development of personalised services.

## We work to achieve this by...

- My Support Plan
- Decision making agreements
- Person-centred reviews
- Individual Service Fund agreements
- Working Together For Change
- Relationship map
- Community connections
- Roles & responsibilities (doughnut)
- Important to/for
- Person-centred performance management
- Matching support
- Good day/bad day
- One page profiles
- What's working/what's not working.

- Training on person-centred thinking tools
- Positive & Productive meetings
- Person-centred performance management
- Matching support
- Learning logs
- One page profiles
- Roles & responsibilities (doughnut)
- What's working/what's not working
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- Learning logs
- Roles & responsibilities (doughnut)
- Person-centred performance management
- 4+1 questions
- Equality Impact Analysis.

## We measure this by...

- the number of people with a 'My Support Plan' that includes:
  - Decision making agreements & actions and person-centred reviews
  - Person-centred reviews with actions resulting from 'What's working/what's not working'
- the number of people with signed Individual Service Fund agreements
- the number of people who have external circles of support
- the number of people in paid employment
- the number of people volunteering
- the number of people attending Everybody Counts meetings
- the number of recruitment processes that involve people we support or families
- the number of induction sessions that involve people we support or families
- the number of performance management appraisals that involve people we support or families.

- the number of employees who can describe and share their experience of using five person-centred thinking tools
- the number of employees trained on using person-centred thinking tools
- the number of employees receiving regular 1:1 support meetings and are appraised using Dimensions' performance management system
- the number of employees able to articulate and describe what personalised services are
- the number of employees with one page profiles.

- the number of invitations to speak at external events in a year
- the number of employees engaged in Dimensions' performance management system
- the number of employees who have completed training on person-centred thinking tools
- the number of services with a Service Improvement Plan
- the number of people with person-centred reviews
- the number of local authorities that would recommend us or write a positive reference for us.