

Mission

Success means:

Individuals / Families

People of all ages are contributing members of their communities

Families feel supported and look forward to the future with confidence

People have choice and control in their life

Staff

We get and keep great staff and volunteers

Organisation

We deliver individualised services

We have a sustainable business that serves more people

Positive partnerships, both internal and external, are evident at every level in the Organisation

Corporate Plan

Strategies

We can deliver success by using

Relationship Circles

Communications Maps

Person Centred Descriptions and plans

Communication Charts

Decision making agreement

We can deliver success by using

Person Centred Risk

Person Centred Supervision

Person Centred Training

Positive and Productive Meetings incorporating purpose and practice statements

We can deliver success by:

People we support contribute to decision making

Person Centred Language and Tools Used in Policy, Procedures and Practice

Person Centred Language and Tools used in quality and monitoring

We measure

The percentage of people we support who have:

An Inclusion Web

Person Centred and Family Centred Descriptions with What's Working / Not Working and Action Plans

Annual Person Centred Reviews

We measure

The percentage of:

Staff and Volunteers retention

Annual Staff and Volunteers Satisfaction

Person Centred Team Plans

Vacancy Rates

We measure

The percentage of:

People who know what their service costs

People with direct payments

People we support