

ONE PAGE STRATEGY

OUR MISSION

We will support and encourage Children, Young people and Adults to recognise and achieve their potential. Everyone in the organisation should have something to look forward to, something to do and someone to share that with. We will always promote safety and wellbeing. We will create the type of service that we would all want for ourselves or for our families and friends.

WHAT SUCCESS MEANS FROM DIFFERENT PERSPECTIVES

PEOPLE WE SUPPORT

- I always have a say and I am listened to and involved in daily decisions about my life
- I am supported by people who know me and act on what matters to me now and for my future
- I feel happy, safe and secure in my life and confident in my abilities to be as independent as possible
- I feel part of my neighbourhood and feel valued, needed and included

OUR STAFF AND TEAM

- We get and keep great staff
- Our personal qualities, skills, hobbies and interests are matched to what the people we support know works for them
- We are knowledgeable, experienced, confident, and competent in all that we do

OUR ORGANISATION

- We deliver truly person-centred support that people have confidence in and want to buy
- We know and act on what is working and not working for people using our services
- Our business model and structure allows us to respond to new opportunities and develop more local community focused personalised support
- We work in ways that ensure people are not over supported. We provide just enough support to promote dignity, independence and well being

HOW WE ARE DELIVERING THIS

PEOPLE WE SUPPORT

- Showing that we have heard what matters to people in our use of One Page Profiles and Person Centred Support Plans
- Using person-centred thinking tools set out in the Aspirations Journey alongside other approaches such as Recovery Star and Positive Behaviour Management
- By ensuring that every person we support has had the opportunity to take part/ lead in their person-centred review each year which agrees clear outcomes that addresses what needs to change, be maintained and explored to move towards a lifestyle that makes sense for the person

OUR STAFF AND TEAM

- Using One Page Profiles with our staff that clearly shows what others appreciate about them, hobbies, and interests that they have and are used to help match with the people we support
- Investing in person-centred supervision and appraisal that develop the use of person-centred practice as a habit within their daily work
- Coaching and training in person-centred practices

OUR ORGANISATION

- Each team has a person-centred team plan that shows how the team works together to ensure diversity is valued, disadvantage or discrimination is continually challenged and achievement is celebrated
- Investing in the development of person-centred thinking coaches to support person-centred practice within the local teams and communities
- Each team uses Working and Not working Personal-centred thinking tool on a 3 monthly basis as part of reporting to the Senior Management Team

HOW WE ARE MEASURING THIS

PEOPLE WE SUPPORT

- Number of people with One Page Profiles that meet quality standards.
- Number of people that have a detailed section in their support plans about how to involve them and the people that care about them successfully in decisions and meetings about their lives
- Number of people that have a person-centred review yearly

OUR STAFF AND TEAM

- Reduction in our turnover rate
- Complaints and compliments – are used to inform the teams about what is working and not working locally and to prioritise action
- Number of staff with One Page Profiles that meet our standards and have been used to inform supervision and appraisal
- Matching support is used and there is clear evidence of how this matching has happened and to what outcome
- Percentage of staff who have received person-centred thinking training and Positive Behaviour Management within the first 3 months of their employment with us

OUR ORGANISATION

- Improved scores for the Quality Questionnaire for how satisfied people are with the support we deliver
- The number of people we enable to reduce their paid support as they develop confidence, competencies and social networks and gain more independence
- The number of people who we have supported to gain paid work at or above the minimum wage, and who work for 16 hours or more a week.
- The education attendance improves for children and young people. We have improved numbers of Children and Young People going on to further education