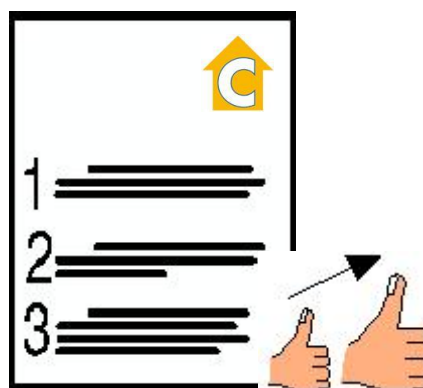


Business Plan

2011/2012



Working for a more valued future for all.

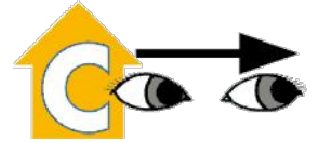
24 Walter Rd, Swansea, SA1 5NN,
Telephone 01792 646640
Fax 01792 476436
E-mail Debbie.Chegwen@communitylives.co.uk
Website www.communitylives.co.uk

Welcome to the Consortium Business Plan

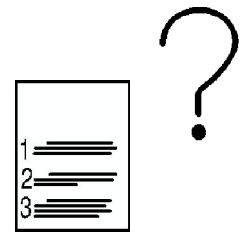
Introduction



Over the next 5 years there are some big questions we all need to think about together if we want to be successful in the difficult years to come.



Our business plan is split into three sections which will discuss some of these questions. It will then detail action we will take in the coming year and things we will do in order to answer our questions.



The areas are:

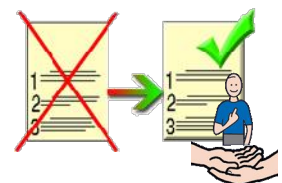
Person Centred Working



Is the most person centred way of working the most efficient and is the most efficient way of working the most person centred?



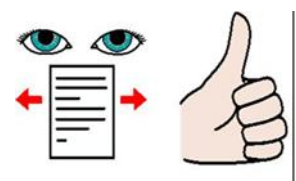
Last year we worked with a company called Vanguard so that we could put in place 'Systems Thinking' approaches. As a result of this we have a new purpose for our Consortium which states what is most important to us.



Our purpose is **'to support people to live the life they choose'**.



If we only do what matters to the people we support (in order to meet our purpose) we will become even more person centred. By reducing the amount of duplication and waste in our system this will make us much more efficient and will build extra capacity into our agency.



Over the year we will be rolling out this way of working across the agency and will learn about what the question of person centredness and efficiency means in practice.



Citizenship and Community



How do we move from a culture of 'Them and us' to one of 'I and We'?



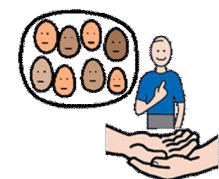
Our aim over the years has been to make the Consortium a strong community of people all working towards the same goal of achieving valued lives for people living in the community.



How can we take this further so we can use all of our talents, skills and views together? We will need to find more collaborative ways of working as well of new approaches to help us all to feel motivated and involved.



Tenants are clearly telling us that although personal care is really important, a full address book makes your life worth living. Thus having a good social life and strong relationships with people around us helps us all to feel good about ourselves and our lives.



We cannot help people to achieve this alone, it means reaching out to other community groups and organisations and working together to find ways creating stronger communities that we all need to live good cooperative lives.



One idea we have is to establish a service for people who have learning disabilities to help them find people around them who want to do similar things, this will help them to build their own social lives and personal networks. We hope that this will grow out to involve other people living in their communities over time.



Being Sustainable



How do we continue to be successful in a way that helps to build a fair, healthy and just world around us?

As a responsible agency we must ensure that we are financially sustainable and robust enough to continue to provide a service to individuals if faced with a crisis. We also have a responsibility to the wider society and environment.

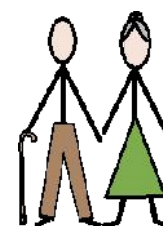


As an agency we will be considering the impact that we have on the environment and our society and finding ways of making this as positive as possible. This means getting involved to shape policy in this area both locally and nationally.



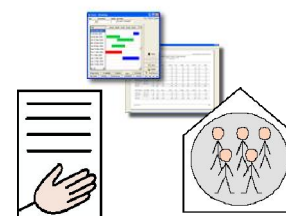
As individuals we also want to consider the effects of our behaviour on the world around us, and to decide on the action that we will take to live more sustainably.

We may also need to think about providing a wider range of services to ensure that we remain stable. This could mean providing support to people who are older or have physical disabilities within Swansea and Neath Port Talbot or by actively seeking work in other regions.



Homecare Roster

We are also interested in how we can share our spare capacity to create new work and to create opportunities to work with other agencies. This could include things like training, IT, or services like financial support, however it could also include that time that part time staff are available to work but are not supporting exiting service users. Through new ideas and working closely with people that we work with, we will find new ways of building more stable and empowering services.



Person Centred Working



What will we do in the coming year?



Active Support

Active Support enables us to help people to maximise their participation and control over their own lives at home and in the community, in the next year we will make sure that this is happening effectively.



Action

Timescale

Team Responsible

As part of the systems thinking work we will review the use of the recording and reporting formats for active support.

September 2011

Operations Staff & Service Development

We will develop a protocol for evidencing best interest.

March 2012

Staff & Service Development

Clinical Objectives

Some people that we support use behaviours that may stop them experiencing a successful community life; our clinical team helps them to overcome these barriers through working with them and their services.



Action

Timescale

Team Responsible

A detailed plan for the implementation of Positive Behaviour Management training within CLC services will be produced

October 2011

Staff Development, Operations & Clinical

Person Centred Working



Individual Financial Support Services

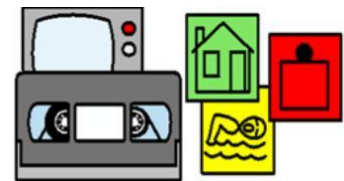
We will be looking at improving Financial Support for Service Users.



Action	Timescale	Team Responsible
Make a costed proposal to the Local Authorities for a self funded financial support service.	April 2012	Tenant Services

Multi Media Recordings

We think that video, sound and pictures together with computers and the internet has the potential to create a much more powerful approach for people to communicate, we will take steps to take this further in the coming year.



Action	Timescale	Team Responsible
Following a system thinking approach we will implement flexible recording systems including the use of multi media.	September 2011	Operations & Community Solutions

Vision Document Review

Our 5 year Vision document has been very useful in helping us all to understand how we need to work together over the long term.



Action	Timescale	Team Responsible
We will collaboratively review and re-write our Vision document for the period 2010 - 2015.	September 2011	Rick Wilson

Citizenship and Community



Appraisal Frameworks

We believe that recognising and improving performance will lead to a better quality of service offered to service users.



Action

Timescale

Team Responsible

We will develop a supervision & appraisal system for all staff

April 2012

Director & Staff Dev

Flexible Working

We have been successful in introducing more flexible ways of working and we would like to extend this further. We will continue to look at the range of different contracts that we could offer staff and will pilot some examples.



Action

Timescale

Team Responsible

We will continue to research more flexible ways of working.

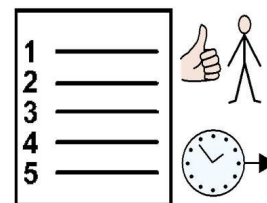
Ongoing

Citizenship and Community



Life Long Learning

We are committed to life long learning for all of our staff. We will induct people into the agency and will meet the individual training needs of staff through the personal development planning process.



Action

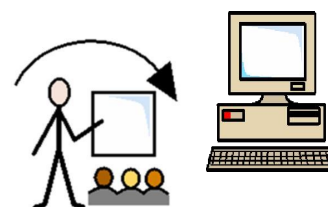
Timescale

Team Responsible

Produce a proposal for consultation on introducing a basic skills assessments in literacy and numeracy for all existing staff	December 2011	Staff Development Department
Complete the policy on induction and probationary arrangements.	Sept 2011	Staff Development Department
We will work with the Connecting Learners Project to support and enhance provision of Essential skills to CLC employees	March 2013	Staff Development
We will achieve the full Employer's pledge status	August 2011	Staff Development

Virtual Learning Environment

We want to look at different ways of delivering training and developing knowledge and skills. We believe this can be achieved by using the virtual learning environment.



Action

Timescale

Team Responsible

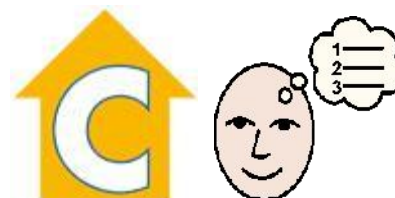
Pilot the use of the Virtual Learning Environment for 4 specified projects	March 2012	Staff Development Department
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Being Sustainable



Business Continuity

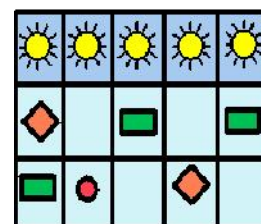
We must ensure that CLC is able to manage crisis effectively so that we can continue to provide our essential services to tenants.



Action	Timescale	Team Responsible
We will develop our business continuity framework.	March 2012	Finance Manager

Home Care Roster

We will develop the Home Care Roster system to be able to record when staff arrive and leave and integrate this into the payroll system. This in time will remove the need for time sheets and will be a more efficient way of recording time and attendance.



Action	Timescale	Team Responsible
We will research a system of time and attendance recording.	April 2012	Staff Development & Payroll
We will research and pilot the auto allocation function of HCR.	September 2011	Staff Development
We will research whether we could use staff availability to support the wider community	April 2012	Staff Development & Operations

Being Sustainable



Sustaining Agency

It is essential that our services are secure and socially and environmentally sustainable into the future, they will be needed by the people we serve for a long time to come.



Action	Timescale	Team Responsible
We will produce our first annual report about how our community (the agency and tenant households) is using our living ethically tool.	December 2011	Rick Wilson
Services outside the organisation should be charged. We will put structures in place to invoice any service not charged for outside care package. (Brokerage)	December 2011	Rick Wilson

Sustainability Induction

We must ensure that CLC becomes an agency that contributes to an environmentally and socially sustainable society.



Action	Timescale	Team Responsible
We will deliver our on-line sustainability induction course to all staff and Senior Managers.	Dec 2011	Staff Development