

# business strategy 2015-18

listen &  
support

In June 2015, our Board approved the business strategy for the next 3 years.

Our priorities are to:

## Services

- Embrace the Care Act and develop services, bidding for tenders where they meet our criteria and work with selected partner organisations to develop new community based, person centred initiatives for people with learning disabilities, mental health support needs and older people, including short breaks, specialist reablement, recovery focussed support and care services.
- Retain all our existing services, working with commissioners to look at new models of service delivery increasing the use of Individual Service funds and personal budgets wherever possible.

Reach full occupancy at Foxburrow Grange and further develop our work in the area of Dementia Care.

## Quality

- Increase the involvement of the people we support, their families and carers in the planning and delivery of services.
- Continue our partnership with customers ensuring that we maintain the quality outcomes delivered through our services and retain our quality accreditations including; ISO 9001:2008, ISO 14001:2004, Investor in People (bronze level), CHAS.

## People

- Make sure that we have the right people, with the right skills and attitude to deliver flexible, personalised services by retaining our motivated, competent, skilled, diverse and well-trained workforce.

Ensure consistency in service delivery by having the right ratio of permanent staff to Outlook Care Bank workers in all services at all times.

## Financial

- Manage our services effectively to ensure that empty bedspaces are kept to a minimum and that all services remain financially viable.
- Increase our fundraising activities to enhance the services we provide.
- Continue to embed the use of information, communication and assistive technology to enhance outcomes for people we support.

