

Transforming West House

West House has served the local community for over 30 years, providing jobs for locals, creating positive spaces where everyone can get together, creating training opportunities and providing care for those with learning difficulties.

We want to continue to provide the best possible person-centred, positive and inclusive care whilst growing our organisation by following the West House five S's to success.



Structure



Support



Staff



Smarter



Sustainability



We will support our workforce and improve staff engagement by:

- Reviewing **organisational communication** with a focus on the needs and preferences of teams and by agreeing on what GOOD communication looks like at all levels.
- Identifying what good performance looks like, **recognising, sharing and celebrating success**.
- Developing a plan for communicating our Strategic Review progress and ensuring everyone's **continued engagement** in the process.
- Promoting **good health and well-being** of our workforce.



We will improve our customer journey by:

- Developing and **improving our communication** with customers from the first point of contact.
- Developing a **more flexible service** provision.
- Developing a **person-centred assessment and planning** process.
- Developing a **person-centred recruitment** process.
- Reviewing satisfaction** of all customers and measure them against our Vision, Mission and Values.



We will improve both quality and practice by:

- Developing a practice to promote **Positive Behaviour Support** across the whole organisation.
- Focusing our training activity** on the needs of individuals and teams.
- Developing teams** to increase autonomy, improve practice and reduce bureaucracy.
- Benchmarking key processes and structures** with the aim of increasing quality and cost-effectiveness.
- Improving management practices and governance arrangements to better reflect our values of being: **Person-Centred, Inclusive and Positive**.



We will improve our financial performance by:

- Ensuring **sustainability** in all areas.
- Investing** in new development and growth.
- Managing Key Financial risks**.