WHITMORE VALE
PROMOTING COMMUNITY LIVING

Building on Strong Foundations



Whitmore Vale Housing Association
Business Plan 25/26

Introduction

We note and welcome the recent announcement of the current government to make its recommendations on 'transforming Social Care' by 2028, a huge undertaking.

In order to write this document, we consulted with our stakeholder community and then co-produced this Business plan.

This year we will focus on reviewing our policies and procedures, ensuring they are up to date and accessible. We will build on our staff training to be on target for our strategic plan goals.

The diagram on page three shows the top five priorities from each group and the diagram on page four shows the work plan based on this.

What have we achieved so far



Our last two annual reports and strategic plan are worth reading for more detail; however, our key achievements have been refocusing our service provision to ensure we are delivering specialist services, in a person-centred accessible way.

We continue to consult with our stakeholder community and act on what we find out.

We have recruited and trained many new staff and have less than 2% staff vacancies, well ahead of national average, and we have improved pay, terms and conditions.

We have worked with commissioners to look at fees and while there is more to do here, in many cases, fees are now at a sustainable level.

Consultation with our Stakeholder Community December 2024 – Summary

People We Support

- More involvement in decision making
- Continue to improve properties
- More accessible information
- Supporting us to get what we need from funders
- Activities and employment

Family and Friends

- Better communication from services
- Specialised training
- Supporting us to get what our relatives need from funders
- More activities for our relatives
- Healthy Eating

Staff

- Training
- Actitives and holidays Transport
- Training for People we Support
- Making Policies and Procedures clearer

Commissioners

- Emergency placements
- Fair pricing and transparent commissioning
- Accessible communication and Evidence of consulting
- Lived experience panel / link to board and / or senior management
- People with lived experience on interview panels and involved with training

Managers

- Training
- Person Centered Care and Empowerment
- Policies and Procedures
- Fundraising
- Volunteers and Drivers

Senior Leaders

- Policies and Procedures
- Digital systems
- Training for all
- Fundraising and volunteers
- Further develop specialisms

The Board

- Policies and Procedures
- Improved financial stability
- Staff training
- Information management
- Procurement improvement

Priorities 25-26 Building on Strong Foundations

2025-26 Priorities - Building on Strong Foundations

Ensure everyone that lives here has a Person Centered plan to support what they want to do with their lives

Improve co–production with People We Support

- Involved in decision making
- Formal Link to the board
- On all interview panels
- Accessible communication and information
- Becoming trainers
- Co-produce healthy eating program
- Partnership with supported employment

Training

- Level 3 Diploma programme
- Person Centred Training programme
- Specialist training in Autism, Dementia and enablement

Volunteers

- Enable People We Support to become volunteers

Recruit more volunteers to support:

- Individuals with activities and hobbies
- As drivers and gardeners

Making things clearer

- Policies and procedure to be clear and easy to follow - with training
- Better communication at service level with Families
- Improving our digital systems so we can all access what we need to

Emergency Placements

Develop Emergency and urgent placements and Procedures

Buildings

- Continue to make improvements to our buildings
- Adapt our buildings for peoples' sensory needs
- Health & safety Committee

Funding

- Improve procurement
- Work with commissioners to ensure care is funded at the right level
- Fundraising

Transport

Co-produce a Transport Plan

Care and Support

We have developed excellent relationships with commissioners and have a waiting list for planned moves. We will continue to look at emerging needs in the community and develop our specialisms. We have maintained a GOOD rating from CQC and are moving towards Outstanding.

We have implemented Person Centred Software and have a program of training for everyone in the organisation in Person Centred Planning. Our training programme means that by the end of the year a third of our work force will have a Level 3 Diploma or above. We will have reviewed all our policies and procedures to ensure accessibility and implementation. We will be developing our specialisms in dementia, lifelong care, and enablement. We will ensure we keep abreast of best practice, so that we provide quality in our provision and challenge ourselves to develop continuous improvement in all we do.

Estates and Housing

We are increasing our investment in properties in terms of decoration, installation of replacement fire doors, and other improvements such as replacement kitchens. We have co-produced our housing management policies and will develop a Tenants Committee, making our properties work better for the People We Support.

Last year we achieved a clear separation of Housing and Care and are able to offer a 'housing only' option. This already offers much potential, we will work with Surrey County Council to explore together how we make this work.

Human Resources

Our staff vacancy rate is consistently under 2% as we continue to improve our terms and conditions, develop specialist career pathways and improve induction times. We will further develop employee forums and support staff in their development. We will undertake an analysis of skills currently held within services and develop materials to facilitate transfer of knowledge via Continual Professional Development. We will work collaboratively with volunteer services, universities, and colleges to offer placements. We envisage our volunteers will be actively providing services that are not funded and enhance our service for the people who live and work at WVHA.

Quality Matters

We will continue to develop our continuous improvement and lessons learnt processes, ensure new systems are co-designed and as efficient as possible and introduce lived experience quality checkers based on our values promise.

Finance and Fundraising

We will break even, after providing for building reserves and ensuring all normal operating costs are covered by revenue. We will improve efficiency in how we manage our financial systems and work with Operations, Human Resources and Estates to achieve this. We will establish our fundraising strategy to support our Mission, Vision, and Values, which sits outside our service provision and allows us to support People with Learning Disabilities and/or Autism in ways that are not funded by the state.

Communication

We will make our communication more accessible and continue to publish our newsletters and annual report. We will continue to consult our stakeholders and check everyone is clear and connected with the process of change and development. We will improve our digital systems and content. The publication of this plan, along with our strategic plan make it clear how we will achieve our Mission.

Partnership and Reach

We cannot deliver this plan on our own and we are developing partnerships with:

- Advocacy organisation
- Supported Employment Providers
- Training providers
- Funding bodies and grant giving organisations.

Locally
We are developing our community connections with each service.

Regionally
We are building on existing links and establishing new ones, including with Surrey Care Association and Surrey Community Action.

Nationally
We are strengthening our links to BiLD, Association for Real Change, Department of Health and Social Care, Skills for Care, Skills for Health, Learning Disability England, and National Care Association.

In Summary

This year's business plan supports the Vision, Mission and Values outlined in the strategic plan. We have already achieved much in the last two years and continue to build on this. We continue to invest in a sustainable, robust, and empowering future; co-produced by the stakeholder community this organisation is made up of.

We encourage you to read our annual reports, strategic plan, and sign up for the newsletter. To those already involved thank you for all your support, for others, we would be delighted if you become involved as a Volunteer, a Fundraiser or Donate to one of our projects.

We look forward to working together as we build our future.

Additional reading:

Health, Wellbeing and adult Social Care

Learning disability and autism hub

Adults' Health and Care policy, strategies and Market Position Statements

Fabian Society: Support guaranteed: The Roadmap to a National Care Service

