

# Wirral Evolutions: Strategic Framework 2024



Contributory outcomes and benefits

**Purpose**  
We enrich the lives and opportunities of people with learning and physical disabilities through maximising their personal potential #OneLife and #LetsLivelt

**Vision**  
To enable the people we support to have choice and exercise control over their own lives

**Mission**  
Working together to inspire lives, remove barriers and widen horizons for the people we support

**Values and Beliefs**

1. Personal – ‘Person centred’
2. Integrity – ‘Doing the right things for the right reasons’
3. Quality – ‘Being outstanding in everything we do’
4. Openness – ‘Willingness to listen’ and ‘honesty’
5. Accountable – ‘Responsible for your own actions’
6. Collaborative – ‘Working with others to deliver best outcomes’

| Themes              | We will .....   | Our success* will change the way we think, act and interact  | The difference made - /+ % change in benefits  |
|---------------------|---|--|--|
| People              | Provide high quality provision to all people we support                               | <ol style="list-style-type: none"> <li>1. <b>100% of the people we support will have:</b> -                             <ol style="list-style-type: none"> <li>a. an outcome focused personal plan in place</li> <li>b. their wellbeing enhanced through innovative activities</li> <li>c. choice of independent advocacy support accessed</li> <li>d. opportunities to feedback and shape service provision provided</li> </ol> </li> </ol>   | <ul style="list-style-type: none"> <li>• Mental wellbeing enriched</li> <li>• Self – belief improved</li> <li>• Physical health enriched</li> <li>• Skills and competencies developed</li> <li>• Satisfaction levels (Net Promotor Score) increased</li> </ul> |
|                     | Supply a qualified and motivated workforce  | <ol style="list-style-type: none"> <li>2. <b>100% of our workforce we support will have:</b> -                             <ol style="list-style-type: none"> <li>a. a performance, review and development plan contributing to company vision in place</li> <li>b. high quality training standards maintained</li> <li>c. opportunities to enhance their physical and mental health offered</li> <li>d. options to feedback and shape service provision provided</li> </ol> </li> </ol> |  |
|                     | Embed a culture of volunteering, reward and recognition                               | <ol style="list-style-type: none"> <li>3. <b>100% of our volunteers we support will have:</b> -                             <ol style="list-style-type: none"> <li>a. a wide range of diverse skills and experiences in place</li> <li>b. training, support and community involvement accessed</li> <li>c. reward and recognition celebrated and shared</li> <li>d. opportunities to feedback and shape the service provided</li> </ol> </li> </ol>                                      |  |
| Place               | Deliver opportunities to widen horizons to all the people we support                  | <ol style="list-style-type: none"> <li>4. <b>100% of the people we support will have:</b> -                             <ol style="list-style-type: none"> <li>a. the appropriate pathway in and with the community offered / accessed through volunteering, education, training, employment</li> </ol> </li> </ol>  | <ul style="list-style-type: none"> <li>• Confidence / autonomy developed</li> <li>• Communications improved, skills gained</li> <li>• Social value / CSR demonstrated</li> </ul>   |
| Profile             | Be the provider of choice   | <ol style="list-style-type: none"> <li>5. <b>Wirral Evolutions will have:</b> -                             <ol style="list-style-type: none"> <li>a. Industry recognised standards achieved and maintained</li> <li>b. Reputation and presence perceived positively</li> <li>c. High performing, efficient and effective business model in place</li> </ol> </li> </ol>   | <ul style="list-style-type: none"> <li>• Reputation / NPS increased</li> <li>• Communications / brand equity maximised</li> <li>• Long term commitment from shareholder secured</li> <li>• Diversified income secured / operational efficient</li> </ul>       |
| Partnership working | Have strong partnerships that are aligned into our company vision, mission and values | <ol style="list-style-type: none"> <li>6. <b>Wirral Evolutions will have:</b> -                             <ol style="list-style-type: none"> <li>a. Key partnerships and stakeholders identified, engaged and embedded</li> <li>b. Co-design and co-production embraced</li> <li>c. A culture of working in partnership fostered</li> <li>d. Significant relationships including family, friends and carers in place</li> </ol> </li> </ol>  | <ul style="list-style-type: none"> <li>• Meaningful collaboration gained</li> <li>• Transparency improved</li> <li>• Levels of satisfaction (NPS) increased</li> <li>• Capacity enhanced</li> </ul>  |

\*Wirral Evolutions objectives are underpinned by a year on year balanced score card to provide details of coherent actions and their progress in a timely manner.