

Carers Support West Sussex Strategy 2015-2020 - Map 1

All adult carers in West Sussex are valued, listened to and have a strong voice in shaping services and their rights and needs met.



Carers Support West Sussex Strategy 2015-2020 – Map 2

Operational Objectives

Operational Policies and Procedures

- Ensure the organisation is legally compliant.
- Ensure that policies and procedures are compliant with PQASSO Level 1 and 2, Carers Trust Quality Award and Centre of Excellence, 2 Ticks, The Social Care Commitment, Helplines Partnership
- Have a clear communication plan to raise the carer profile, campaign for carer rights, promote CSWS impact.

Managing Resources and Risks

- Ensure resources are allocated to meet our vision, aims and objectives.
- Ensure CSWS has up-to-date technology and safe working environments.
- Maintain up-to-date risk assessments related to delivering our vision, aims and objectives.

Quality Assurance

- Use consultation, needs, and internal and external environment scanning to inform medium and long-term plans, monitoring and evaluation and Quality Standards.
- Achieve and comply with PQASSO Level 1 and 2, Carers Trust Quality Award and Centre of Excellence, 2 Ticks, Helplines Partnership accreditation and The Social Care Commitment, Quality People, Quality Care.

Operational Objectives

Strong Governance, Leadership and Management

- Ensure a spread of strategic, management and stakeholder knowledge is represented at Board and leadership level.
- Ensure the external operating environment informs development of the organisation's strategy, policies and procedures.
- Ensure the Board and Leadership Team communicate a clear vision, aims and objectives to enable staff to deliver to high standards and meet targets.
- Embed a culture of continuous improvement and innovation.

Training and Development

- Ensure the Board, staff and volunteers have access to learning and development needed to achieve the vision, aims, objectives and quality standards.
- Keep Quality under review and use QA to inform improvements to service delivery.
- Ensure supervision and appraisal processes include training and development opportunities.
- Regularly review the performance of the Board.

Performance Management

- Have a clear monitoring and evaluation framework to measure social, economic and environmental impact and value
- Have internal service and team plans with SMART targets to measure performance against contracts and monitoring and evaluation framework outputs and outcomes.
- Ensure all staff work to fulfil our vision, values and 'Think Carer' Behaviours.
- Review progress and achievements against annual Business Plan, update and report to the Board.