

Our vision is: *helping to create happier and healthier communities*

Through: *working with you to achieve your goals*

We aim to make a difference by: *providing health and social care services ensuring that we:*

<p>Focus on Individuals, Families & Communities</p> <ul style="list-style-type: none"> • Individuals as partners in health and care • Connecting people with their communities • Aligning our services with communities • Understanding the needs and diversity of different communities • Flex our services to meet the local demands and priorities of communities • Improving access to achieve greater equality of outcome and reduce inequalities • Focussing on the most vulnerable in our communities, keeping them safe • Supporting integrated personal commissioning 	<p>Promote the prevention of poor health and wellbeing and intervene early to support recovery</p> <ul style="list-style-type: none"> • Helping people to make healthy lifestyle choices • Supporting communities to become healthy communities • Giving individuals skills to manage their own conditions and to help others • Give families and carers confidence and skills in supporting individuals • Providing information so people know how and when to access support • Using our workforce to embed health promotion and early intervention into everyday working and interactions 	<p>Remove unhelpful boundaries between services and professionals</p> <ul style="list-style-type: none"> • Maximise the potential of integrated service provision to ensure seamless care and support for individuals • Further develop cluster working across all services • Develop the role of generic workers across a wider range of services and professions • Single Point of Access into Sirona services • Pursue further integration of health and social care across all areas of our service delivery • New Models of Care based around closer integration of health and social care; primary and community services
<p>Add value to our local communities above what we are contracted to do</p> <ul style="list-style-type: none"> • Reinvesting into communities • Buying locally • Supporting charities, communities and other social enterprises • Helping people to return to work and contribute to their communities • Supporting apprenticeships for people of all ages • Supporting Volunteers 	<p>Work with others to ensure joined up services</p> <ul style="list-style-type: none"> • Developing shared pathways and protocols to ensure joined up care for individuals • Work as part of whole health and social care system to ensure optimum delivery of services for individuals and organisations • Supporting other organisations to deliver support and services • Training and Education for individuals and communities to enable them to provide care and support • Building greater resilience and capacity in individuals and communities to self-manage 	<p>Continually learn and grow as a Company</p> <ul style="list-style-type: none"> • Top Performing Provider • Balance culture and ethos of local and personal with overall size and spread of organisation • Expand our portfolio of children's services into neighbouring areas • Best use of public monies • Strong infrastructure and processes • Greater use of technology • Leading edge practice • Supporting greater number and more complex needs in the community • Expand the provision of our services and support across 24 hours/7 days

We will ensure that everyone who comes into contact with Sirona feels welcomed supported safe and valued in line with our commitment to:

Taking it personally

Courtesy & Respect

- A welcoming and positive attitude
- Warm, friendly and interested in you
- Value and respect you as an individual

So you feel welcome

Caring and Supportive

- Attentive, responsive and take time to help
- Take responsibility for our own actions
- Mindful of privacy and dignity

So you feel supported

Effective and Professional

- Safe, knowledgeable and reassuring
- Effective care/responses from joined up teams
- Organised and timely, looking to improve

So you feel safe

Effective Communication

- Listen to people and answer their questions
- Keep people clearly informed
- Involve people

So you feel valued

Our priorities for 2016/17 are:

- **To secure the on-going provision of community health and social care services in Bath and North East Somerset**

- Submission of innovative and compelling bid for Your Care, Your Way
- Redesign Models of Care
- Refocus role of CRCs to meet increasing demand for complex care in community

...adding value for local people

- **To work with our partners in primary, community, secondary and specialist care services to demonstrate strong leadership and direction for health and social care services across communities**

- Continue to develop closer integration of health and social care in South Gloucestershire
- Cluster Working Pilots
- Explore opportunities for new partnerships across primary, secondary and third sector and with other provider organisations

...achieving more by working together

- **To extend our provision of Children's Healthcare services into South Gloucestershire**

- Build partnerships across Children's Community Health Services geographical areas to develop joint proposal for services
- Submission of innovative and compelling bid for Children's Community Health Services

...improving the lives of children, young people and families

- **To develop and implement a new model to support improved recovery, reablement and rehabilitation for service users in South Gloucestershire - Supporting more people to remain independent**

- Transfer of Elgar Unit to Sirona
- Business Case for redevelopment of Frenchay and Thornbury sites

...ensuring value for money for our communities

- **To ensure all our services remain compliant with regulatory and legal requirements - Providing a high quality and trusted experience**

- Service Readiness for likely CQC inspection
- Improve Mandatory Training uptake
- Introduce new Quality and Performance Monitoring and Management Framework

...ensuring value for money for our communities

- **To live within our means and support the on-going financial health of Sirona**

- Develop and implement detailed savings plans
- Financial Strategy for 2017/18
- Implement and embed CQUINs

...ensuring value for money for our communities

- **To maximise the use of technology across all services to improve performance, reporting and efficiency and increase our use of assistive technology to support people to be cared for in their own homes and enable them to remain independent**

- Review and refresh IT strategy
- Ensure core systems operate effectively
- Maximise opportunities for extension of telecare and associated solutions
- Explore opportunities for wider partnerships to improve our knowledge and capability in technological solutions

...giving people greater choice and control

- **To strengthen our engagement with service users and design services with them as equal partners**

- Review and Refresh Service User Engagement Strategy
- Develop new ways to ensure that the experience of our service users informs our learning and development across the organisation

...ensuring their voice influences our plans and decisions

- **To create an environment where all individuals are enabled to deliver high quality person centred care and are proud to be part of Sirona through:**

- Having a voice in the decisions that impact them at work
- Clear, consistent and empowered leadership
- A culture of continuous improvement and learning
- The promotion of an open and fair culture
- Supporting their own health and wellbeing

...supporting a dedicated and confident workforce

- **To measure and increase the 'social value' we contribute to our local communities**

- Mechanisms and processes to capture added social value
- Social Value Strategy

...making a difference beyond what we are contracted to do

- **To consolidate our estate and use it more efficiently**

- Undertake review of current estate and rationalise where appropriate
- Estate Strategy for 2017 onwards

...delivering more through effective use of our resources

- **To explore opportunities to generate different income streams and add contribution to strengthen our business**

- Identify key areas for potential development
- Develop Business Cases

...reinvesting into services for people and communities