



# Strategic Plan 2018–2023

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**Capability Scotland will meet the individual needs of customers by delivering exemplary care, support and education. By empowering every customer, we will enable them to have a voice, realise their ambitions and achieve their full potential.**



## Mission Statement



We will work with people with complex and diverse needs, building on our extensive experience to create personalised care, support and education that reflects our values.

We will deliver care, support and education that provides choice and progression across all age groups and will support individuals to achieve their outcomes.

We will continue to develop innovative, high quality solutions to address gaps in care and support provision.

We will empower:

- ▶ **children and young people** to achieve their true potential through education;
- ▶ **every customer** to have a voice, realise their ambitions and achieve their full potential;
- ▶ **our staff** by strengthening our focus on safeguarding and values, and by embedding learning and development in the workplace.

## Strategic Objectives



- ▶ To provide **exemplary** care, support and education with **lifelong progress and continuous improvement**.
- ▶ To be **ambitious** for our customers and staff and be **responsive** to their needs.
- ▶ To **demonstrate** and **evidence** the achievement of outcomes.
- ▶ To empower our customers to have a **voice**.
- ▶ To ensure long-term **sustainability** by maximising **income** and delivering **efficiencies**.

## Achieving our Objectives



### Development

- ▶ We will continue to **modernise** and **develop** our delivery of care, support and education, and **improve** our existing models of provision where required.
- ▶ We will focus on **growth** through the development of a range of new models to meet individual needs.
- ▶ We will develop **long-term plans** for Upper Springland and our Schools and support these using **best practice** and **benchmarking**.
- ▶ We will adopt and support the use of **new technology** to improve our customer experience.
- ▶ We will continue to **take action** on any loss-making parts of our business.

## Delivery

- ▶ We will **organise** ourselves to ensure that our customer experience is **personalised**.
- ▶ We will support **individuals** to live life as they **choose**, whether independently in the community or in a residential care setting.
- ▶ We will enable our customers to **maintain** and promote their **health and wellbeing** and continue to **advocate** on their behalf when they access health services.
- ▶ We will employ and develop a **diverse** workforce of the best people.
- ▶ We will strengthen our focus on **safeguarding** and **values**, and further embed learning and development in the workplace.
- ▶ We will promote **fair, innovative** and **transformative work** together with our trade union partners through the Fair Work Framework.

## Outcomes

- ▶ We will enable our customers to share their **experiences**, celebrate their **successes** and demonstrate their **outcomes**.
- ▶ We will continue to promote our **values** and **culture** by **sharing** our good practice and knowledge across the organisation and with our partners.
- ▶ We will get better at what we do, **benchmarking** ourselves both **internally** and **externally**, and setting our own targets for improvement and delivery.

## Empowerment

- ▶ We will **continue** to empower our customers to **have their say** across the organisation and be at the **heart of decision-making**.
- ▶ We will **hear** the **voice** of our customers, **shaping** the future of their care, support and education provision.
- ▶ We will **engage** staff in the development of **exemplary** care, support and education.
- ▶ We will **assist** and **guide** staff through their qualification and registration requirements.

## Achieving our Objectives (continued)



## Measuring Progress



We will develop **Operational and Funding Plans** that will identify key projects to deliver our **Strategic Objectives**. These will include key performance indicators, monitoring progress through our governance processes.

We will also continue to review **customer priorities, outcomes** and **satisfaction** with their care, support and education.

We will **encourage** staff to **promote ideas** for new ways of working, continuous improvement and efficiencies.

These **outputs** and **outcomes** will be used in our annual review and update of the Strategic Plan.



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