



Dimensions Value For Money 2017 -2018



What do we mean by value for money?



This report tells you how well we think we did on value for money from April 2017 to March 2018 and how we plan to keep getting better at doing this.



Dimensions gets money from the government each year which pays for people's support and houses.



In 2017/18 we made two changes affecting value for money:



It is important that you can see where your money is going and that we are spending it on the right things. We call this value for money.



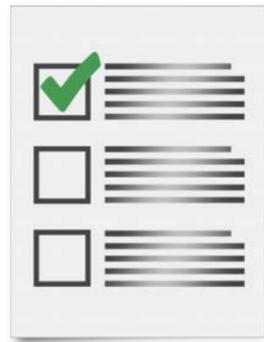
1. Dimensions launched Discovery to provide services in Somerset. This significantly increased the size of Dimensions.



We say that we are giving people value for money when we use that money well to produce good quality services and houses which people can afford.



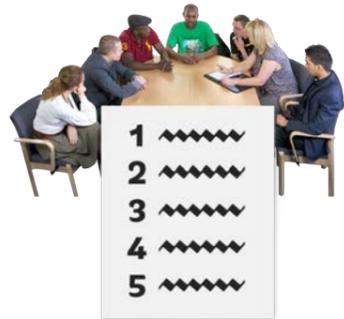
2. The introduction of our new Activate model of support significantly changes the way we deliver services and our ability to achieve outcomes for the people we support.



What Dimensions says we will do: Our aims



3. We will work with other people and organisations so that we can support you to have a louder voice on things that are important to you and to find opportunities for you to achieve your goals. This is our engagement aim.



Dimensions has 5 main aims. These are:



4. We will employ the right people and reward them when they work well. This is our people aim.



1. We will give you just enough support to help you to do the things which really matter to you. This is our personalisation aim.



5. We will make sure that we run the organisation well so that we carry on making the best use of what we have. This is our organisation aim.



2. We want to make Dimensions grow so that we can support more people better. This is our development aim.



This report will tell you how well we think we have done with value for money against each of these 5 aims.



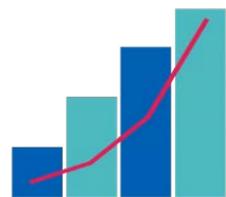
Personalisation



A priority in 2017/18 was to roll-out the Activate model of support to all Dimensions' services.



Activate puts decision making closer to the people we support by setting personalised and challenging outcomes to be achieved by them, their staff and their families.



Since the roll-out of activate we have seen more outcomes identified and achieved.



Dimensions services in Somerset, Discovery, are working closely with Somerset County Council to improve care and create more opportunities for people we support in Somerset.



The number of safeguarding concerns went up over the year with the inclusion of the new Somerset services in Discovery.



Safeguarding is what we call the things we do to make sure that your rights are protected and you are supported safely with access to good health care.



Dimensions has also worked to raise awareness about the dangers of constipation for people with learning disabilities and will continue to do so going forward.



#MyGPandMe

Dimensions will be launching #MyGPandMe, following the findings of our annual Health Survey.



#MyGPandMe is a campaign which will focus on reasonable adjustments and GP training.



It is very important that we are doing a good job and supporting you well and safely.



The people who check that we are doing this are called the **Care Quality Commission** or the **CQC** for short and the **Care Inspectorate Wales** or **CIW** for short.



The **CQC** and **CIW** say that we are doing a good job **100%** of the time and rated 3 of our services as outstanding.



We also pay a group of people to go to our services and check how they are doing. These people are called Quality Reviewers.



The Reviewers check up on all the things that Dimensions promises to do.



In April 2016 the Reviewers changed the way they check how we are doing. Because of this we were expecting to identify more areas for improvement.



The reviewers said **49%** of the support was as good as Dimensions promised.



We hope that by April 2019 the reviewers will say at least **80%** of the support was as good as Dimensions promised.



Development



In April 2017, Dimensions launched Discovery to begin delivering Learning Disability services to 900 people in Somerset.



We are also supporting more people with complex needs and challenging behaviours to live safely in the community.



We hope that next year we will grow even more.



Engagement: Working with other people and organisations



The things we have learnt from this trip will also help us support people better in our country.



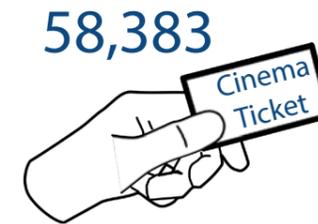
These are some of the exciting things we did this year by working with other people and organisations.



We continue to work with cinemas to show autism-friendly film screenings.



We have employed more people as family experts and have met our target for providing paid work for people we support, as Dimensions quality consultants and family experts.



We have been running these screenings for 7 years now and sold around 58,383 tickets this year.



We created a small Public Affairs team to make sure the voices of the people we support can be heard.



We continue to work on our #ImWithSam campaign to tackle hate crime against people with learning disabilities and autism.



Dimensions helped people with learning disabilities in India by sending staff to work with IPCAI.



Dimensions gave advice to the Mayor's Office for Policing and Crime Online.



IPCAI is the Institute for Person Centred Approaches in India.



We have been working with police forces to raise awareness of Disability hate crime.



We have run learning disability hate crime workshops to members of Essex police, Surrey Police and Greater Manchester Police.



People



We continue to share learning materials with schools to tackle learning disability hate crime.



This year we ran a campaign to get more people interested in working for Dimensions and because of this we had more people applying to work for Dimensions.

2019



We still do not have as many people working for us as we need and hope to get more next year.



2018

2019

We will continue to work on the #ImWithSam campaign through 2018 – 2019.



Because we had more people applying and getting jobs with Dimensions it did take longer to complete all the checks needed for new staff.



We continue to work on our 'Love Your Vote' campaign to encourage people with learning disabilities and autism to vote.

2018

2019

We hope that we can improve on this through 2018 – 2019.



It is important to us that we pay our staff as much as we can afford to. This helps us to find the best people to come and work for us and then stay with Dimensions.



We are also looking at other ways we can stand out from other support providers so that more people want to work for us.



We introduced a new way of training our staff called Learning Connect.



Since introducing Learning Connect more staff are completing their training and we hope this will keep rising.



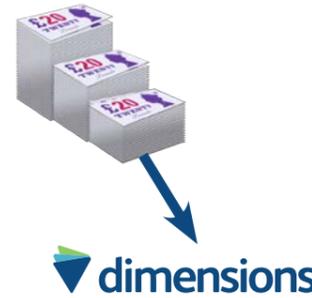
We continue to make sure that we are offering jobs to different sorts of people, including people with disabilities and minority backgrounds.



We have done lots of training to make sure we are good at this and we have been given some awards to show we are good at it.



Organisation



At the end of every year we put the money we have left over back into Dimensions so that we can continue to improve the quality of our services.



We have been paying staff some extra money to make sure they are paid the right amount for sleep-in shifts.



This year we also used some of this money to roll-out Activate.



We will continue to look at costs and our plans to make sure we are managing our money well.



Housing



We will also make changes to our housing to help us support more people with complex needs.



We also own and look after houses.



The people who fix things in our houses when they break are called our contractors.



Our contractors worked hard and achieved most of their targets last year.



We want to make sure that everyone lives in a house that is right for them.



We ask our tenants how happy they are with their houses. We do this by a survey, and by regular meetings.



We have started work to bring all of our supported living houses under the management of the Dimensions Housing team. This will help us to save money in future.



Most tenants said they are happy with their homes.



We will review all of our houses to make sure that our houses are fit for the people we support and that they are happy with their homes.



Our houses have all the safety certificates they need, such as for gas and electrical safety.



The future: Our plans for 2018 / 2019



We will finish introducing our new model of support called Activate which will give more choice and control to the people we support.



We will continue supporting people with learning disabilities and autism to understand and support them to vote.



To finish the work around Dimensions pricing so that we can make sure what everyone pays for support is fair.



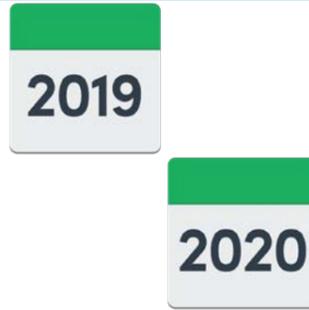
To review how much we are paying our staff so that we make sure everyone is paid fairly.



To finish talks with commissioners to make sure that we are all happy with the costs of support.



To make sure we are all following the new General Data Protection Rules introduced in May 2018 and our policies are all updated.



To create a plan to improve cash fund levels in 2019/2020.



We will continue to work with Somerset County Council to improve care and increase opportunities for people we support in Discovery



#MyGPandMe

We will continue working to improve the health of the people we support through our #MyGPandMe campaign and will work with other organisations outside of Dimensions to help this.



We will make sure that our houses are suitable for the people we support and that they are happy with their homes.



Homes England

To become a partner with Homes England and make better use of funding to support Dimensions homes.



To finish introducing our new housing system which will improve the support we provide.



Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



Find out more

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