



## Dimensions Value For Money report 2019/2020

easy read



# What do we mean by Value for Money



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

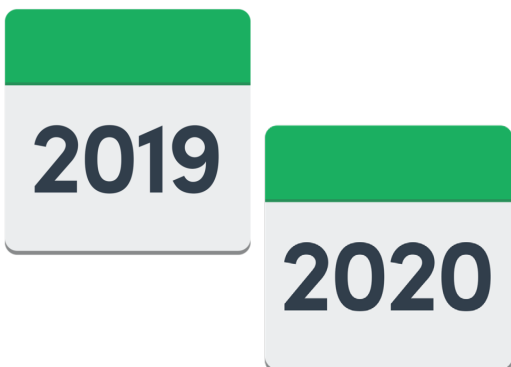


It is important that you can see where your money is going and that we are spending it on the right things to make your life better.

We call this **Value for Money**.



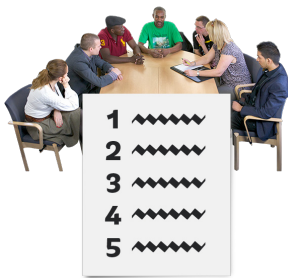
We say that we are giving people **Value for Money** when we use that money well to give you good support and good places to live.



This report tells you how well we think we did on **Value for Money** from April 2019 to March 2020.



## What Dimensions says we will do: our aims



Dimensions has 5 main aims. These are:



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.



2. We want to make Dimensions grow so that we can support more people and support people better.

This is our **development** aim.



3. We want to support you to have a louder voice on things that are important to you and to find ways for you to achieve your goals.

This is our **engagement** aim.



4. We will employ the right people and reward them when they work well.

This is our **people** aim.



5. We will make sure we run the organisation well so we can carry on making the best use of what we have.

This is our **organisation** aim.



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





## Personalisation



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 we are doing well almost all (**94%**) of the time.



The **CQC** and **CIW** said that 2 of our services were outstanding.



Where **CQC** have said we could do better we have made changes.



We also pay a group of people we support to go to our services and check how they are doing.

These people are called **Quality Checkers**.



The **Quality Checkers** check up on all of the things Dimensions promises to do.



The **Quality Checkers** said most (73 %) of the support was as good as Dimensions promised it would be.

We want this to be higher (more than 80 %)

# dimensions Activate



Activate is the way we support people. We use it to set **outcomes** for the people we support.

**Outcomes** are things people want to do.



We have over 25,000 **outcomes** set. Over 9,000 of these have been done.



We are introducing Activate to our Discovery services in Somerset.



We have been looking at how to improve the health and happiness of people with **Profound and Multiple Learning Disabilities**.

**Profound and Multiple Learning Disabilities** means people who have more than one disability and need a lot of support.



We are following a national guide called **Supporting people with profound and multiple learning disabilities – core and essential service standards**.



This national guide says what we should do to support people with **profound and multiple learning disabilities** well.



We are part of a group called **Pass It On**.

**Pass It On** helps people with learning disabilities talk about how they are feeling.



We will be training some people we support so that they can help other people we support.



We have made improvements to how we make sure you take your medicine correctly and at the right time.



We are working with others so that the people we support live longer lives



## Development



We want to make Dimensions grow so we can give people better **value for money**.



This year Dimensions grew more than the year before.



We were please to be able to continue supporting people in Cardiff and Oxfordshire.





We have written a good practice guide on supporting people with **complex needs**.

**Complex needs** are where a person needs lots of support.



Sometimes the people we support have a **crisis**.

**Crisis** means they need emergency support.



We have made a plan to support these people better.



We have also made a plan to be able to offer support to more people in **crisis**.





## Engagement



The most important thing we do is to keep the people we support happy and well.



**#MyGPandMe**



**#MyGPandMe** is the work we are doing to train doctors in changes they can make to treat people with learning disabilities and autism better.



We want to offer this training to more doctors.



We are telling the government it needs to train all doctors in how to make the changes that people with learning disabilities and autism may need.



We are working with Assura. Assura helps the NHS and doctors find new buildings to work in.



We are writing a report called **#MyGPandMe: Building Better Together** saying what these buildings need.



We are working with people in the government to help people with learning disabilities get jobs.



We are also working with people in the government to get more people interested in becoming support workers.



Dimensions helped people with learning disabilities in India by sending 5 staff from Discovery to India to work with **IPCAI**

**IPCAI** is the Institute for Person Centred Approaches in India.



## People



We want the best people to stay working for us. That way you get the best support and **value for money**.



More people wanted to work for us last year



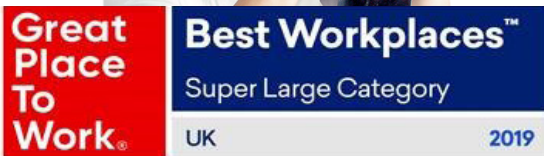
More staff now work for us for more than a year. This gives you better **value for money**.



We spent more than we wanted to on agency staff this year, but this was less than we spent last year.



Almost all (90 %) of our staff have done all the training they need to do a good job.



We have won a Great Places to Work award again. This says that people are happy and like to work for us.



We got lots of stories about being a support worker into newspapers, the internet and on radio.

This has made more people want to work for us.



All new managers now complete a course called Skills for Care Lead to Succeed. This teaches them how to be a good manager.



If managers want to learn more they can do courses on their computer through the Management Hub.





## Organisation



At the end of every year we put the money we have left over back into Dimensions so we can continue to provide support.



We saved less money than we wanted to this year.



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



We make sure we have enough money in the bank so we can continue to support people well.



We invested in IT so that our system works better.



# Housing



We own and look after houses.



**Tenants** are the people who pay to live in our houses.



We have improved the way we log calls.

discovery



Discovery tenants can now call the maintenance team.





The maintenance team answered more calls.



We use a new system to make sure where you live is safe.



We do Fire Risk Assessments in all properties including those that are our owned properties that are owned by **private landlords**.

A **private landlord** is the person who you pay to live in your home, if it is not owned by Dimensions



We make sure that **private landlords** make the changes they are asked to in the Fire Risk Assessment



We are trying to get permission to build 4 lots of new homes for people with **complex needs**.



We ask our **tenants** how happy they are with the houses. We do this by sending them a survey.



We have 4 **tenants** meetings a year. Our **family consultants** come to these meetings.

**Family consultants** are people your friends and family can talk to about your support and home.



Most **tenants**:

- are happy with their homes
- felt they were listened to
- were happy with repairs
- felt their house was value for money



Only a few **tenants** were unhappy.

We spoke with each **tenant** that said they were unhappy with their home.



We helped them to get problems fixed.

In some cases we found the a new place to live.



2 **tenants** are members of the **Dimensions Council**.

The **Dimensions Council** tells Dimensions bosses what we can do better.



5 of our **tenants** have been trained to be **Quality Checkers**.

As part of their job **Quality Checkers** check that our houses are good and our services are doing a good job.



We have a Housing Brokerage team. They match people's needs with somewhere to live.



The Brokerage team found better homes for 33 people.



Our annual report to tenants tells you more about our performance last year



## The future: our plans for 2020 – 2021



Better lives for More People is the new Dimensions **strategy** for 2020 – 2025.

A **strategy** is what we will do over the next 5 years.



There are 5 areas we will look at, we are calling these pillars:

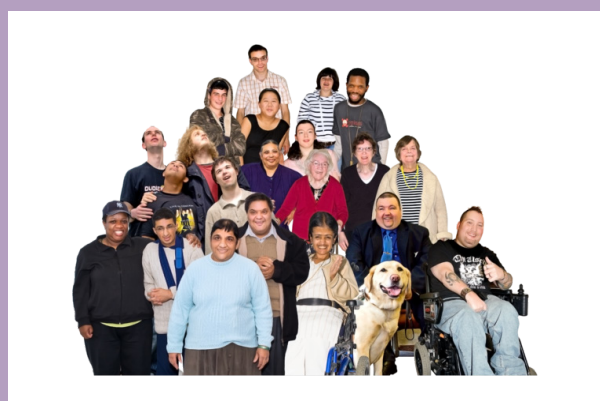


Supporting people to be happy and to live their best life is the **Quality** pillar.

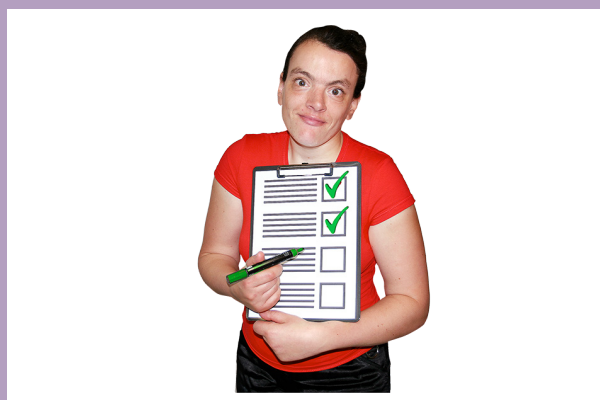




What other people think of Dimensions and whether they want to work with us is the **Reputation** pillar.



How many people we support is the **Scale** pillar, we want to support more people



How well we are able to support more people is the **Capacity** pillar.



We want to have enough money, and work well, so Dimensions can keep going for a long time. This is the **Sustainability** pillar.



# 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 about Dimensions

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