



## Dimensions Value For Money report 2018/2019



## 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 2018 to March 2019.



## 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.



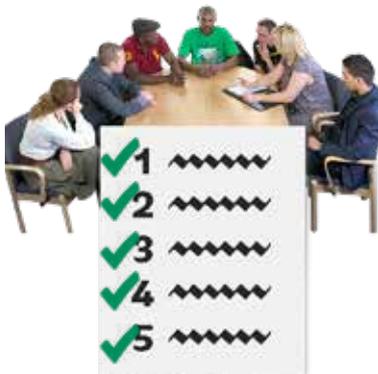
4. We will employ the right people and reward them when they work well.

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 **95%** of the time.



Where **CQC** have said we 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 77 % of the support was as good as Dimensions promised.



# Development



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



This year Dimensions grew more than we planned to and lots of people wanted to still be supported by Dimensions.



We made some changes to how our Business Development team works. The changes mean that they can help more people be supported by Dimensions.



Last year we said we wanted to support people with complex needs and challenging behaviour better and we have done this.



# Engagement



We have paid some of the people we support to be **Quality Checkers** and have lots of work for them to do.

**Quality Checkers** check if we are doing a good job.



We now have 11 **Associate Family Consultants**.

**Associate Family Consultants** are our family experts.



We trained a team of **Quality Checkers** for Westminster City Council to do quality reviews for them.



We were asked by Central London Community Healthcare Trust to help them to do expert by experience quality checks for NHS dental surgeries.



We won the 'Employer of people with a learning disability' award at the National Learning Disability Awards.



Our **Quality Checkers** are beginning to work with libraries to tell them how to make them autism friendly.



**#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 have trained staff in 48 GP surgeries.



We are working with NHS England to make people aware of the dangers of constipation for people with learning disabilities and autism.



We have someone with a learning disability to work as our **Health Equalities Lead**. His job is to work with the team working with NHS England.



We want to train more doctors.

To afford this we are looking at asking them to pay for it in future.



Lots of people have been on our **Louder Voice** training. **Louder Voice** is how we train people to speak to the media about issues affecting them.



**#ImWithSam** is the work we are doing to stop hate crime against people with learning disabilities and autism.



Every police officer in Surrey has had **#ImWithSam** training.

Some police officers in Essex have been trained.



We spoke at the National Police Chiefs Council annual hate crime conference.



We are now working with lots of other companies to stop hate crime.



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



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



## People



To give you the best support we want the best people working for us.



We have had more people wanting to work for us.



We would like to improve how we get staff to work with us for more than a year.



We have spent more than we wanted to on agency staff this year.



We have worked with UNISON to make sure support workers are paid for all the work they do.



Most of our staff have done all the training they need to do to do a good job.



Lots of new staff have been given their Care Certificate.



We have been working with a company called Roffey Park to train managers in how to be leaders.



Lots of staff who have been on the **Aspire** programme have stayed with Dimensions.

**Aspire** helps staff to do well in Dimensions.



Some new managers at Dimensions can now go on a course called Skills for Care Lead to Succeed.



We have won a Great Places to Work award which says that people are happy to work for us.



We have been given the Action on Hearing Loss Louder than Words Charter.

This says that we are a good place to work for people who are deaf.



## 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 more money than we thought we would this year.



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



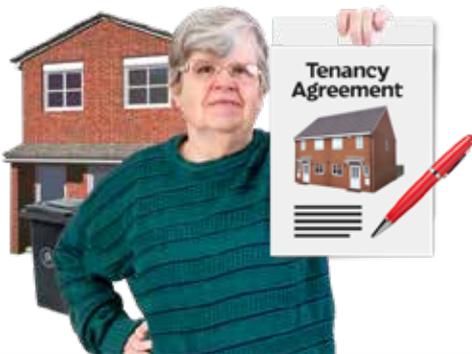
We make sure we have enough money in the bank so we can continue to support people well.



# Housing



We own and look after houses.



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

Some of the **tenants** were supported by a different company.

 dimensions



We now support all of our **tenants**.



We have set lots of targets for spending our housing money well.

We tell Dimensions bosses how well we are doing with these targets every month.



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

We also have **tenants** meetings in the year.



Most **tenants** are happy with their homes.



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

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



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

**Quality Checkers** check that are houses are good and services are doing a good job.



Some of the things we do to look after the houses cost more money than other companies pay but we think there are good reasons for these differences.



## The future: our plans for 2019 – 2020



### Personalisation targets

We would like to have less mistakes made with medication.



We will introduce our Activate model of support to our **Discovery** services.



We would like everyone we support to have done one thing for each Activate category.

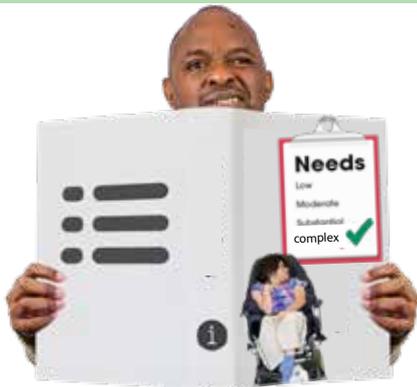


We want to continue to make sure the people we support are healthy and happy.



## Development targets

We want to have a plan for what to do if someone we support is in trouble.



We want to write a guide about how to support someone with complex needs.



## Engagement targets

We want all of the people we support's GP surgeries to have had our GP training.



We want to work with the government to help more people with learning disabilities get a job.



## People targets

We want new staff at Dimensions to stay with us for more than a year.



We want to get lots of stories in the newspapers about how great it is to work for Dimensions.



We want to see if all of the managers who have had leadership training are doing a good job.

We will write plans for all of our managers of how to be a good leader.



## Organisation targets

We will make sure we get enough money from the local authority to pay our staff well.



We want to make changes to our computer system.



# 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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