



## Dimensions Value For Money

Easy Read

July 2017 NT



## What do we mean by value for money?



Dimensions gets 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. We call this value for money.



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.



This report tells you how well we think we did on value for money from March 2016 to April 2017 and how we plan to keep getting better at doing this.



## 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 better. This is our development aim.



**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.



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



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.



The CQC say that we are doing a good job 95 % of the time and that only 5 % could be improved.





Where CQC have said we could do better we have made changes but CQC might not have come back to see that yet.



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.



This year the Reviewers changed the way they check how we are doing. This means that we don't have an exact score for 2016-2017 but we hope that by April 2018 the reviewers will say at least 80 % of the support was as good as Dimensions promised.

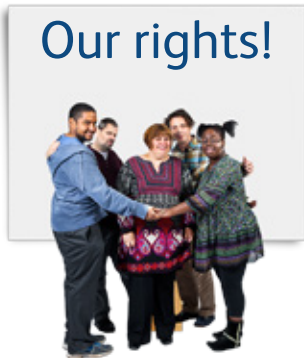


# Safeguarding



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

## Our rights!



It also includes making sure your rights are protected.



Last year there were less safeguarding concerns than the year before



And when people make complaints we are fixing them more quickly.



## Development



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



In particular we would like to support people with complex needs better where we feel we can help the most.



This year we grew more than we planned to.



We hope that next year we will grow even more.





## Engagement: Working with other people and organisations



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



We met our target for providing paid work for people we support, as dimensions quality consultants and family experts.



Learning Disability England is a new organisation that tries to improve the lives of people with learning disabilities.



Dimensions helped create Learning Disability England (LDE).



The Rise is a free school for children with autism.



Dimensions helped create The Rise. It is being successful so Dimensions no longer needs to help it out.



IPCAI is the Institute for Person Centred Approaches in India.



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



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



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

78,000



We have been running these screenings for 6 years now and have sold around 78,000 tickets this year.



This year we also began encouraging libraries to become autism-friendly.



In October 2016 we started our #ImWithSam campaign to tackle hate crime against people with learning disabilities and autism.



16 other organisations joined with us to show their support for the #ImWithSam campaign and we even managed to get on BBC breakfast!



We will continue to work on the #ImWithSam campaign through 2017 – 2018.



Before the General Election we continued to run events where people with learning disabilities or autism could have their say on issues affecting them and ask politicians and campaigners questions.



We encouraged the people we support to vote through our 'Love Your Vote' campaign.



We supported 369 people we support to vote in the 2017 election which means 32 more people voted this year than in 2016.



# People



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.



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



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 hope that we can improve on this through 2017 – 2018.



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.

87 %



This year 87 % of staff have had a special meeting with their boss to tell them how they have been doing. This was more than the year before but we want to keep getting better at this.



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



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.





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.



From July 2016 we have been paying staff some extra money to make sure they are paid the new National Living Wage, including for sleep-in shifts.



This was a big cost in 2016 - 2017 and used up most of the money we made in the year.



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



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



# Housing



We also own and look after houses.



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



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.



The cost of looking after our houses is similar to other companies



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



Most tenants are happy with their homes.



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



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



We will keep checking to make sure that what we charge and pay is fair.



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



## The future: Our plans for 2017 / 2018



We will start using a new way of recruiting staff which we hope will increase the number of new staff and reduce the amount of time it takes to complete the checks needed.



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



We will be working with commissioners to cover the extra costs of paying extra money to sleep in staff.



Commissioners are the people who make decisions on behalf of your local council, including how much money they give to health and support services.



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

## 8 Goals



We would like to achieve the eight goals we set out in our #ImWithSam campaign to tackle learning disability and autism hate crime



We will work to improve the health of the people we support and will work with other organisations outside of Dimensions to help this.



There will be new laws which tell us how to keep information safe. We will change some of the things we do to follow the new law.