

**Independence and Well Being Enfield Limited Priorities**
**VISION**

**To enable our customers to be as independent and as well as possible by delivering services co-produced and designed with them to meet their desired outcomes.**

**Key Strategic Drivers:** Quality, Growth, Sustainability

| <b>Co-production with our customers and partners</b>   | <b>Managing and reducing risk</b>  | <b>Delivery of high quality services</b>  | <b>Developing and supporting our workforce</b>  | <b>Expansion of business</b>   |
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| Working with our customers to design the services they want to use to achieve their desired outcomes.  | Providing support that is delivered safely and reduces risk to customers and staff.  | Providing high quality, affordable and accessible services to our customers.  | Equipping our workforce with the skills to deal with the changing landscape of adult social care.   | Exploring commercial opportunities in order to grow the business and generate revenue that can be reinvested back into services. |
| <b>How will we achieve our priorities</b>  |  |   |   |  |
| Listening to our customers and acting upon feedback they provide to improve services and design new initiatives.<br><br>Working with independent, external partners (e.g. Healthwatch, Care Quality Commission, Enfield Council Quality Checkers) to achieve quality services. | Risk management processes implemented to identify and put measures in place to reduce risk to customers, some of whom are vulnerable adults, and to staff. | Listening to customer experience feedback.<br>External inspections/audits (Care Quality Commission and TSA Voice for the services under their remit).<br><br>Outcomes will be used to reflect upon ways to continually improve service delivery.<br><br>Regular review of costs to determine competitiveness within the market. | Communicating the vision to staff by providing clear and open leadership.<br><br>Regular staff one to one meetings to identify training and personal development opportunities. | Seeking and exploring new ventures to generate additional income.  |