

Waterford Intellectual Disability Association

Strategic Plan

2012 -2015

Introduction

Waterford Intellectual Disability Association is entering a very exciting phase of our development. We plan to forge ahead with our plans mindful of the difficult financial circumstance we find ourselves in. The people that use our service deserve a flexible responsive service which we hope will enable them to live an included life as active members of their own community. This strategic plan is developed with this foremost in our minds.

A new way of being

Disability services and in particular our services, have evolved hugely over the last number of years. We need to keep this positive momentum flowing.

Various reports published by the HSE including 'New Directions', 'Respite/Residential Care with Host Families in Community Settings' and the Department of Health's 'Value for Money and policy review of Disability Services in Ireland' have all contributed to this document.

Notwithstanding all of the above WIDA have, for the past year been involved in a new and exciting venture along with some of our colleagues from around the country. This group has published their own charter of values which WIDA have agreed to implement. This group supported by Genio is fittingly referred to as the "Ordinary Lives Group"

The introduction of the HIQA National Standards and their subsequent inspection of Disability Services, add a requirement to our management team to ensure that the highest possible standards of service provision are maintained notwithstanding the funding crisis. This ensures that we have to develop new ways to utilize our resources to their maximum effect.

This is an opportunity to support people in new and exciting ways.

Vision for WIDA service users

WIDAs vision constitutes a journey towards a new model of service.

The main characteristics of this model are a progression towards services that are individualised, rights based, and empowering; that are person-centred, flexible and accountable; services that energetically promote relationship building and social inclusion – and which are in and of the communities where service users live.

Mission Statement

Our mission is to provide a service which supports and empowers the people who avail of our service and their families to live a fulfilled and dignified life.

We aim to promote independence, dignity, respect and to provide opportunities to participate in a wide range of activities that are based upon the services users' own choice that enhance their quality of life.

To this end we are committed to providing quality services that meet national quality and best practice standards, and to improving these services continually.

Strategies to achieve our goals

We commit ourselves to the progressive development of a service that:

Is rights based: actively engaged in supporting service users to know and exercise their rights as full and equal citizens; and as consumers of our services.

WIDA is committed to achieving the following:

Provide regular access to independent advocacy services (2013)

The development of a Human Rights committee (2013)

Provide training to staff and service users availing of WIDA day and residential services in rights based practice (2013)

Have a Service user Charter of Rights (2013)

Develop an accessible version of our complaints procedure (2013)

Is respectful of the right to self determination: ensuring the involvement of service users in all decisions that affect them, providing support for informed decision making, and facilitating service users to exercise control over and direct the supports that they receive.

WIDA is committed to achieving the following:

Develop an Individual Support Plan (ISP) to replace the current Person Centred Plan (PCP) ensuring that this adheres to WIDA's vision values and principles charter (2013).

Further develop and formalise WIDA's commitment to involve service users in the recruitment and selection process of staff directly involved in their lives (2013).

Provide advocacy training for service users utilising a mixture of peer support advocacy and formal advocacy (2013).

Developing a formalised system to support service users become full members of WIDA Board of Directors (2015).

Is person-centred: providing services and supports that are effective in meeting the explicit needs, wishes and choices of each individual service user.

WIDA is committed to achieving the following:

Implement Individual Support Plan (2014)

Promote and educate all stakeholders in the use of this innovative and progressive way of looking at each individual service users abilities as opposed to disabilities (2013).

Is capacity building: providing opportunities and supports for service users to develop their competencies and independence to the greatest extent possible.

WIDA is committed to achieving the following:

Supporting service users to access the Certificate in Independent Living WIT (2012), literacy and computer skills VEC and FETAC level 2 Community Inclusion certificate (2013)

Providing a new training service to promote Independent skills for eight service users currently attending a traditional type service (2012)

Register service users with local Fas and WESA employment services (2012)

Is socially inclusive: maximising the participation of service users in the ordinary life of the community, and supporting active citizenship and the development of valued social roles.

WIDA is committed to achieving the following:

Develop a new volunteering programme to actively recruit volunteers (2013)

Encourage the natural support network of each service user (2014)

Develop and deliver a training package to all stakeholders which will outline WIDA's vision for the development of the service including the forces driving the change strategy (2013)

Supporting natural support networks, ties to family, friends, and neighbours; and the development of new friendships and meaningful relationships (2014).

Is flexible and creative: using existing resources in new and innovative ways to maximise the achievement of service users goals in the most efficient and effective manner.

WIDA is committed to achieving the following:

Make greater use of information technology to reduce staff costs (2014)

Further develop opportunities for sharing staff training with other service providers (2013).

Explore placement opportunities with colleges to encourage students studying in relevant courses to volunteer (2013).

Reconfiguring staff to achieve maximum impact including utilising enhanced staff mix (2013).

Encourage use of volunteers, encourage natural support mechanisms (2013)

Promoting independence of service users and decreasing reliance of staff (2015).

Is accountable to stakeholders: facilitating external reviews of service quality; demonstrating openness and transparency with key stakeholders with regard to resource utilisation; operating a fair and responsive complaints process; and actively supporting the provision of independent advocacy for service users.

WIDA is committed to achieving the following:

External evaluation that uses stakeholder feedback as a primary evidence source (2013).

WIDA will continue to achieve external quality marks through its adoption of NSAI accreditation (2015).

WIDA BOD will advertise AGM ensuring all stakeholders are invited to attend and contribute (2013)

Is proven value for money: implementing financial systems that result in the individualisation of funding for each service user and measurement of the amount and quality of services received by each individual.

WIDA is committed to achieving the following:

The introduction of individualised budgets for service users in conjunction with HSE funding providers (2015)

Is partnership based: involving service users and their representatives, family members, and organisational staff, in leadership and decision-making at all organisational levels.

Service user families make up membership of the Board & the committees (2012)

Service users with assistance from advocate (if required) meet with Board of Director (2013)

Facilitation and support of a parent-led support group (2013)

Is oriented towards learning and continuous improvement:

systematically scans the wider environment and utilises the resources of knowledge, skills and experience in our own and in partner organisations to inform and drive a process of continuous improvement in service quality.

WIDA is committed to achieving the following:

WIDA will establish a number of collaborative working groups to identify, develop and share innovative service practices (2012).

There is a commitment to developing a shared repository of progressive and best practice knowledge, systems and practices within our membership of the Ordinary Lives group and The National Federation of Voluntary Bodies (2015)

WIDA Plans for the next three years

Develop a new day service programme moving away from our traditional model of service provision. This model will closely align itself to the vision of the HSE 'New Directions' policy.

Develop new and innovative ways to deliver respite services to those that require this facility. This will take account of the HSEs policy 'Respite/Residential Care with Host Families in Community Settings'. WIDA plan to expand respite services to our after school service users. This is a cost effective way to provide much needed respite.

WIDA plan to expand our residential services to offer a five day service to four service users from our day services

WIDA are interested in setting up a day service provision modeled on the In – Control programme. This will be available to existing service users and school leavers who do not want to attend a traditional type service.

WIDA are committed to the ongoing education of our staff but also our service users. WIDA will continue to be involved in the hugely

successful community inclusion programme developed and delivered by the Ordinary Lives group. We will also seek further education to reinforce the learning already achieved through our service users attending the WITs “Certificate in skills in Independent Living.

Evaluating the strategy

WIDA are committed to evaluating this strategy document at every Board meeting utilising monitoring and evaluation system in QMS







