



SCA's Strategic Plan 2016 - 2021

increasing our impact as a social business

SCA Vision:

We will become a leading social enterprise providing innovative, high impact solutions to improving the health and wellbeing of our communities across Southern England.

SCA is a successful not-for-profit group of social enterprises focussed on health and wellbeing with over 20 years track record of successfully delivering services which meet local need.

SCA exists to support our members to live better lives through compassionate care, health and community services, strengthened by working together for the common good.

With a turnover of plus £9m, we provide services to over 90,000.



SCA is funded through a mix of publicly commissioned services and self-funded direct to local people. We exist to improve individual lives, the communities they live in and wider society. Our reputation has been built on delivering quality services.

We involve our members in setting our priorities, evaluating our impact, and listen to their ideas on what we should do next. We take an enhanced quality and governance approach.

This strategic plan outlines the key areas which will enable us to continue to improve our reach, support those in need, ensure that SCA supports and values its staff and creates a sustainable organisation for the future.

Challenging times in the health and social care sector are likely to continue but SCA is building a positive future for those it works with and who work for SCA.

In 2014-15 we enabled 450 people to remain in their own surroundings feeling safe and able to carry out their daily lives.



Services we deliver

SCA delivers across Southern England; Southampton, Portsmouth, Bournemouth and plans to expand across the region.



SCA Care delivers domiciliary support, day care, and specialist support to enable people to live at home where they feel safe, are less isolated and can feel involved in their community.



"An excellent service, as the main carer for my husband, I could not cope as well as I do without you."



SCA Transport delivers Dial-a-Ride Southampton, Community Transport, Social Car Schemes / Home to School and delivery services and enables individuals to access day care across Southampton and surrounding areas.



"I couldn't go out without your Dial-a-Ride service. It is my lifeline."



SCA Advocacy provide support and guidance on a wide range of issues. Our advocates help you to stand up for your rights when you experience problems around family, relationships, finance issues, benefits, complaints, adult protection, child protection, bullying, power of attorney, as well as many others.

scaadvocacy
working together, winning together

"The support offered and given has been amazing - ps. the friendly face when in the cell made a world of difference" MAGI customer.



SCA Fenwick previously a community health asset has been transferred to the community offering a range of local services to meet local need, including physiotherapy, cognitive stimulation therapy as an early intervention to enable those with early diagnosed dementia to retain their lives for as long as possible, day care and a range of other services. Facilities such as the gym and multipurpose rooms ensure a range of health and wellbeing classes and activities are on offer.

scafenwick
health & wellbeing services

"I feel the classes benefit me greatly, adding to my mobility and general wellbeing. They also give me more confidence in my abilities."
Active Lifestyles Class Member



SCA Trafalgar Dental Services delivers NHS care and private care across six sites stretching from Portsmouth to Swanage.

scatrafalgar 
servicing all your dental needs

"All of the staff are very helpful and caring in every way from the dentist to the receptionist."

Patient



SCA Quinn Training - we train all staff in-house and we can train your staff on a range of issues; transport, safeguarding, manual handling, hygiene, health and social care. We can also offer consultancy in relation to social enterprise set up.

scaquinn 
training and consultancy

"Helped me understand the correct procedures and the boundaries of the work that I am about to do"

Trainee

How we will develop 2016 - 2021

Our work is built on the quality of the relationships we have with those who use our services. We will increase our focus on what we do well and continue to improve the lives of those we work with by:

2016:

- ⇒ Our staff are our key asset, we will support and train them to ensure we deliver the best quality services in line with regulating bodies (e.g. CQC, DVSA) and Local Authority and customer expectations. We train our staff so that we retain them ensuring continuity of care and better integration
- ⇒ Growing self-funding, direct payments and personal health budgets.
- ⇒ Develop new partnerships with a range of local and national providers where we can collectively add value.

2017 - 2019:

- ⇒ Increasing our geographical reach in Southern England.
- ⇒ Build our evidence base to show what we do, how we do it, what has improved and how we can replicate what works well.

2016 - 2021:

- ⇒ Develop innovative new services which support local needs.



All of our services are based on local need but we will ensure:

- ◇ We will co-produce services with those who need and use them.
- ◇ We will work with community organisations including commissioners to develop effective services which improve people's lives.
- ◇ We share our expertise with those who are developing services and help them to design services which meet needs.

We will achieve these developments by working with our staff, Trustees, Commissioners, those who use our services and local communities in a learning environment.



How we will achieve this plan:

In order to achieve this exciting future we must ensure we are a strong organisation that invests in its people and its services. We will do this through the following key ways:



Growth: We will achieve growth through increased geographical reach, developing new services, increasing the capacity to deliver to current funders and by innovative new ideas. We will grow the number of staff we employ with the right skills and the right values to deliver great quality services for a range of needs.



Organisational Change: We will ensure our systems are technologically effective and that our employment strategies are effective and efficient providing maximum value for money and benefit to those who use our services.



Finances: We will ensure that the SCA Group is financially sustainable and robust so that it can continue to meet local needs. The SCA Group will be more than the sum of its parts. That our Governance is robust; our experienced Trustees have the right skills to help us develop.



Performance: We will measure how well we do so that we can evidence value for money to those who commission us whether that is statutory funders or individuals. We will share our learning on what works well.

Our Values:

SCA is built on the following values and will continue to improve each value:



We place our customers and communities at the heart of what we do to make a real and positive difference with people, often those disadvantaged in their access to full opportunities.

As a social enterprise we re-invest in our communities, looking at new and innovative ways of delivering social impact and bringing people together for the common good.



We are flexible and responsive and seek out opportunities to improve services and remain competitive.

We act with integrity and mutual respect, valuing each and every individual, ensuring we are inclusive. We promote diversity and cohesion, and respect our environment.



Our employees, volunteers and communities' skills are our greatest asset. We value the ideas and creativity of every individual in every role and effective team working and collaboration. We are committed to providing equality of opportunity, rewarding excellence and supporting development.

How will we know when we have achieved our plans?



We will measure how we have grown over this five year period. Each Director will have targets for their area of responsibility. These will be reviewed and revised annually. This will be replicated for each member of staff depending on their level of responsibility. This way we can reward our staff for achieving their goals, support staff when they need extra help, and feedback to those who fund us what we are achieving.



We will seek to increase the commissioned services we deliver where it is financially sustainable and where we can be sure we can offer a quality service.



We will improve communication internally and externally to let others know what we are achieving.



We will review and set our reserves target in line with our charitable objectives and to reflect the growth of the organisation.



We will invest in new and innovative areas of development where we have fully researched the need and are sure we can add value to the market.



We will explore new partnerships and consortia approaches to add value with existing providers and bring new models to the community.



We will ensure we deliver on what we have said we will, increase our evidence base and share with others the lessons we have learnt to improve the outcomes and impact for those who use our services.



We will obtain outstanding or good inspections from the Care Quality Commission in our Care and Dentistry businesses.

We will listen to those who use our services continuing to constantly improve the benefits and impact for those who use them.



Providing NHS Dentistry



Head Office: Amplevine House, Dukes Road, Southampton, SO14 0ST
T: 023 8036 6663 E: info@scagroup.co.uk



@sca_group



SCA Group



Social Care in Action Group