

In February 2026, our Board approved our Business Plan 2026-27 which drives our strategy.

## To achieve our aims, we will:

### Services

- Focus on delivering services for Adults with Learning Disabilities, enhancing our current achievements by realising a successful return on investment through the sale of our older persons nursing homes, as going concerns.
- Work with commissioners to develop and invest in services for customers with complex needs with access to a funded housing strategy.

### Quality

- Deliver regulatory compliance by enabling positive outcomes for customers.
- Achieve CQC 'Good' rating as the minimum standard across all services.
- Review our values across the organisation increasing the involvement of the people we support, their families and carers in the planning and delivery of services, enhancing the customer experience at all levels.
- Continue our partnership with customers ensuring that we maintain the quality outcomes delivered through our service and retain our quality accreditations including; ISO9001:2014, Investors in People, Certificate Health and Safety.

### People

- Make sure that we have the right people, with the right skills and attitude to deliver flexible, personalised services by retaining our motivated, competent, skilled, diverse and well-trained workforce.
- Maintain safe working practices for our staff through continuous learning and development.
- Recruit the right numbers of staff to deliver safe, quality services.
- Further embed customer satisfaction approaches to all the work that we do through the implementation of our People Strategy.

### Governance

- Manage our services effectively to ensure that empty bedspaces are kept to a minimum and that all services remain financially viable.
- Control cost and maximise income.
- Deliver our Social Value Action Plan and report our progress regularly.
- Deliver our Carbon Reduction Plan reducing our carbon footprint in all of our activities.
- Utilise Technology to provide an enhanced customer journey experience.
- Reward our staff in a manner that is affordable and sustainable for our business.
- Be efficient in all purchasing that we do.

## Vision

A Life where Every Person is Valued, Included and Empowered

## Values

- L**isten with interest, concern and action
- I**nspire through every interaction so people can achieve their ambitions
- K**ind through genuine care and compassion
- E**xcellence by striving to be the best we can
- I**ntegrity by acting ethically and being accountable
- T**rusting by being relied upon to do what we say we will do

**business strategy 2026-27**

### Our strategy was drafted in response to conversations:

- Feedback from people we support, their families and friends.
- Conversations between the workforce and the Chief Executive at the 'CEO roadshows'.
- Customer, family member and workforce surveys.
- Trustee Report.
- Board and Executive Management Team service visits.

#### Contact Us

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