



# Strategic Plan 2019-2024



# Carers of West Lothian, Strategic Plan 2019 to 2024

## Our Vision

People living in the West Lothian community are supported to live their lives the way they choose

## Our Mission

Carers of West Lothian aims to provide support, information and representation for carers and people with disabilities in West Lothian, working with partners to ensure a better quality of life for our beneficiaries.

## Our Values

Welcoming Inclusive Listening  
Connected Family Helpful Trusted  
Caring Resilience Equality Local

Goals	Projects	Timescale
Develop support for carers	Roll out dedicated support worker at St Johns Discharge Hub	2019/20
	Taking a place-based approach to our delivery, identify 3 communities to base volunteers, staff and support from to reach beneficiaries in rural and BME communities; continue to build strong collaborations and partnerships; continue to raise awareness of our support in other West Lothian communities	2020 onwards
	Introduce new groups in Livingston and at least 3 other communities in West Lothian	2020
	Launch self-management project supporting carers and their cared-for person	2019
	Extend Core Contract with IJB – information, advice and support for carers and disabled people	2022
	Conduct research using focus groups, stakeholder conversations and surveys, speaking to people about what groups, workshops, information and advice they need	Annual
	Run Transition Pilot for young carers aged 16 to 24, working with partners to support them towards positive destinations	2019
	Extend the number of themed groups for young carers	2020
	Deliver a whole service model for all carers and people	2020
	Continue to roll out young carer peer support groups in all High Schools	Ongoing
Develop support for disabled people	Build team capacity to increase the number of young carers being supported	2020/21
	Raise awareness of support to young carers in local primary schools	2021
	Continue development programme to raise awareness of our disability service	Ongoing
	Hold Information Sessions on range of topics relevant to carers and disabled people	2020 onwards
	Run Trampoline Project Pilot, offering social groups and mindfulness workshops; evaluate	2019/20
	Form a steering group of disabled people to inform The Trampoline Project	2020
Strengthen our resources through use of volunteers and staff	Secure funding to expand baseline information and advice for disabled people (The Trampoline Project)	2020
	Roll out The Trampoline Project, offering a programme of social groups, workshops and counselling to build emotional resilience; increase numbers of disabled people we support	2020 onwards
	Adopt a whole service approach through delivery, structure, training, job and volunteer roles	2019
	Identify opportunities for support roles through Community Jobs Fund and student placements	2020
	Recruit volunteers to assist with social media, fundraising and administration	2020
	Conduct a skills gap analysis to identify training and recruitment needs for board, volunteers and staff	2020
	Increase training for all staff to improve skills, improve understanding of partner support and identify opportunities for new project ideas	2020
	Strengthen our Board through recruitment and ongoing training	Ongoing
Recruit peer support volunteers living in each of 3 key communities	From 2020	
Build on the role of the peer volunteer, to empower and encourage people-led approach to new groups and support networks	From 2020	
Establish Fundraising Group and write our Sustainability Plan	2019	

<b>Diversify our income reducing reliance on grants</b>	Roll out Sustainability Plan focusing on donations, affiliation giving, corporate sponsorship and events	2020
	Investigate feasibility of how we can generate trading income through social enterprise initiatives	2020/21
	Run pilots of enterprising activities, research need and evaluate new ideas for income generation	2020/21
	If demand allows, roll out enterprising projects	2022 onwards
<b>Continue to strengthen Governance</b>	Conduct skills gap analysis on Trustees to identify skills and training required	2019
	Generate quality management information, making best use of Salesforce to inform strategic monitoring and decision making	Ongoing
	Report on outcomes and outputs for the Contract	Ongoing
<b>Introduce innovative ways to connect with beneficiaries</b>	Introduce use of email and apps to link carers together	2020
	Roll out use of virtual workshops using Smartboard technology	2020/21
	Consider new approaches and ideas – investigate ideas such as Helpline, Carers Awards, Respite	Ongoing
<b>Make our Centre more accessible</b>	Make adaptations to our Centre as required to make building more accessible for all	From 2019
	Create an engaging, welcoming environment showcasing our groups, support and workshops	Ongoing
<b>Focus on quality management</b>	Annual Survey to measure how satisfied people are with our support and service	Annual
	Secure Cyber Essentials accreditation	2019
	Work towards Volunteer Friendly accreditation	2020
	Consider other quality accreditations or Awards including GSK Impact Awards	2020
	Work within the EFQM Framework	
	Secure EFQM accreditation	2022
	Enhance our Management Information with development of our CRM system	Ongoing

### Our Outcomes: Carers and disabled people have been

- actively sought and identified including hard to reach groups
- provided with accessible, appropriate, up to date information, advice and support
- engaged and supported to plan for the future
- empowered to actively participate in care and support planning and decision-making
- empowered to participate in service planning and development
- supported to maximise their physical, mental and emotional wellbeing
- supported to improve personal safety in relation to their caring role
- supported to engage with health, the third sector and other relevant stakeholders
- supported through transition
- supported to explore activities, including employment if they choose
- supported to ensure that the duties around hospital admission and discharge are met as outlined in the Carers (Scotland) Act 2016
- provided with training and development opportunities to increase their knowledge and skills