



The Richmond Fellowship
Scotland

Strategic Plan 2012-2015



The right choice for support

Making it Personal

We believe that everyone can make a positive impact in their community. In The Richmond Fellowship Scotland we exist to work with people to help them achieve all they can to lead a fulfilling life.

All across Scotland we work with people, their families and other organisations to achieve outcomes that change lives.

During the next three years we will:

- Continue to provide high quality services that meet people's needs.
- Continue to deliver services that are co-produced - adapting our organisation and approach to suit you and your needs.
- Deliver outcomes-focussed support, making sure we measure our performance in ways that keep individuals at the core of what we do.
- Work with you to ensure that your individual budget works for you to achieve choice, independence and control over your life.



We want to achieve

Standing still isn't an option for us. We are working in a very difficult environment where financial pressures challenge all organisations to do better with less money.

We have achieved a great deal working in partnership across Scotland to deliver life-changing services, but we know we have to change, adapt and grow to continue making a real difference in people's lives.



During 2012 - 2015 we will:

- Build on our partnerships with people and their families, Councils, the NHS and other organisations, sharing our knowledge and learning.
- Continue to develop innovative solutions to gaps in service provision, investing resources to try new approaches.
- Develop new services to support people with complex and diverse needs, building on our experience across the country.
- Work with our partners to design and deliver services where people's changing needs aren't being met by traditional services.
- Further develop our impact on the communities we work in, working with others to ensure maximum results for money spent.

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Working better

To be effective as a positive, outward-facing organisation we need to ensure we work effectively and efficiently.

We want to be the best at what we do, so we know we will have to change some of the ways we work, ensuring we use all our resources – people, money, structures – as well as we possibly can.

Our plans for 2012 - 2015 involve:

- Getting better at measuring what we do, benchmarking ourselves against other excellent organisations and setting our own targets for improvement.
- Learning from our experience, being open to new ideas and approaches and not being afraid of change.
- Sharing good practice and knowledge across the organisation and with our partners - continuing to be a learning organisation.
- Working to further develop the skills and knowledge of the people who work for us. Develop a strategy that ensures we are able to use all the experience and enthusiasm of our teams across Scotland.
- Using technology to make our systems more efficient, easier to use and focussed on helping people achieve more.
- Analysing how well we use our financial resources, making sure we use money better to deliver positive outcomes for people.



Austen Smyth, Chief Executive

For more information on the work of
The Richmond Fellowship Scotland please visit
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