

Inclusion North Strategy Map

This says what difference we want to make and how we need to work to make a difference

We want to Make Good Things Happen with.....(the groups that are affected by Inclusion North's work)

For each of these groups we need to find out what changes for them because of what Inclusion North does, and how we could measure this in some way.



People with Learning Disabilities



Families

Family members of people with learning disability



Members

Organisations that are members of Inclusion North



Other Agencies

For example, service providers, government organisations, NHS, Police, community groups



Customers

Organisations that pay us to do work



Inclusion North

Make a difference to ourselves too



Staff and volunteers



Wider Communities

← These two groups are affected by Inclusion North's work but they are not the main reason Inclusion North exists so we are not going to include them yet

To make a difference we need to be brilliant at.....



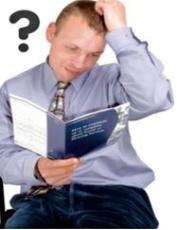
Getting on well with others

- knowing the right people in the organisations and networks we work with
- keeping excellent relationships with these groups
- using those relationships to get our message across and feedback



Delivering what works

- knowing what makes the best use of our time when delivering support
- Finding out what we need to do to meet people's needs
- Delivering these well so they have the best results possible



Communicating with Everyone

- Knowing what information different groups need
- Communicating in a way that meets peoples needs
- getting the right information to the right people at the right time
- Being challenging when we need to be



Working with Others

- Working with others on products and services
- Helping others to help themselves, eg with advocacy
- Keeping partnerships with other organisations



Understanding what people want and need

- Understanding what people and their families want
- Understanding what service providers do and how they work
- Understanding what members and customers want from Inclusion North



Knowing as much as possible about inclusion and learning disability

- Keeping up to date with the law
- Being aware of best practice and research
- Being able to use this knowledge



Managing business and money

- Making sure we don't spend more than we earn
- Finding new ways to get money
- Getting the best value for money
- Being good at writing applications for money



Checking the quality of our work and always trying to improve

- Monitor how we work and what we achieve
- Review our work and try to make it better
- Possible accreditations or quality certification - where another organisation checks the quality of our work

We need to base what we do on.....



Living Our Values

- Having a set of values that everyone is committed to
- Making sure we stick to these values when we do our work
- Keeping our focus on the main purpose of Inclusion North



Inclusive Board of Directors and Advisory Council, Strong Leadership

- Board and Advisory Council members who understand their roles, and can deliver these
- Meeting all legal and regulatory requirements on the organisation
- Strong leadership and staff management within the organisation



Planning for the Future

- Understanding what the future holds for Inclusion North
- Setting clear goals and targets
- Having a clear set of plans for how these will be met