

OUR BIG CONVERSATION

Co-creating our purpose, vision and goals ie Our Strategic Framework.

Brent Kilmurray Chief Executive

Why I thought we needed to rethink the Strategic Framework



#OurBigConversation journey so far

Our **2,100+** participants have shared **35,800+** codifiable contributions
- ideas, comments and votes.

Early engagement

To build the mandate, scope and
“big questions” for #OBC
July

Action

To validate and apply a co-
created framework of insight to
guide planning and action
November



#OurBigConversation (Phase 1)

To build insight into the
“big questions”
August - September

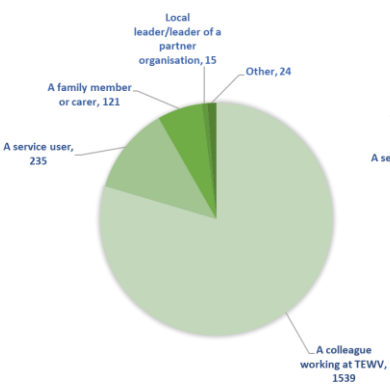
#OurBigConversation (Phase 2)

To share, challenge and improve
the insight into the “big
questions”
October

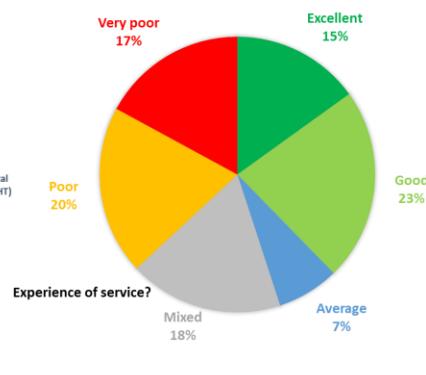
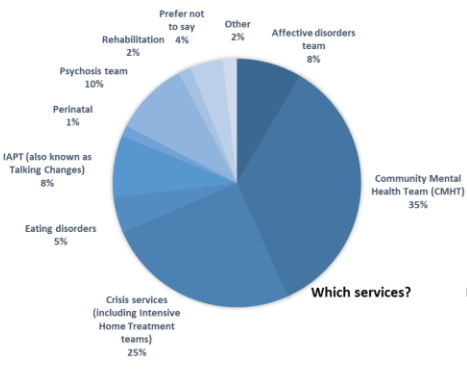
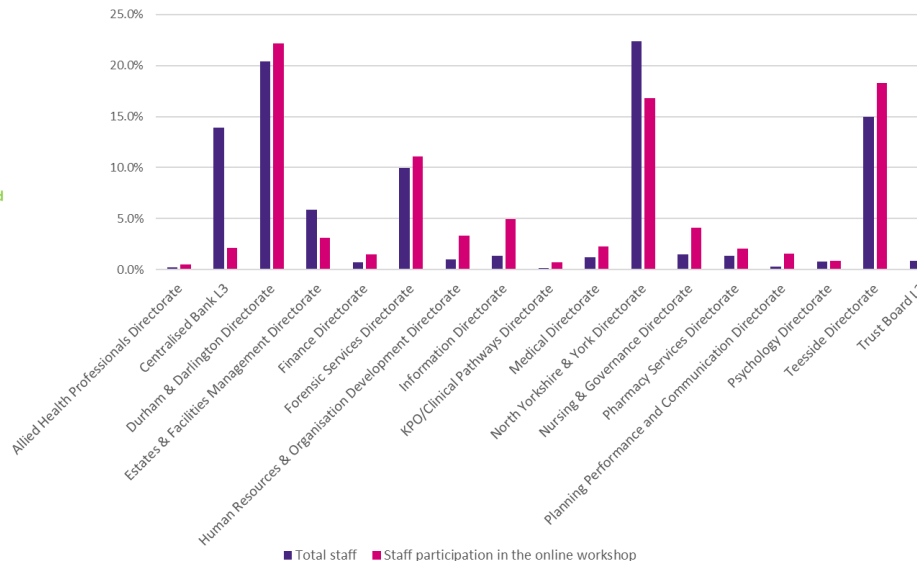
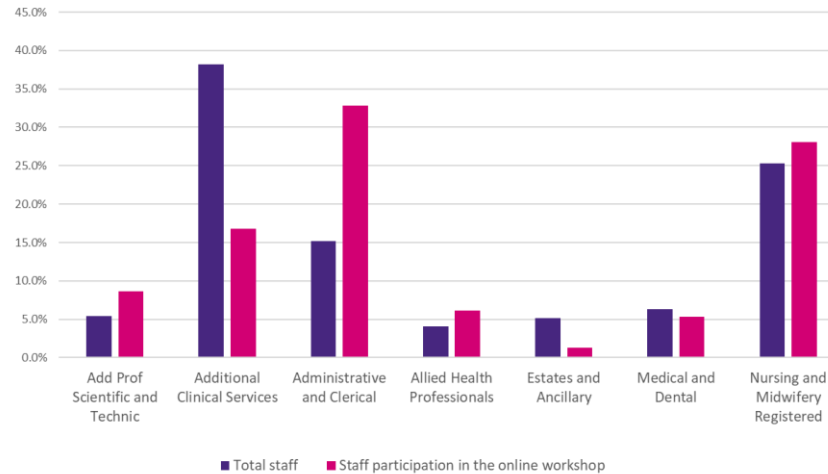
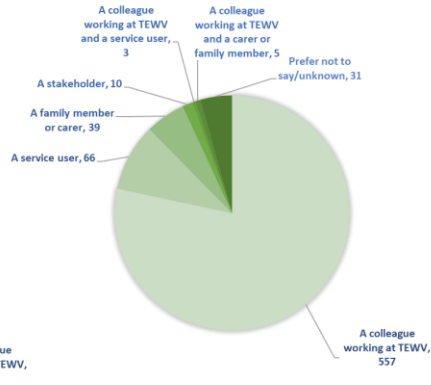
Who joined #OurBigConversation?

Our **2,100+** participants have shared **35,800+** codifiable contributions
- ideas, comments and votes.

Phase 1 (Aug-Sept)



Phase 2 (Sept-Oct)

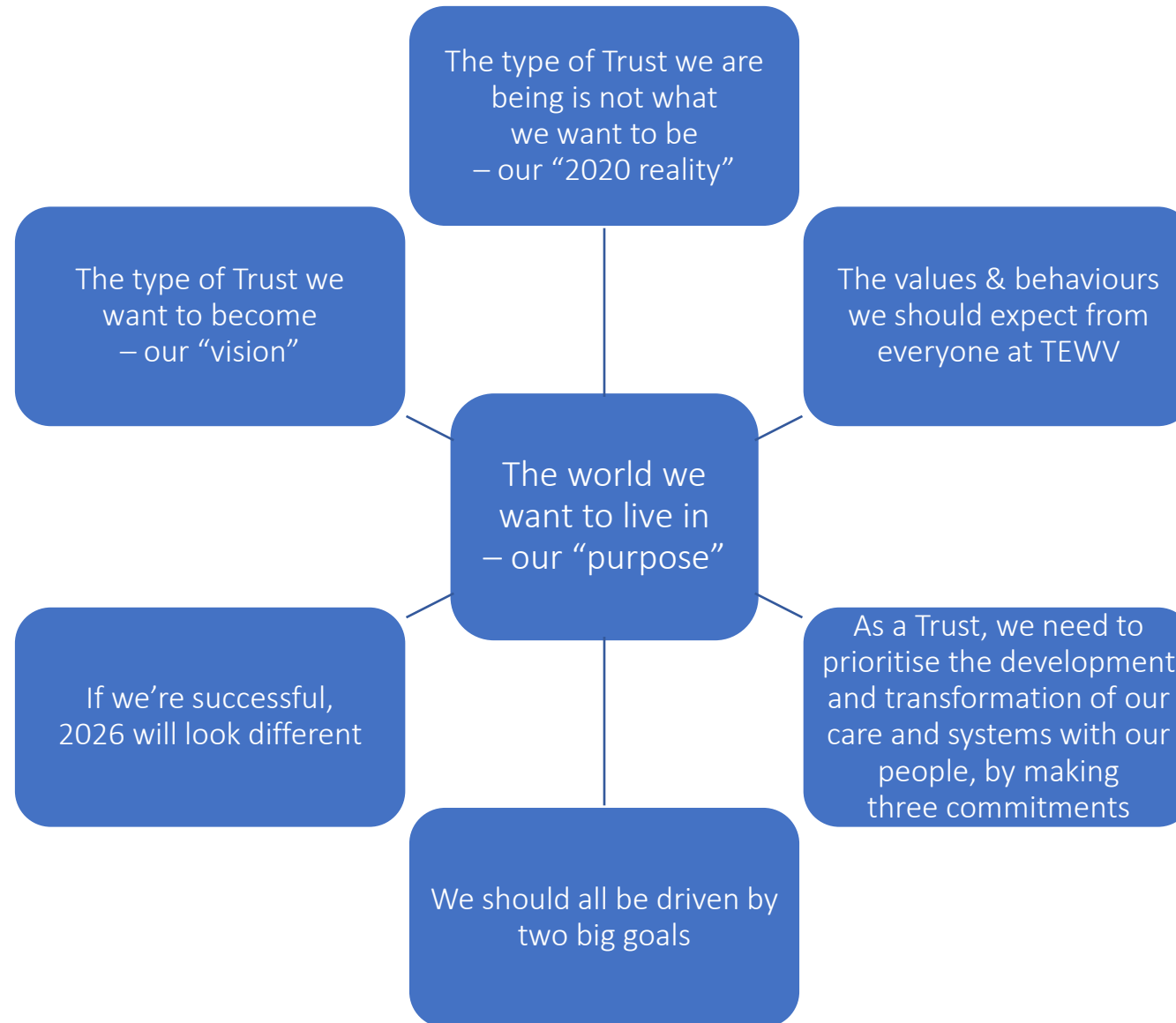


We feel confident that:

- A representative spread of colleagues, service users, carers and families,.
- No one group or “mindset” has skewed #OurBigConversation.
- Our methods (and data validation) has brought people closer to the data and views of other.
- Data saturation reached.
- **Consensus narratives reached on many subjects.**
- **We are hearing a clear, consistent demands to which we can and will respond.**
- We are still learning to listen better but this was a huge new step.

#OurBigConversation revealed seven core narratives

Our service users, carers, families, partners and colleagues collectively shared 35,800+ contributions, our analyses reveals seven core narratives:



TEWV: Who we are and what we want to be

This is why we do what we do:

We want people to lead their best possible lives.

This is what people have told us about the sort of organisation we were in 2020

We have a lot to be proud of, yet:

- We don't always provide a good enough experience for those who use our services, their carers and their families;
- Our speed of response is too slow, too often;
- Too many of us are unclear about our direction;
- Our partners sometimes find us tricky to collaborate with;
- We don't provide a consistently good experience for our colleagues.

TEWV: Who we are and what we want to be

This is the kind of organisation we want to be (Our Vision):

We will co-create safe and personalised care that improves the lives of people with mental health needs, a learning disability or autism, involving them and their carers as equal partners. We will listen, learn, improve and innovate together with our communities and will always be respectful, compassionate, and responsible.

TEWV: Who we are and what we want to be

The most important way we will get there is by living our values, all of the time:

Respect

- Listening
- Inclusive
- Working in partnership

Compassion

- Kind
- Supportive
- Recognising and celebrating

Responsibility

- Honest
- Learning
- Ambitious

TEWV: Who we are and what we want to be

We will also commit to three big goals for the next five years. Work will start on these immediately following approval of this Strategic Framework and will continue through to 2025

Goal 1: To co-create a great experience for our patients, carers and families.

If you use our services, or care for someone who does, by 2025 you will experience:

1. Outstanding and compassionate care, all of the time.
2. Access to the care that is right for you.
3. Support to achieve your goals.
4. Choice and control.

Goal 2: To co-create a great experience for our colleagues.

If you work at TEWV, by 2025 you will feel:

1. Proud, because your work is meaningful.
2. Involved in decisions that affect you.
3. Well led and managed.
4. That your workplace is fit for purpose.

Goal 3: To be a great partner.

If you are a local, national or international partner of TEWV, by 2025 we will:

1. Have a shared understanding of the needs and the strengths of our communities.
2. Be working innovatively across organisational boundaries to improve services.
3. Be widely recognised for what we have achieved together.

How will we deliver this?

We have agreed 5 key areas to focus on:

- Co creation at our core
- Having a Clear Clinical Approach
- Being a Great Place to Work
- Playing a leading role in our systems
- Having an Empowering Infrastructure

Work has started on developing the objectives and milestones for each of the above

How can you get involved?

On 2nd Feb we will be launching our next stage of Our Business Conversation. This will share our thinking on our objectives and milestones for the 5 areas of focus. We will be asking the 'crowd' to help us refine this further ie:

- What is strong?
- What is wrong?
- What is missing?

We will send you details of how you can join the conversation

Any Questions?