

CROSSREACH

Care you can put your faith in



Easy Read Version

A five year strategic plan 2025-2030

*Love from
CrossReach*

'We love because he first loved us'

1 John 4 v 19



Introduction

Caring for people has been important to the Church of Scotland for over 150 years. CrossReach offers care and support to over 28,000 people every year. We are a large social care organisation that works in Scotland and we are involved in communities, helping people to live their life to the full. The services, delivered by our teams in Children and Families, Adult Care and Older People have changed over time but are still very important.

CrossReach looks to the future with hope. We try to offer the best services we can, we want to be able to change things that aren't working, and we want to work with others to find better ways to help people. We want to do all of this in ways which are able to last a long time and is affordable.

We want to show our love. As you read through this booklet, we hope that you will see examples of love and can support CrossReach with our plans to make a better Scotland.

Dr Mike Cantlay
Convener of the CrossReach Board

Purpose

To show Christ's love in action by offering high quality care and support which will give power back to people across Scotland, to live a full and fulfilling life.



Vision

A caring and understanding society where the value of every individual is recognised and celebrated, and where loving relationships support all to live well in line with their needs, choices, hopes, dreams and ambitions.



Values

Respectful

Value each person for who they are. Uphold human rights and challenge things that don't seem fair.

Working Together

Work together with others so that good decisions can be made, and better results achieved.

Inclusive

Recognise that we all have something to offer in terms of our skills, knowledge and expertise and can play a part in our communities.

Supportive

Recognise strengths and build confidence. Find ways to help each other to overcome difficulties.

Accepting

Recognise that we have all had different experiences which have shaped how we act in different situations.



What Matters to us:

The People we Support

People supported by CrossReach feel respected, listened to and have their rights upheld. They are fully involved in decisions affecting their lives and have power and control to shape their support and lives.

What we will do:

We will invest in a culture which supports people to make meaningful relationships, communicate well and take part in a range of activities which build confidence. We will focus on ways of working with people so their voices are heard and acted on within every part of the organisation.



Our Workforce

Employees feel they are properly valued for their professionalism, skills and expertise and can develop in their career. They are involved in making decisions including improvements to their working conditions and services.

What we will do:

We will promote Fair Working practices. We will ensure that salaries, terms and conditions, training and succession planning are the best they can be so that all services are delivered by employees of CrossReach. We will encourage employees to use their authority to make decisions appropriate to their role.



Strong and Sustainable Services

Our services are strong and financial plans are in place to help us make decisions. They are able to change and grow so they can have everything they need to support people now and in the future.

What we will do:

We will put plans in place to manage our services well. We will invest in IT, our buildings, our environmental practices and our business support processes so that they work well.

We will develop a financial plan which supports timely decision making allowing us to have enough money to change and grow.



Our Partnerships

Those from other organisations who work with CrossReach feel that they are important to us and that their support and advice matters.

What we will do:

We will take time to work with our partners to understand where we can help one another and how we can work better together when faced with difficulties and opportunities. We will invest in the way we communicate both in CrossReach and outside so people know what we do, and how they can get in touch with us and work with us.



Advocating and Influencing

(Speaking up for and having an effect on)

There is a lot of people who have a lot of knowledge within CrossReach which has been built up from the experiences of the people we support, our workforce and our partners.

This should be shared with people with an interest in the issues which affect us and who can make decisions in a local or national context.

What we will do:

We will use the opportunities given to us to make the voices of those who use our services heard, their families and carers, and our wider networks to chance policy decisions both within the organisation, our wider networks locally, nationally and internationally. We will work with partners to support to campaigns where we believe we have something to offer.



In 5 Years Time

Everybody feels Involved

Supported people have influence, choice and control.

Fair Work Practice

People want to work for CrossReach. We are known for fair pay, benefits and development.

Strong Services

Our services are strong and financial plans are in place to help us make decisions.

Good Partnerships

Good conversations and working together with others organisations.



Our Voice is Heard

Inform future decisions based on the experiences of our people.

Excellent Support Resources

A good system which will allow resources to be easily accessed.

We are Ready for Growth

We are strong and ready to make changes when needed.

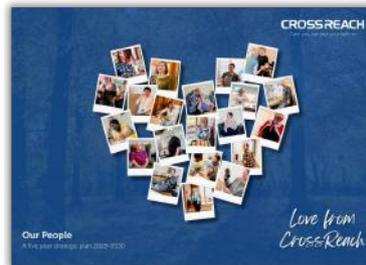
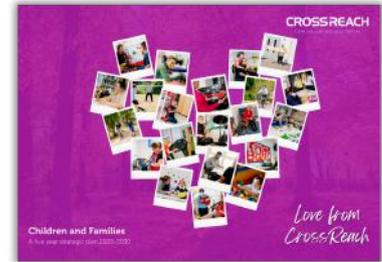
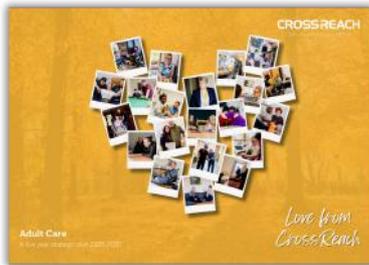
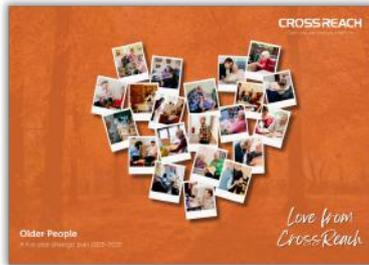
More People know about CrossReach

Better recognised for our value to the people of Scotland and within the Church of Scotland.





Learn more about the work of CrossReach:



The Church of Scotland
Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353



www.crossreach.org.uk/strategy