

CROSSREACH


Care you can put your faith in



Our People

A five year strategic plan 2025-2030

*Love from
CrossReach*

A man and a woman are sitting at a wooden table, engaged in a painting activity. The man, in the foreground, is wearing a maroon shirt and is focused on painting a small object with a brush. The woman, behind him, is wearing a white t-shirt with a graphic and a yellow lanyard that says 'CROSSREACH'. She is looking towards the camera with a slight smile. On the table, there are various art supplies including a palette with green and yellow paint, a tube of green paint, and a small easel with a green-painted object. The background shows a window with a view of a building.

Working at CrossReach is more than just a job, with faith and love at its heart, our people experience something different. Our values are evident in everything we do, creating a culture where people are skilled, engaged, supported and safe. Individuals are valued, treated fairly and their voices are heard.

Our People Charter sets out what can be expected from CrossReach, as their employer, in respect of support, development, consultation and engagement. It is our desire that all our people understand the charter commitments and feel that CrossReach meets these on an ongoing basis.

Social care can be physically, mentally and emotionally challenging work but is equally rewarding and offers huge levels of job satisfaction. CrossReach ensures that our people are supported throughout their career with CrossReach, whatever that may look like. Job satisfaction is important to us and this will mean something different for each person. As such we embed fair work practices into our policies and procedures, seeking to go beyond the statutory minimum where we can. We offer a suite of benefits that are supportive to our people and feel relevant and accessible to them.

Connecting our People

Our people feel proud to be part of CrossReach and understand why the work they do is important.

Objectives

CrossReach Christian Ethos and values are upheld, promoted and evident in everything we do.

We celebrate the work of CrossReach and value the contribution of all our people

Actions

Values are reflected in the development and application of organisational policies, procedures and workforce initiatives.

Corporate communications reflect the diversity, scope and vibrancy of CrossReach.

Learning is shared across the organisation to support organisational development and drive quality.

Achievements are celebrated.

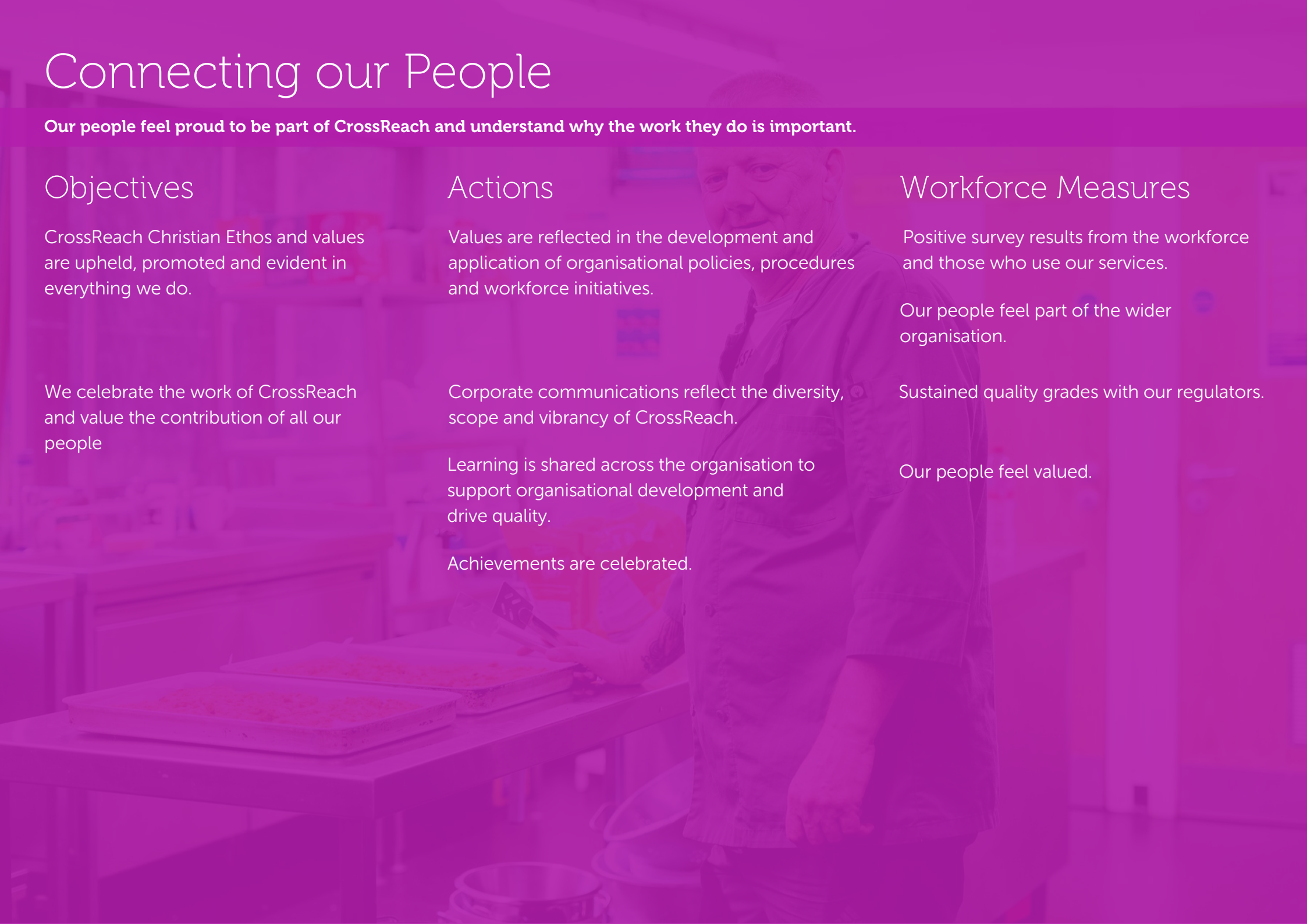
Workforce Measures

Positive survey results from the workforce and those who use our services.

Our people feel part of the wider organisation.

Sustained quality grades with our regulators.

Our people feel valued.



Supporting the Workforce

Our HR & OD structure, systems, policies and processes are fit for purpose and equip the organisation to meet its outcomes now and in the future, and ensure sustainability and legal compliance.

Objectives

We support CrossReach to be sustainable today and in the future.

We understand the diversity and demographics of our people and the sector in which we operate. We provide options to adapt and respond to their varied working needs.

Enhance the quality and detail of management information available to the organisation.

Actions

Working with operational directorates to support workforce plans.

The department is structured and has tools to support the changing needs of CrossReach.

Proportionate systems and process are in place to ensure legal, regulatory and organisational compliance.

Accurate and reliable management information is available when needed.

Participation in networks and partnerships to understand the current and developing needs of HR and the social care sector.

The human resources database is replaced to be fit for purpose for the future and to reduce the pressure of workforce processing

To collect, hold and process all people data securely and provide insight to managers to make decisions effectively.

Workforce Measures

Downward trend on vacancy levels

Appropriate processes are deployed timeously and effectively

Our people have confidence in the organisation and feel safe in their role.

People use the information provided to them to inform decisions

Increased involvement with external networks and improved ability to respond to future business planning

Trends and patterns can be easily identified because management information is accurate and accessible.

Relevant information is available to allow leaders to make informed decisions.

Developing a skilled workforce

Create a learning culture where people feel empowered to meet their professional requirements, grow and maximise their potential.

Objectives

CrossReach invests in the professional and personal development of the workforce

Actions

Processes and procedures are in place to identify and deliver the development needs and aspirations of our people.

We understand the varying skills and expertise the organisation needs to provide quality services.

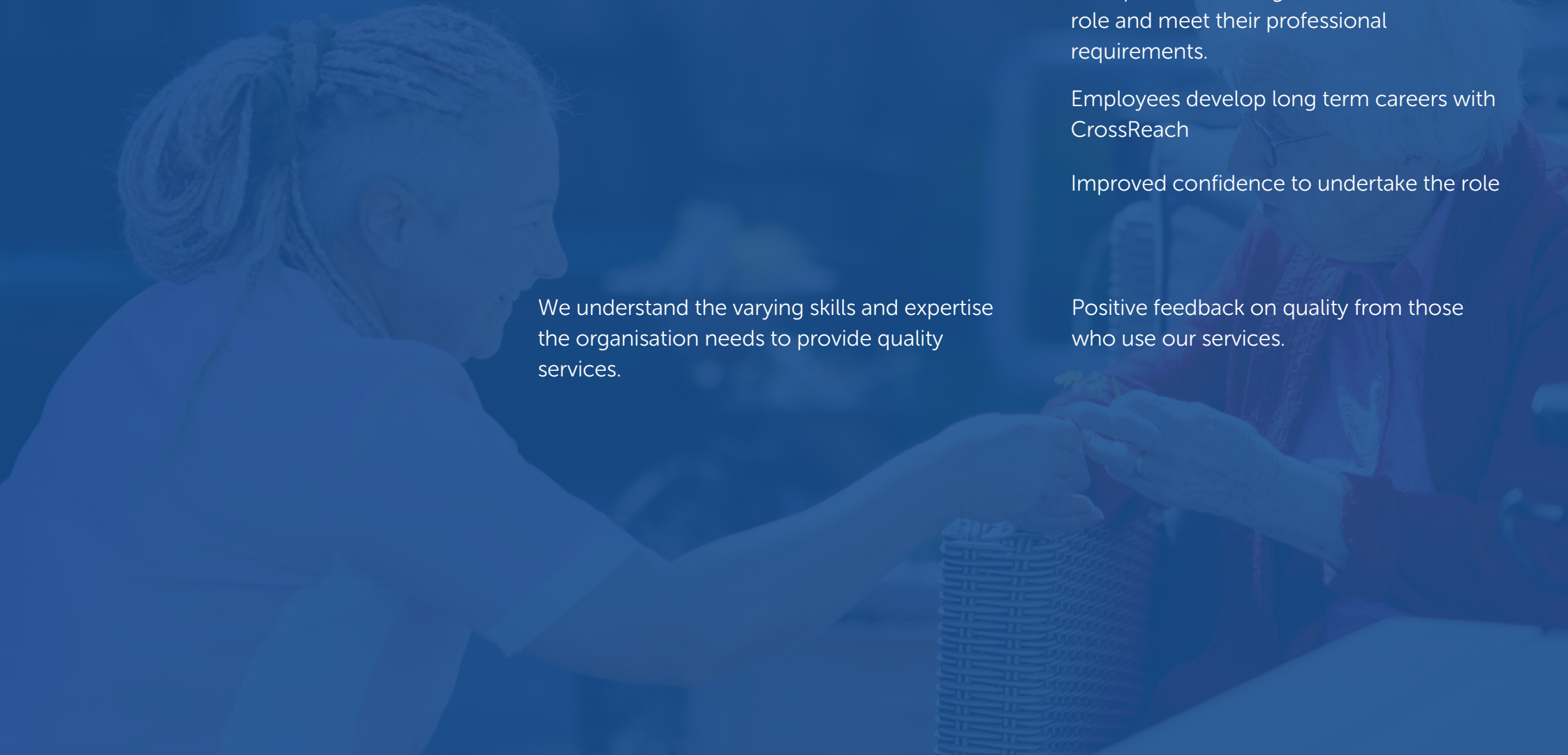
Workforce Measures

All employees understand their career pathway, are actively engaged in essential and specialist training and are skilled in their role and meet their professional requirements.

Employees develop long term careers with CrossReach

Improved confidence to undertake the role

Positive feedback on quality from those who use our services.



Empowering our Leaders

We have capable, confident and effective people who lead fairly and with respect.

Objectives

Effective and engaged leaders are evident throughout the organisation.

Our leaders understand their people management and corporate responsibilities.

Our Christian Ethos sets us apart from other social care providers.

Actions

Support and coaching is provided to leaders to allow them to effectively lead and support their teams.

Leaders are consulted and involved in organisational decisions.

Our leaders promote the Christian Ethos ensuring it is at the heart of all actions and decisions.

Workforce Measures

Leaders possess the appropriate skills and behaviours to implement CrossReach people policies and standards.

Employees feel supported and complaints and grievances are reduced.

Through survey feedback, our people feel confident in the skills of their leadership team.

Our people feel the Christian Ethos makes a difference to their employment experience.

Engaging our Workforce

Our people are engaged and empowered, and they know they are listened to, trusted and valued.

Objectives

Employee voice is promoted for all our people.

Our people are proactive in shaping their role and representing their views.

The wellbeing of our people is a priority.

CrossReach promotes fair work principles.

Actions

We work collaboratively with employee forums to promote consultation and engagement on issues important to the workforce.

Communication methods and tools are explored to maximise accessibility and engagement levels.

Provide the workforce with the resources to enable the 2-way flow of communication.

Initiatives are continually developed to support identified needs supporting physical, mental, emotional and spiritual wellbeing.

The principles of the fair work statement are continually reviewed and upheld.

Workforce Measures

Changes are made as a result of agreements reached through employee forum partnerships.

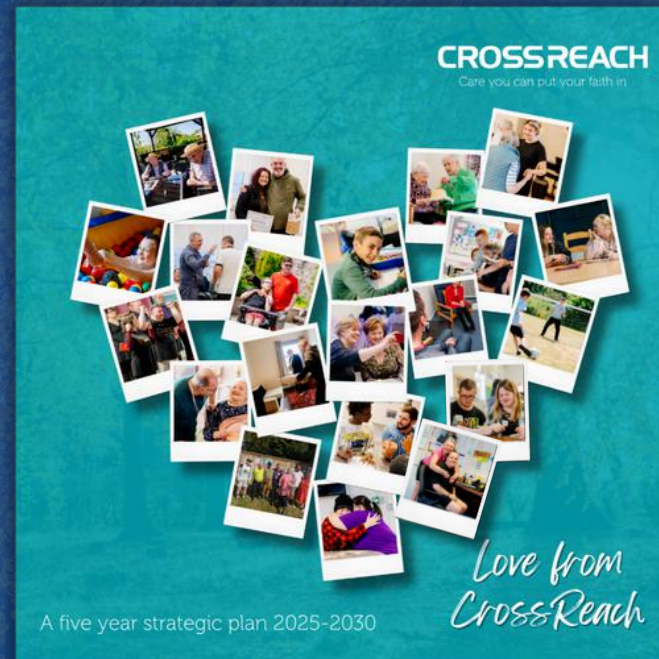
Positive feedback through employee survey and improved survey engagement rates.

Our people receive good quality supervision and appraisal.

Positive feedback through employee forums.
Reduction in absence levels.

Our people want to stay with CrossReach.

Read more about the work of CrossReach:



The Church of Scotland
Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353



www.crossreach.org.uk