

# Leeds Survivor Led Crisis Service

## Strategic Plan – April 24 to March 27

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| <b>Vision</b>  | A world where people experiencing emotional distress are acknowledged, accepted, valued and supported without judgement.   |
| <b>Mission</b> | To amplify and influence the development and delivery of mental health systems.  |
| <b>Aim</b>     | To provide high-quality, person-centred, trauma-informed support for young people, adults and families experiencing emotional distress across Leeds and West Yorkshire.  |
| <b>Ethos</b>   | Our ethos is <b>Survivor Led</b> . We have our own unique perspectives on what it feels like to be in crisis and what helps and does not help. Being a survivor-led organisation defines us. Each individual has their own experience of emotional distress. The causes and impact will be different for each person. We believe that people are expert in knowing their own situations and with the right kind of attention and support can find their own solutions. |

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| <b>Values</b>     | These values are at the heart of all that we do. They can only be achieved by listening to our visitors, callers and guests and staff team. They are the golden thread through everything we do |
| <b>Inclusive</b>  | We recognise that people are the experts in their own experience and that different people may have different needs.  |
| <b>Relational</b> | We believe that distress is something that occurs primarily between people rather than within them and therefore quality of relationships is key.   |
| <b>Empowering</b> | We respect people's autonomy and believe that, given the right environment and quality of relationship people have the resources to find their own way.   |
| <b>Innovative</b> | In order to meet the individual needs of those we serve we must continually innovate to meet needs rather than persist in believing that one size fits all.                                     |

## Equality, Diversity and Inclusion

We strive to lead with our values and survivor-led ethos at the heart of everything we do, enabling us to continually develop our potential and bring our full selves to the workplace.

Our visitors, callers and guests come from all walks of life and so do our staff team. We employ brilliant people from a wide variety of backgrounds. We do this not just because it's the right thing to do, but because it makes our organisation great.

We value the unique, lived experience of all our visitors, callers and guests, staff and volunteers and continuously use it to shape and develop our services and the organisation.

We are committed to constantly listening to and learning from all of the different people that we work with and for.

### Our Strategic Goals and how we will achieve them

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| <b>Improved access, experience and outcomes</b>    | <ul style="list-style-type: none"> <li>• We will ensure our services are as accessible as possible by regularly consulting with people who use our services.</li> <li>• We will ensure the data we collect is used to achieve change and developments across mental health systems.</li> <li>• We will be a leader in driving change to ensure better experiences for people who use our services and the wider mental health system.</li> </ul>                           |
| <b>Increased influence and reach</b>               | <ul style="list-style-type: none"> <li>• We will continue to work in partnership as well as develop new partnerships that enhance our offer for the people who use our services.</li> <li>• We will ensure we are positioned operationally and strategically to contribute to appropriate discussions and developments as well as challenge to achieve change.</li> <li>• We will review and redesign our website and digital presence to ensure maximum reach.</li> </ul> |
| <b>Be fit for the future</b>                       | <ul style="list-style-type: none"> <li>• We will look to generate income through delivery of a training programme developed from knowledge and skills held within the organisation.</li> <li>• We will deliver best value by reviewing our services and improving efficiencies across our portfolio of services.</li> <li>• We will work to diversify our funding profile whilst ensuring alignment to our ethos and purpose.</li> </ul>                                   |
| <b>Be the organisation people want to work for</b> | <ul style="list-style-type: none"> <li>• We will ensure we are listening to and consulting with staff and volunteers across our services through a variety of means.</li> <li>• We will ensure a robust approach to Equality, Diversity and Inclusion to ensure we get it right.</li> <li>• We will ensure we continue to review our internal policies and processes to maintain our fair and high standards.</li> </ul>   |