



STOP, REFLECT AND AGREE WHAT NEXT

(NEW Service Review offer)

Without regular reflection innovative organisations can soon become “run of the mill”. It’s important to invite an ‘external pair of eyes’ to look at what support is being provided, how it is being provided, and whether this support is consistent with the organisation’s values and philosophy.

This Service Review draws out ideas from a full range of people (people who receive support, family members, staff and commissioners) to identify the unique strengths of your organisation and to shape a set of recommendations to form the basis of your future development.

However tough the financial challenges are, we regularly meet people committed to ensuring that they offer the best possible support, that staff feel valued and that positive cultures thrive.

We have developed this Service Review in response to providers asking for an external pair of eyes and an insightful set of recommendations to guide them as they move forward.

The Review has the following core components:

- i. Reach Standards the foundation upon which the service review is built.
- ii. The Service Review is co-lead by an Expert by Experience and an Experienced Practitioner.
- iii. An Appreciative Enquiry approach is used that looks to build on what is working well, and seeks to determine how things could be done better and differently.
- iv. Insight and information is gathered through conversations, discussions and

observations with people who receive support, staff members, managers, family members, other people in leadership roles and commissioners.

- v. A review of core agency documentation e.g. current service development plan and Statement of Purpose.

An Interim Report is presented prior to the final report to engage the leadership team in shaping the final recommendations.

*‘The leadership team were so anxious about hearing the initial report. However, the style of the report and the skillful facilitation by Owen actually made it a really positive team building experience leading to real change’
(Manager in Wales)*



What will the review cover?

Each review is co-facilitated with one of our Senior Associates who is an expert through experience.

Time is spent with people supported, family members, support worker and a range of staff and managers.

During the review we consider questions such as:

- Is it clear what the organisation stands for and what it is trying to achieve?
- Are there plans that spell out the priorities for the coming 1–3 years?
- How are people supported to have real choice and control over their lives?
- How are people supported to become valued and contributing members of their community with a wide network of friends, family and neighbours?
- Do families feel welcomed and listened too?
- How are families able to share their insight and contribute?
- What process enables good communication to happen?
- Do staff feel valued and see that their contribution matters?
- Is there an innovative and positive culture where staff are enthused by the sense of 'possibility'?

Number of days: Minimum 10 days.

The process of the review will be designed with you and will include:

- time with a range of people supported by and involved with the agency
- the drafting and presentation of an interim report
- a facilitated session to develop recommendations PLUS
- a presentation of final recommendations AND
- follow up day six months after the review.

Follow up mentoring and a range of support is available to suit each agency.

Facilitators:

Owen Cooper or Sally Warren
plus co-facilitators

Cost: £6,000 (plus expenses & VAT)

Each
review is
customised and
designed for you.
Please call to
discuss.



'Help people reach
their full potential;
catch them doing
something RIGHT.'
(One Minute Manager)

BOOKING AND ENQUIRIES

Please see www.paradigm-uk.org E-mail: sallyw@paradigm-uk.org

Call: Sally 020 8870 8643