



With Y😊U, For Y😊U Vision

The goals of the team were to implement a new process in which:

- The first customer contact is the start of the assessment;
- 90% of services are provided within 21 days of first point of contact;
- Offers 100% of Carers' an individual needs assessment;
- Is co-ordinated by the most appropriate person for the customer;
- Puts an end to the inappropriate placement e.g. long delays in hospital through access to a range of flexible alternatives, and,
- Improve customer satisfaction.

What we will achieve With Y😊U, For Y😊U,

- The focus will be on you.
- Partner agents will engage **With Y😊U** and continue to engage **With Y😊U** throughout the process.
- Partner agents will be accountable to you, to other partners and to their agency.
- Quality will be intrinsic to the process, from the start and throughout.
- Your experience will be right first time and every time.
- Positive behaviour will be the norm, promoting trust between you and partners.
- Partners will provide flexible, effective solutions to meet your unique goals.

How With Y😊U, For Y😊U will deliver,

- Universal equal access for all adults with any request for support.
- Understanding your needs, situations and goals.
- Unified partnership working, sharing the information and working together **With Y😊U**.
- Unique plan that is tailored to suit your needs and goals.
- Pro-active monitoring of progress.

- Pro-active capture of your experience.
- Pro-active reporting of the your experience including any process failure to the correct partner agency.
- Pro-active approach of continuous improvement throughout the process and all support activities.

With Y😊U, For Y😊U Commitment,

- To listen to you, identify your goals and to begin to provide flexible solutions and support to achieve this within 21 days.

The LEAN project team realised quite quickly into the redesign that use of language was a barrier to innovative solutions. Therefore “old language” was replaced by new language.

Old Language	New Language
Care manager	Co-ordinator For Y😊U
Key worker	Support Worker For Y😊U
Assessment	Understanding With Y😊U
Referral	Request For Y😊U
Admin/reception	First Point of Contact For Y😊U
Service	Partner Agency
Professional	Partner Agent