



Elementary My Dear Watson

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Elementary.....

- Basic...
- Simple...
- Straightforward...
- Uncomplicated...
- “involving only the most basic principles”

Our Journey

- Vocational Model
- Activation Model
- Customer Service Model

Vocational Model-Circa 2000

- Emphasis on production of arts/crafts/pottery etc for resale
- Contract Work
- Some social & recreational activities
- Poor access to employment opportunities
- Restricted training options
- Limited movement or progression for service users

Activation Model

- Reduced emphasis on production
- Increased social and recreational opportunities
- Increased emphasis on training and employment opportunities
- Promoted the movement and progression of service users
- Quality of service improved but not for all

Strategic Reviews & Audits

- Staff/Service User Audits
- Annual "Customer Service" Audit
- Strategic Reviews with all stakeholders
- In Line Communication
- Greater emphasis on ITP/PCP/POMS

Customer Service Model-Circa 2010

- New service developments are service user led
- Radio Station
- Film School
- Drama School
- Community Outreach Services
- Advocacy to Leadership

Its Elementary...

- Basic.....Ask
- Simple.....Listen
- Straightforward.....Change
- Uncomplicated.....Review

- Involve only the most basic principles!!!