



▶ Annual Report summary 2023/24

This summary gives an overview of some of our key achievements and a review of how we have performed

Our priorities: Looking back on 2023-24

Deliver outstanding care



- ▶ Launched eight new neighbourhood community mental health teams
- ▶ Opened new Health Based Place of Safety with a focus on recovery
- ▶ Launched or continued 60 quality improvement projects
- ▶ Transformed to create a primary and community mental health service for people with serious mental illness closer to their homes

Create a great place to work



- ▶ Improved staff survey results in all six domains of the People Promise
- ▶ Supported six staff network groups who help us create a culture where everybody counts and celebrated at a combined conference
- ▶ Launched our staff Shine awards to celebrate our brilliant workforce
- ▶ Launched collective leadership forum and new communications cascade

Effective use of resources



- ▶ Launched our new electronic patient record in our older adult services while continuing to prepare to implement across the rest of SHSC
- ▶ Invested £11.193 million to improve our estates and digital services including creating better environments for service users

Ensure our services are inclusive



- ▶ Adopted the Patient and Care Race Equality Framework helping us to reduce restrictive practice and tailor our services
- ▶ Introduced human rights training for all staff
- ▶ Improved support for carers and signed up to 'triangle of care'

Our priorities: Looking forward to 2024-25

Strategic priorities

- Deliver therapeutic environments
- Transform our community mental health and learning disability services
- Improve access to crisis care
- Improve access so people wait less and wait well
- Deliver our quality and safety objectives



Strategic aims

Deliver outstanding care



- Implement RIO safely and begin to bring benefits to the way we work
- Deliver our financial plan and efficiency programme by ensuring we deliver best value with every pound we spend



Effective use of resources



- Deliver our patient and carer race equality framework
- Work in partnership to address health inequalities
- Deliver our equality objectives



Ensure our services are inclusive



- Live our values, improving experience and wellbeing
- Improve staff engagement and involvement



Create a great place to work



Our approach to delivering our priorities

- We will ensure the care we deliver is trauma-informed, strengths-based, person-centred, and evidence-led
- We will deliver change through coproduction and quality improvement approaches
- We will focus on equality, inclusion and addressing health inequalities in all we do
- We will deliver our Green Plan commitments

► Find out more about our work to improve the mental, physical and social wellbeing of the people in our communities



Read our annual report



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