

Making a
difference
every day

Meaningful Measures

What are Meaningful measures?

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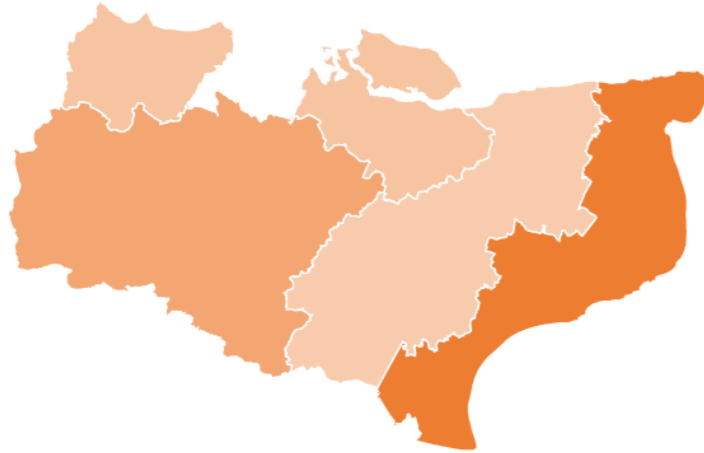
**Meaningful measures tell us how we are making a
difference to people's lives**

We need to understand the things that matter most to people

Measuring them will tell us how we are doing

Some of the things we measure now

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How many people are contacting us?



Where do people live? Do you live in your own home or with family?



Are people in a good care home?

Most years we write to people we support and ask:



Are you satisfied with the care and support you receive?



Do care and support services help you feel safe?

Do care and support services help you have social contact with people?

What should we measure in the future?

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Your Ideas

How do you want us to tell you about how we're doing?

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Any Questions?

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