

Second Step Strategic Plan Refresh 2022-2023

As we move out of the pandemic and into a world that's fundamentally changed, we are keen to hold on to new ways of working together. For this transitional year our focus is on embedding this learning, meeting our clients' needs and supporting the wellbeing of our staff.



Raising Ambitions

Vision

By raising ambitions we will help people with mental health problems and complex needs achieve greater independence and live healthier lives.

Values

- Believing in hope & courage
- Succeeding together
- Building trust
- Celebrating diversity
- Learning and growing

Together we will be raising ambitions...

- For people with mental health problems
- For people with complex needs
- To change the system
- For our team
- As a regional player.

How we will achieve our priorities:

Operational Projects

- Reaccreditation of Investors in People
- Retenders and negotiation of contracts
- Developing Strategic Plan for 2023-26
- Looking at operational structure

Speaking up for mental health

- Strengthen client voice - internally and externally
- Strengthen peer voice

Excellent services

- All teams trauma informed
- Client insights with coproduction
- Digital inclusion

Infrastructure

- Improve internal comms across the organisation
- HR information systems improvement
- Offices that meet our needs

Organisational Development

- Improve staff wellbeing and connections using learning from the pandemic
- Embed our Addressing Racism strategy

Meeting more people's needs

- Deliver more for people with serious mental health problems
- Develop our complex needs and system change model
- Develop new services at primary care level
- Golden Key legacy and establishing Changing Futures

KEY STATS:

£14m
turnover

3429
clients

293
staff

47
volunteers

22
services

**SECOND
STEP**

PUTTING MENTAL HEALTH FIRST