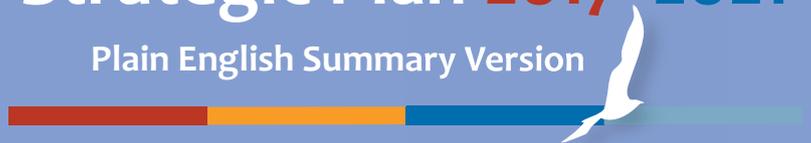




CRC
Central Remedial Clinic

Five Year Strategic Plan **2017** **2021**

Plain English Summary Version





Our mission: working together to make a positive difference to the lives of people with disabilities, their families, and carers



The CRC has a new Plan



The CRC has a new Plan. This plan will tell you about what the CRC is planning to focus on for the next 5 years.

It is called a Strategic Plan.

The Plan will tell you what we will change and what we want to do better.

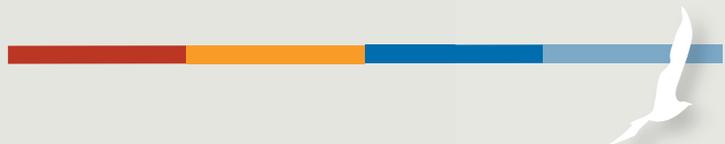
We hope everyone will be proud of what we are doing and proud to be part of the CRC.

The Plan will help us to improve our local services, our training services, our children's services and our specialist services, which we provide around the country. The Plan will make sure that we do what you need.

The Plan will also make sure that when people give us money we will spend it the way they want us to. The Plan will make sure we have ways of talking to you and listening to what you and our staff have to say.

Your voice is important to us. Your thoughts on what we do and how we do it are also important and you will have a chance to tell us how you feel about the services.

Staff, adults, children, families and carers told us their ideas on what we could do better and how we could improve. These ideas have helped us decide how to run the CRC over the next 5 years.



Mission, Vision and Values:

Part of the Plan reviewed the Mission, Vision and Values for the CRC.

We talked to people who use our services, we talked to our staff and to the CRC Board. We wrote a new mission and a new vision and we agreed the values for the CRC.

Our Mission: This is our way of telling people what we want to achieve.

The Mission of the CRC is:

Working together to make a positive difference to the lives of people with disabilities, their families and their carers.

This means that if you are in our adult services, our children's services, our schools or our specialist services we will do our best to make a positive difference in your life. We will work with you to make sure the things that matter to you are the things that matter to us.



Mission, Vision and Values:

Our Vision: This is our way of telling people what kind of future we want to make and be part of.

The Vision for the CRC is:

That people with disabilities achieve their potential and live full lives as equal and valued citizens.

This means that we care about making a society and community in which people with disabilities can be a part of.

They can feel welcome and equal and can experience the same opportunities as everyone else. Reaching your potential is about being the best that you can be.

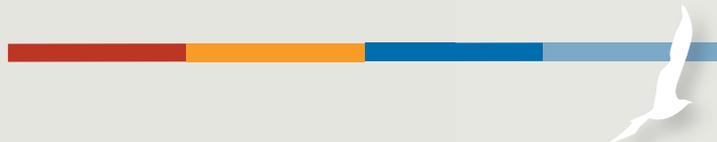
Mission, Vision and Values:

Our Values: This is our way of telling everyone what is important to us, how we will behave towards one another and what really matters to us.

The CRC Core Values statement is:

People are at the heart of what we do: our clients, their families and carers, our staff and our volunteers. We value the trust placed in us and we carry at our core the principles of openness, respect, empowerment and excellence.

- 1. Respect:** Is about being understanding and listening and treating each other well. Respect for our clients, families, carers, staff and volunteers. Respect for all the relationships we have with people as we do our job everyday.
- 2. Empowerment:** We will work together with the people who use the CRC services every day, to support their needs and choices to lead fulfilled lives. We will encourage people to be independent and to be a part of the community.
- 3. Excellence:** We will do the best every day. We will make sure our staff are very well educated and trained and do a good job. We will make sure we have high standards. We will treat all people and staff fairly and with dignity.
- 4. Openness:** We will explain the decisions we make. We will share information about how we manage the CRC and how we use all the money we get to run the CRC.



The Plan has 3 main aims:

1 Service delivery:

We will focus on the adult services, the children's services, the national specialist services and our schools.

2 Working together:

We will work with you and others to make sure we get it right.

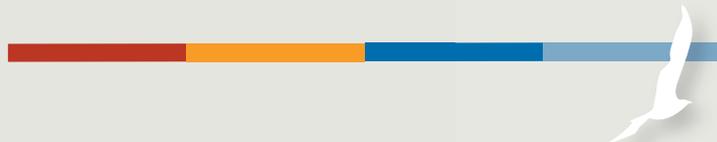
3 Organisational capacity:

We will look at how the CRC is managed and make sure it is managed well.

1 Service delivery:

This will focus on the services we provide:

1. We will look at our children's services and will make some changes to the service so that we can do what the HSE needs us to do. We will talk to people about the changes and we will not change anything before we talk to you.
2. We will develop our specialist services like seating, therapy, clinical services and the gait lab.
3. We will look at our adult services and will work with you and our staff to make sure services meet your needs.
4. We will look at providing services in new places closer to your home and community.
5. We will work with our schools to make sure they are the best that they can be.



2 Working together:

We will work with you and others to make sure we get it right.

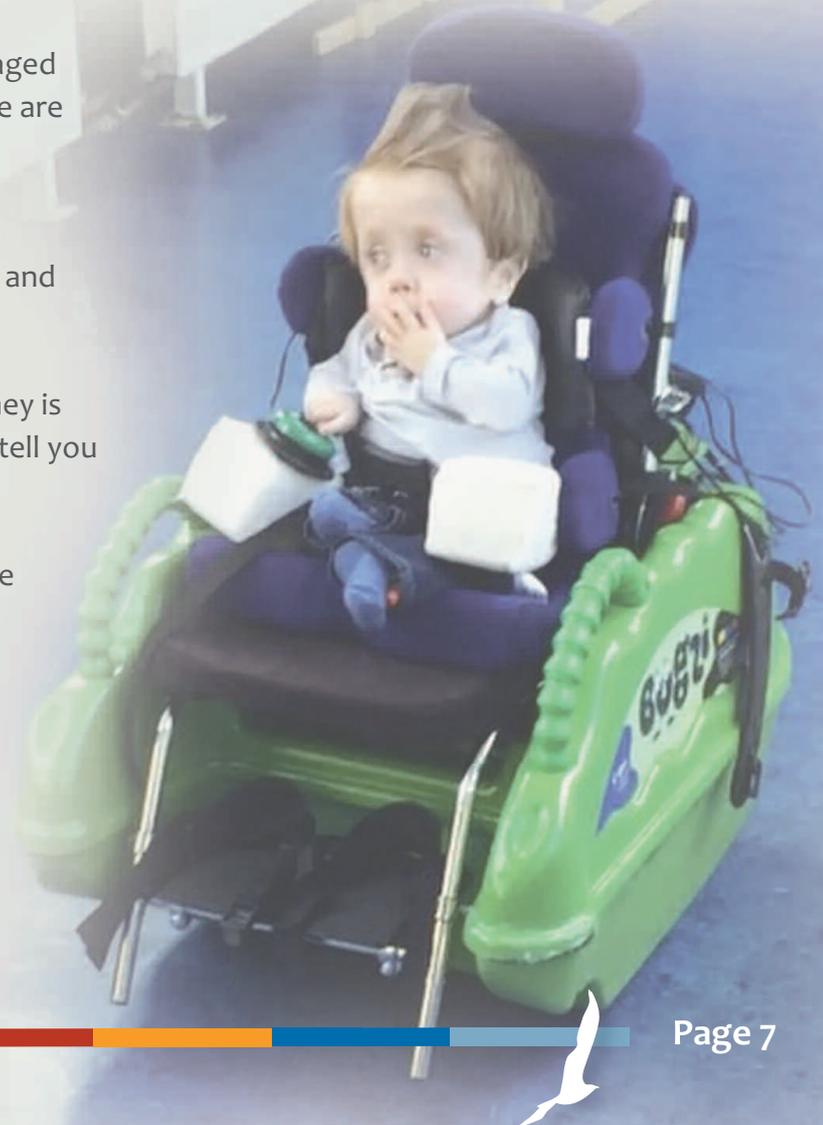
1. We will make sure there is a way you can tell us how you feel about the CRC, what you think works well and what we could do better.
2. We will make sure our staff are well trained and can tell us and each other what works well and what could be better.
3. We will work together with other organisations to make services better.
4. We will help you have your voice heard. We will support and speak up for you if you need us to.



3 Organisational capacity:

We will look at how the CRC is run and what changes are needed to make sure it runs well.

1. We will make sure the CRC is managed well and that we report on how we are doing.
2. We will make sure the CRC has the right people managing the service and doing the right job.
3. We will make sure that all the money is spent in the right way and we will tell you how we are spending it.
4. We will make sure our buildings are safe and looked after and we will build new buildings and buy new equipment.



The Plan

The Plan will include a number of things to help the CRC do better.

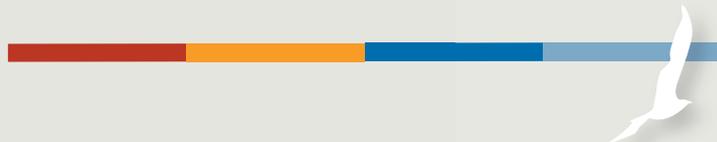
Some of these are listed below.

- We will make sure there is a clear and easy way for you to let us know how we are doing.
- We will make sure children get the best service from really good therapists, nurses and doctors.
- We will make sure that we are working with adults to be as independent as possible and achieving goals of work, community involvement, training, hobbies and relationships with friends and family.
- We will plan our services for the future.
- We will support our staff and make sure they train and study to develop their skills and tell us what they think.
- We will review our fundraising and make sure we have enough money to provide services and to make new ones.
- We will make sure we meet all the laws and rules that we are supposed to.
- We will look at how the CRC is run and what people think about the CRC. We will ask people what they think about the name of the CRC and if it needs to change.

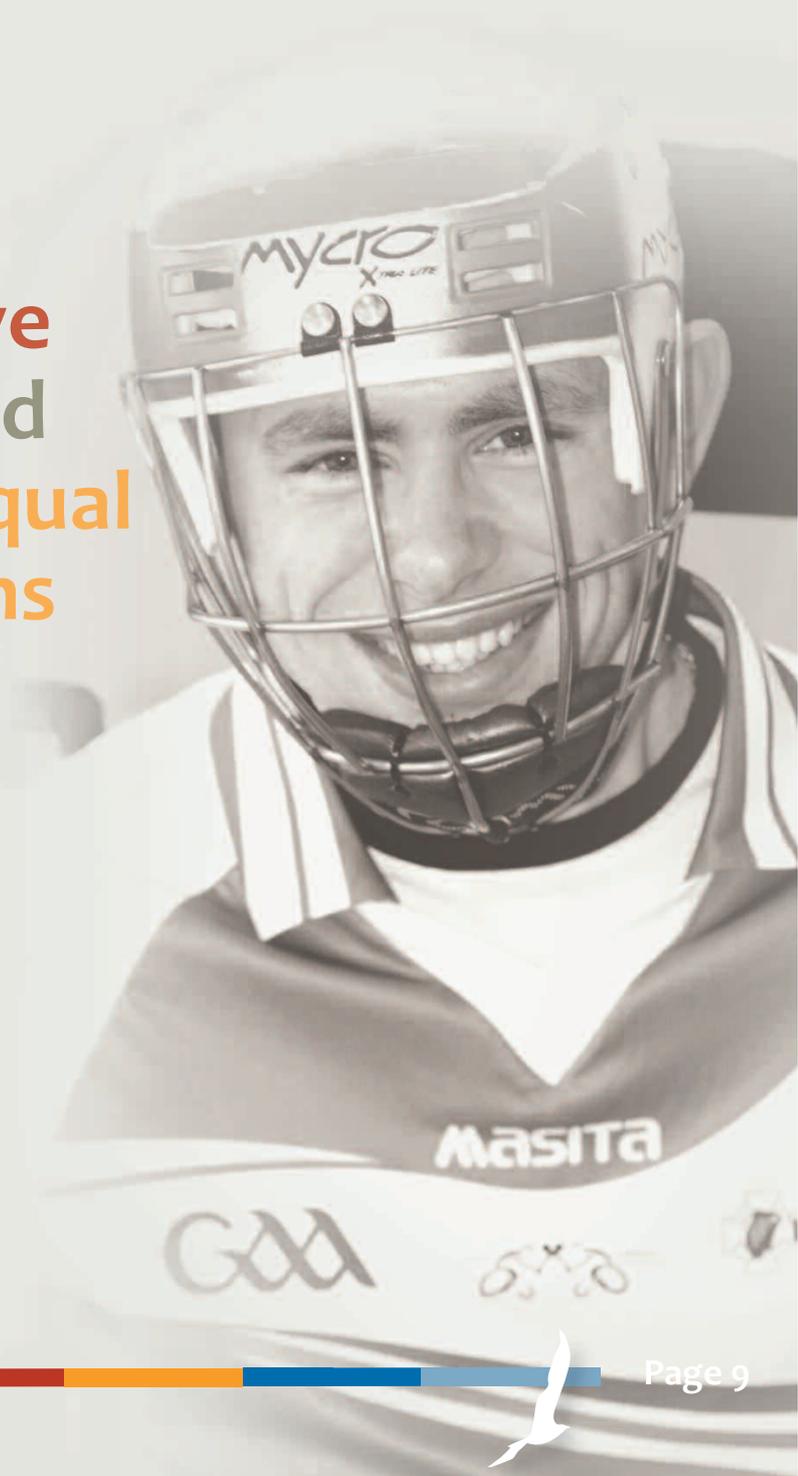
Now that the Plan is agreed, we will keep you up to date on the progress of the aims of the Plan.

We are very proud of the CRC and we want all who use it and work in it to be proud as well.

If you have any questions about the Plan please talk to a member of staff.



That people with
disabilities achieve
their potential and
live full lives as equal
and valued citizens



CRC

Central Remedial Clinic

Towards 2021

Central Remedial Clinic

Vernon Avenue

Clontarf

Dublin 3

Ireland

D03 R973

t: +353 1 8542200

e: info@crc.ie

w: crc.ie

Charity #: CHY 4998

Company #: 14880

CRA Registered #: 20006938

