



DH Associates

Strategic Mission, Vision and Values

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| Managing Director | Jueliya Mc Mahon | 31 August 2021 |
| Review Date | Senior Leadership Team | 31 August 2022 |



Strategic Vision

DH Associates aims to be the best provider of learning and development to the Care Sector. DH Associates strives to remain an outstanding provider of commercial and funded learning and apprenticeships. We aim to deliver excellent learning solutions to employers to meet their business needs and high quality learning experiences and outcomes to learners and employers.

Values & Principles

- **Care** for learners and employers putting them at the heart of our professional delivery and treating them with respect.
- **Compassionate** and passionate about our learning and development delivery.
- **Communicate** openly and honestly with both learners and employers.
- **Courageous** in our approach, striving to develop and improve service delivery by stretching and challenging learners.
- **Commitment** to remain an Outstanding provider striving for continuous improvement and delivery of excellent learning and development.
- Sector expertise used to gain trust and credibility with learners and employers based on **Competent** and knowledgeable delivery by highly qualified staff.

Mission

1. To continuously improve quality of service and maintain Ofsted Grade 1
2. To raise our profile and delivery by increase our geographic delivery and customer base
3. To maintain and enhance funding streams and engage in partnerships that will assist our customers to meet their workforce development business needs
4. To grow the business by an average of 20% year on year (Not withstanding Pandemic)

Purpose of Policy

The policy incorporates DH Associates strategic vision, values and principles and mission. Our vision sets out what we want to accomplish and who are customers are. Our values set out the culture and values that staff will operate within. Our mission states how we will achieve our vision.

Background

DH Associates achieved an Outstanding grade at both Ofsted Inspections.

“Since the last inspection DHA has continued to implement very successfully its mission to provide high quality training and support for the care sector. Apprentices’ outcomes are very high and the outstanding quality of teaching, learning and assessment has been maintained. DHA is viewed as a sector leader in care training and enjoys excellent links with Skills for Care and other stakeholders. DHA has a strong track record of leading on new initiatives in the care sector.” Ofsted

The vision to remain outstanding and to deliver high quality apprenticeships. The company is committed to continuous improvement and to share and learning about good practice from our stakeholders and key partners.

Our values are based on the core values of the Care Sector, the 6 “Cs”. We have incorporated these into value statements to underpin delivery of services to employers and learners. They reflect the high standards we expect from employees in their interactions with learners, employers and colleagues.

The mission defines how we will achieve our vision. The Self -Assessment Report, Quality Improvement Plan and Business Plan support the implementation of our mission. These are reviewed regularly and updated through the Senior Management and Operational Team meetings with reports to the Governance meeting.

Consultation & Communication

All staff are involved in consultation for SAR and contribute to quality planning and improvement actions for the QIP and Business Plan.

New staff have a meeting with the Director of Quality & Compliance during induction. The purpose of the meeting is for new staff to understand the organisation and its vision, values and mission.