

Alliance For People With Complex Needs: Principles

The Plymouth Alliance is committed to the following principles (as written in the Alliance Agreement):

All of Us commit to working to Alliance Principles which are:

- to assume collective responsibility for all of the risks involved in providing services under this Agreement;
- to make decisions on a 'Best for People using Services' basis;
- to commit to unanimous, principle and value based-decision making on all key issues;
- to adopt a culture of 'no fault, no blame' between the Alliance Participants and to seek to avoid all disputes and litigation (except in very limited cases of wilful default);
- to adopt open book accounting and transparency in all matters;
- to appoint and select key roles on a best person basis; and
- to act in accordance with the Alliance Values and Behaviours at all times.

together the "Alliance Principles".

The following are key principles which will be embedded within the service offer:

Being connected:

- Everything we do acknowledges that everyone is a citizen and we will work to enable them to make a positive contribution to their community
- We connect ourselves, around and focused on the needs of the person
- We aim to increase the understanding and connectedness within a wider community to ensure we reduce isolation
- We will 'Think Family', i.e. we will always consider whether the people we support are parents / and carers of children and consider their needs in the context of their family

Asset based:

- We will look for opportunities in risks
- We believe people have the ability and competence to achieve great things
- We will focus on skills and assets rather than deficits and barriers
- We invest in the priorities, energy, passions and enthusiasm of people

Listening:

- The person using the service is in control. This is not just about choice but the power to shape and direct their support
- We always recognise people's perspectives on the value held in their relationships and networks
- We involve people with a lived experience and people delivering the service in the ongoing development of services
- We are intelligence-led
- We intervene early where possible and recognise that safeguarding children and vulnerable adults is everyone's business.