

# The PSS Big Plan 2020-2026

WE ARE  
BIG HEARTED

WE ARE  
GENUINE

WE ARE  
PROFESSIONAL

WE ARE  
OPEN MINDED

WE ARE  
DETERMINED

**WHAT WE DO:**  
We're a social enterprise that supports people to live happy, healthy and hopeful lives, whether they're:

- adults who have learning or physical disabilities, challenges with their mental health or difficulties as they're getting older;
- people in and around the criminal justice system; or
- families who've been through unsteady times.

**WHY WE DO IT?**  
We believe that no matter what challenges life brings, everyone should have the chance to change things for the better.

**WHERE WE'RE HEADING:**  
By 2026, we'll be top of the list for life-changing support led by those using it, for roles that are more than just a job, and for imaginative thinking that challenges the status quo in our sector.

**THE GOLDEN THREAD THAT RUNS THROUGH OUR WORK:**  
Everything we do is guided by our values. We don't sit back and settle for the norm; we love looking for new and exciting ways of doing things and we give ourselves the time and space to do just that.

**HOW ARE WE GOING TO GET THERE?**  
We've broken our plan of action into five themes. When each of us work towards each theme, we'll get to where we want to be...

**1**  
Only the people we support know what it's like to be in their shoes - we listen to them, learn from them, use their knowledge to shape PSS and help them shape their lives.

**2**  
We'll make wise decisions that keep us around for future generations.

**3**  
People want to be part of our down-to-earth, strong and ambitious team of staff, Shared Lives carers and volunteers. Our differences are celebrated, but our values unite us.

**4**  
We believe technology, when used in the right way, can make everyone's personal and professional lives easier and better.

**5**  
We have a positive impact on our sector, local communities, the people within them and the planet we live on.

