



WELCOME TO OPTALIS

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Angela Morris
Director of Operations



Agenda Item 27.

Our Background



- Optalis was launched as a Local Authority Trading Company by Wokingham Borough Council on 6 June 2011 with the aim of:
 - Excellence
 - Efficiency
 - Growth

- On 3 April 2017 The Royal Borough of Windsor & Maidenhead joined with Wokingham Borough Council to jointly own the company.

- This means Optalis is the primary provider for both councils.

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Our Mission

*“To be a resilient, efficient and growing Social
Care Company capable of delivering high quality,
innovative services to more customers, delivered
by passionate and skilled staff”.*

Our Values

At all times, we will:

- Listen to our customers and offer genuine choice tailored to their individual needs. Our customers are at the heart of everything we do
- Respect equality, diversity, and the beliefs and dignity of all of our customers and staff
- Inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company
- Ensure two-way communication with our customers and staff; providing clear, accurate information.
- Embrace and drive forward positive change within the organisation.
- Place emphasis on staff satisfaction and create an environment which offers opportunity for personal and professional growth.

Our Core Values

Customer
Service

Respect

Transparency
and Integrity

Communication

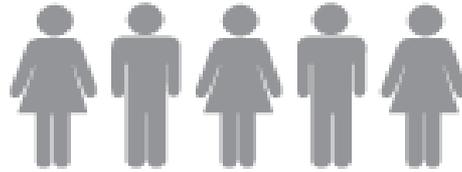
Continuous
Development

Enjoyable and
Rewarding

About us



We employ around
700 people



We provide care and
support to around
5000 people

Our teams and our customers

People with learning disabilities and autism, people with physical disabilities and sensory impairments, older people particularly those with dementia and people with mental health issues.

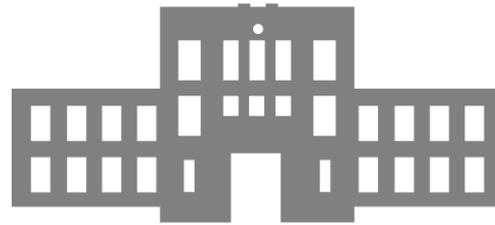
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About us



Services in Wokingham, Windsor,
Maidenhead and Oxfordshire



Our Services

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Residential Care, Extra Care,
Independent Living, Home
Care, Short Break Care,
Reablement Services, Day
Care, Supported Employment

Statutory adult social
care, including
integrated learning
disability and mental
health services.

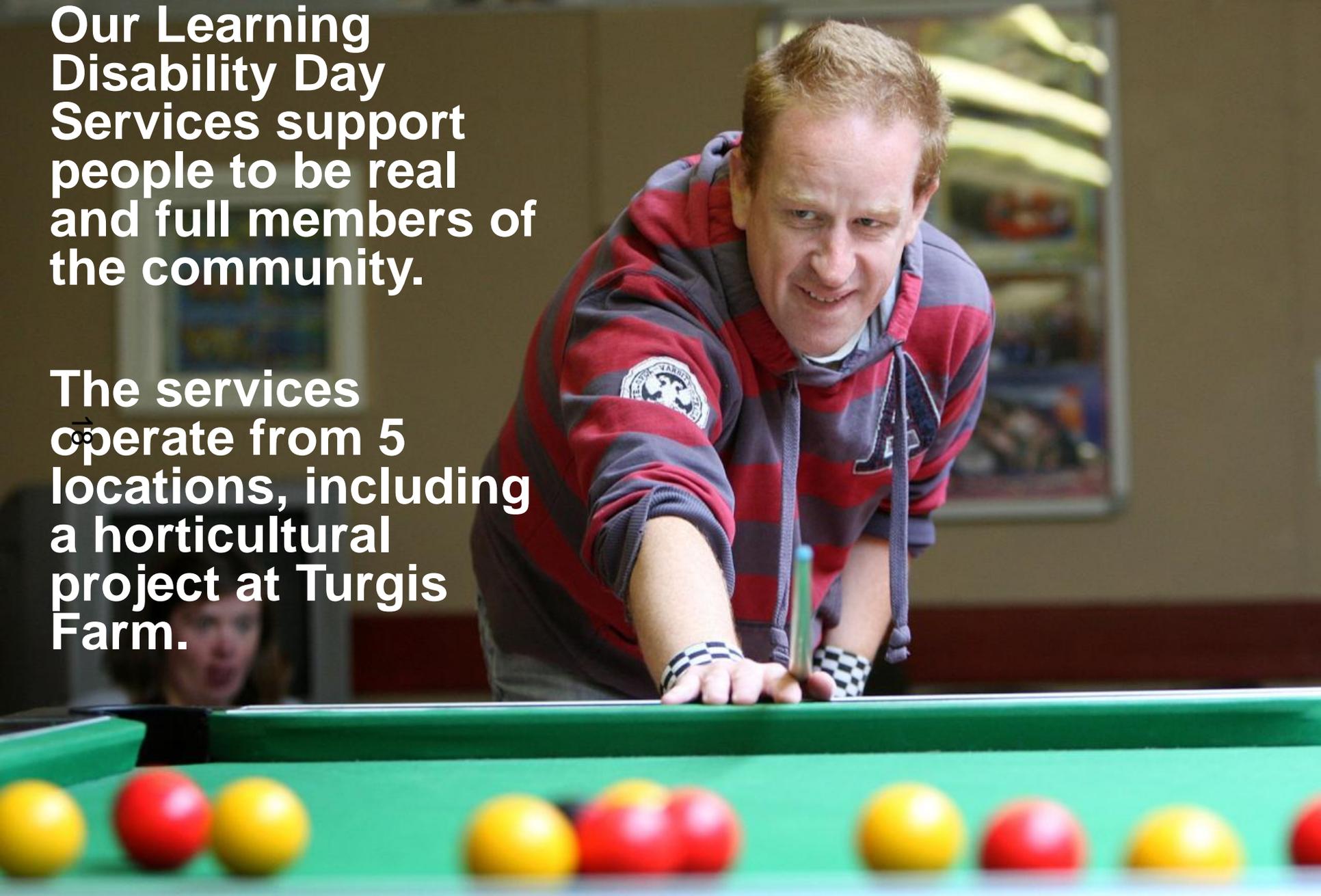


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Our Out and About Service provides 1:1 and group support so that customers can join in local events and social activities of their choice, at evenings and weekends.

Our Learning Disability Day Services support people to be real and full members of the community.

The services operate from 5 locations, including a horticultural project at Turgis Farm.



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“Finding activities for our son was stressful, but Optalis are, without a doubt, the most efficient and professional company we have had dealings with.”





Our Multi-Disciplinary Social Care Teams comprise of Occupational Therapists, Social Workers, Assistive Technology specialists and Support Brokers.

**“You’re treated as the individual you are,
and not as though you’re ‘disabled’”**





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Our staff have specialist expertise and years of experience. Regular training means skills are maintained and developed.



Our Supported Employment Service provide specialist training, coaching and support to help people find and retain a job.

“Thank you so much for all your help. You have made my father’s life so much better. The service was very prompt and the ramp is fantastic.”



Key achievements...



- Growing the business as one of the first Local Authority Trading Companies in the country with the delegated powers to provide statutory services. With a turnover of £44 million
- Customer led community initiatives such as Hug in a Mug (Wokingham Day Services) and the Ally Rangers (Oakbridge Day Service)
- 25 ➤ Asset strength social work model in the Royal Borough of Windsor and Maidenhead.



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