



**Mobile
Creche**

**Indi
Youth**

**Early
Years**

**Out of
School Care**



**People Strategy
2024 – 2027**

Our vision and the Principles of our approach to People Development

Mobile
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School Care
People Strategy
2024 - 2027

Indigo Childcare Group will be recognised as the trusted brand in the provision of childcare solutions from birth to 16 years, in the West Coast of Scotland. We will achieve this through our valued and purposeful engagement with children and their families and our leadership in providing innovative and sustainable childcare solutions of an outstanding quality.

We will be an Employer of Choice in the childcare sector. An employer able to attract, retain and develop the best talent, and where our colleagues can work in and with an organisation where they can demonstrate shared values, give of their best each day and learn and grow as individuals.

We set our standards high because our families deserve outstanding quality and this supports our continuous growth and development. We will be recognised and award-winning. We will share our knowledge and expertise with others within the sector, become leaders in the field, and help to raise the standards and expectations across the sector.

Throughout this plan the principles of Leadership at Every Level, Continuous Improvement (for self and Indigo), resilience, and the impact of a belief in life-long learning and growth underpin our approach. These principles of our approach to People Development remain consistent, but the priorities and actions change with each 3-year People Plan to allow us to adapt to feedback and external factors as well as embracing new opportunities.

We will deliver on our plan with a shared, authentic commitment to our values

Our values drive our thoughts, decisions and our behaviours, and in turn create and develop the culture we want to see. Each individual contributes to the culture we work in through the choices we make each day.

- **Children and their families will be at the heart of every decision we make. Our priorities will always be driven by the well-being of all children and families as understood jointly by our employees, partner agencies, the children themselves and their carers.**
- **We will demonstrate respect and fairness across every aspect of our work, with all stakeholders both within and beyond the Indigo community.**
- **Our organisation will be recognised as being trustworthy and sector-leading in the provision of child-centred and innovative childcare solutions.**
- **Our care for the families we serve and our passion for providing a happy, welcoming environment will be evident to all families in all Indigo services.**
- **Positive Leadership at all levels will guide the outstanding quality of service we offer across the Indigo group, where employees committed to learning and passionate about making sure our families experience outstanding quality, will work together to celebrate achievement and facilitate ambitious ongoing improvement.**
- **We will create a fun, happy and supportive environment to enable our families to create precious memories that positively influence their futures and attract and retain the highest quality of employees who are proud to be employed by the Indigo Group.**
- **We will care for each other by taking opportunities to provide ideas, feedback and support which helps all of us grow and improve. We will embrace opportunities for growth and personal development.**

THIS PEOPLE STRATEGY AIMS TO EXPLAIN



- ✓ The principles of our approach to people development, and why it matters
- ✓ The actions we have committed to
- ✓ How we will measure our success
- ✓ What this success will mean for us all
- ✓ What you can expect of Indigo Childcare Group
- ✓ What Indigo Childcare Group expects of you



WHERE ARE WE GOING AND HOW? OUR VISION

All children and young people can experience outstanding quality learning and childcare experiences, that inspire and nurture, wherever they live, whatever their background.



FAMILY-CENTRED

Children, young people and their families will be at the heart of every decision we make.



NURTURING

We will nurture every child, family, team member and community to help achieve their fullest potential.



FUN

Our team's happiness is infectious and will create a welcoming and fun experience for every Indigo stakeholder in an honest and trustworthy environment.



INSPIRING

Inspiring our children, young people, families and Team Indigo, to be ambitious, curious in learning and to always wonder just what might be possible.



INNOVATIVE

We will always ask our families and communities what they want and use this with our professional expertise to create transformational solutions.



Our values drive our decisions and our behaviours, and in turn create and develop the culture we want to see. In our day to day work, and in striving towards our vision, our decisions and work will be underpinned by these values. If our work, behaviours and decisions do not support these values, then we need to call this out for each other and refocus. The success of our organisation relies on each and every one of us contributing to our vision and consistently demonstrating the expected behaviours and standards that contribute to our unique culture.



Themes of our People Strategy

Our key areas of focus during these next three years will be:

1

Embedding our culture and practices, ensuring consistency of approach and employee/family experience across all of our services

2

Embracing and developing our love of learning and development, along with our culture of Leadership At Every Level

3

Delivering outstanding quality through our unashamed culture of continuous improvement, stretch and aspiration

4

Building resilience, confidence levels and a growth mindset throughout our teams

5

Becoming recognised as a Learning Organisation externally



FOCUS AREA

Embedding our culture and practices, ensuring consistency of approach and employee/family experience across all of our services

WHY IT MATTERS

We want to strengthen and embed the systems and practices created in the most recent period to support the operational commitment to our values consistently across the organisation. Consistency in approach will lead to greater clarity, satisfaction and performance.

We understand that in a fast paced, high energy organisation with big aspirations for and with our families, the culture and values must provide a solid framework around which all teams and individuals can function. Much of the people development we have implemented in the last plan, is in its early stages and therefore to be truly part of our culture, we must embed these policies and practices to ensure they are understood and truly part of our culture and reflect our values.

FOCUS AREA

Embracing and developing our love of learning and development, the supporting frameworks and activities around that, along with our culture of Leadership At Every Level

WHY IT MATTERS

We know this will make a difference because when leadership is distributed throughout Indigo, it enables quicker problem-solving, better adaptability to change, and increased commitment to continual growth, all of which contributes to our vision of outstanding quality for families. For our people it means greater ownership and empowerment at work, Indigo colleagues know what to expect and are masters of their own destiny, helping deliver our goal of recruiting and retaining the best

FOCUS AREA

Delivering outstanding quality through our culture of continuous improvement, stretch and aspiration

WHY IT MATTERS

Outstanding quality is what our families need and deserve to give their children the best possible start in life and to consistently deliver outstanding quality we must embrace a culture of continuous improvement and growth. Such a culture encourages employees to give and seek feedback, especially when it feels a bit uncomfortable so that we can seize each opportunity for personal and organisation-wide learning, development and improvement. A mindset of curiosity and experimentation, will help adapt to evolving needs, and drive innovation. Life at Indigo is never 'more of the same' each year. This is what keeps us ahead of the competition and at the top of our game for each other and our families.

FOCUS AREA

Build resilience, assertiveness and confidence levels throughout our teams

WHY IT MATTERS

Building resilience, assertiveness, and confidence equips our teams to handle challenges effectively and thrive in a demanding environment. Resilience is needed if we are truly committed to a culture of growth which encourages people to take the lead, to test and try and crucially to provide valued feedback for improvement.

How we will measure our success



We are committed to achieving the goals set out in our People Strategy with your help.
We will continually review our progress, adapt or make new plans, and then implement them.
We will set timescales for each element of our people strategy, set an action plan and work hard to achieve these.

‘Continual Improvement is an unending journey’



EXPECTATIONS

You can expect from Indigo



- A great place to work
- A place where you can work in a great team, supported by hard working colleagues
- To be supported and respected by all you work with
- A manager who supports and develops you, and who cares for your wellbeing
- A job that gives you responsibility and opportunities to learn and grow
- Leaders and colleagues who will demonstrate our values

In return, Indigo expects you



- To work hard and take responsibility
- To pro-actively make suggestions for improvement
- To support and respect all you work with.
- To provide feedback on what it's like to work here
- To participate in the wider work of the Indigo
- Demonstrate our values and behaviours
- Continually develop your skills, knowledge and talents and share those with others



ONE HUNDRED YEARS FROM NOW
IT WON'T MATTER
WHAT KIND OF CAR I DROVE
WHAT KIND OF HOUSE I LIVED IN
HOW MUCH MONEY I HAD IN THE BANK
NOR WHAT MY CLOTHES LOOKED LIKE
BUT
THE WORLD MAY BE A LITTLE BETTER
BECAUSE, I WAS IMPORTANT
IN THE LIFE OF A CHILD.

FOREST WITCRAFT

the
indigo
group

