



2023/2024

ANNUAL PLAN

*BACK TO BASICS "AND THEN SOME"
FOR OUR CLIENTS AND PEOPLE.*

*LOOKING
BACK*

*WHAT WE HAVE
DONE DURING
2022/23 YEAR*

*OUR
VALUES*

*HOW WE
DEMONSTRATE OUR
VALUES IN
EVERYTHING WE DO*

*OUR PLAN
THIS YEAR*

*WHAT WE ARE
PLANNING IN THE
COMING YEAR*

THANKYOU TO ALL OUR CONTRIBUTORS AND PARTNERS THIS YEAR,WE COULDN'T DO THIS WITHOUT YOU

LOOKING BACK AT 2022/23



ALSAGER SUPPORTED LIVING OFFICIAL OPENING

This was an exciting year for ISL with many new initiatives and projects mobilised and bedded in. This has extended our reach and impact into areas where our services have been needed most, and also supported NHS partners to alleviate pressure on hospital beds and A&E. This year COVID restrictions & limitations have not impacted as profoundly as other years so we have been able to roll out varied health and wellbeing sessions, both face to face and working with clients and partners to create video resources.

One of the biggest challenges across the country this year has undoubtedly been the cost of living crisis. In an effort to support our teams in such a challenging financial climate, we uplifted hourly rates across teams, and made a cost of living one off payment to support team members. We hope this helped everyone in some way.

Once again, our teams have worked tirelessly to deliver great outcomes with people we support every day, and manage the systems that help make this possible. We appreciate all of your efforts. We couldn't do what we do without the support of our specialist partners and again this year your support has been invaluable. It was great to celebrate with everyone at the ISL awards at the Lowry in September 2022.

Thank you to everyone who helped deliver some great outcomes during 2022/23.

Some of these include:

OUR VALUES

Our values are important to us and reflect how we always try to work.

POSITIVE

We will support and encourage everyone to be the best they can be

RESPONSIVE

We will listen and we will act

COURAGEOUS

We will not shy away from difficult challenges

INCLUSIVE

We will embrace people's differences and the contribution they can make



MACCLESFIELD SUPPORTED LIVING
RECRUITMENT DAY

OUR ACHIEVEMENTS



BOLTON SUPPORTED LIVING
CHRISTMAS FAYRE

CHECKMATES & SUPPORTED EMPLOYMENT

- *We have strengthened our Check Mates programme by supporting 10 clients to be fully trained and fully paid working with us to continuously improve and drive up quality, measured by people that we support*
- *We have supported over 20% of clients into supported employment, volunteering or vocational training*

FUNDRAISING

- *We delivered a programme of fundraising initiatives to raise funds for our charity partner Revitalise. This included corporate fundraising and local initiatives that together have raised £10,244 this year.*

TEAMS

- *Our board this year welcomed clients as onto our board. This means that each board meeting is attended by clients which significantly strengthens our board with clients supporting up to shape and deliver the ISL Annual Plan. This is in addition to front line teams already part of the ISL board.*

QUALITY

- *We have not had any new CQC inspections this year to improve on our existing 'Good' rating, so we continue to have maintained our 'Good' rating this year.*
- *Our internal Audits are now each supported by a Check Mates*
- *We embedded a programme of health and wellbeing support supported by our health and wellbeing advisor, including face to face sessions and video based resources created with partners and people we support.*

IT WAS NICE TO FEEL HEARD"

- CREWECIAL CAFE CLIENT



TRANMERE OUTREACH SERVICE



CHESTER CRISIS SERVICE GARDENING



CREWECIAL CAFE COOKING SESSION

OUTREACH

- *This year we supported more people locally in our hub areas by delivering an additional 400 new hours of outreach in the community.*

SUPPORTED LIVING & ACCOMMODATION BASED SERVICES

- *This year we opened 1 new accommodation Crisis service with NHS partners.*
- *We opened 3 new supported living services, with a further 6 in either active build or advanced stages of Local Authority planning process.*
- *Our next service to mobilise is a new step-down model with the addition of an Eco specification embedded in the property*

GROUND BREAKING INITIATIVES

- *We agreed and mobilised 3 new NHS service offers in addition to the accommodation based offers, these including Rapid Response, Home from Hospital and also taking on a mental health patient conveyancing service*
- *Following a successful competitive bid process we will deliver a remodelled Local Authority in house service in Cheshire West, commencing April 2023.*
- *We have secured funding to expend the Crisis Café model for a further year.*
- *Our wider NHS work this year has created significant relief on hospital bed pressures, creating savings of circa 500K*

"I ENJOY WORKING FOR ISL BECAUSE OF THE VALUES AND THE ETHOS OF THE COMPANY"

- ALSAGER SUPPORTED LIVING SERVICE MANAGER

LOOKING FORWARD TO 2023/24



TRANMERE SUPPORTED LIVING TEAM AWARD WINNERS

LEEDS GILDERSOME SUPPORTED LIVING ARTWORK

This year we want to develop and enhance some of our core systems around quality and communication. The ISL family has grown significantly over the past few years and with over 300 employees now, we want to ensure that all of our systems and ways of working remain effective, fit for the future and reflecting the size of the organisation as it stands and our ambitions for the future.

Quality has always been at the heart of everything that ISL do. With more services in operation, new models extending into new areas we want to ensure our approach to quality remains fresh, innovative and embedding shared learning across the organisation. We constantly look for ways to improve and stay ahead of the rest, this year is no exception.

The same applies with communication, this is a challenge in most organisations. With communication tools and methods constantly evolving we want to make sure we are maximising the effectiveness for those for both our internal communications between teams and external communications with partners.

This year we will...



LEEDS HALTON CHRISTMAS CELEBRATIONS



LEEDS PUDSEY SUPPORTED LIVING
TEAM TRAINING SESSION



BLACKPOOL SUPPORTED LIVING
COACH SEAN WORKOUT SESSION



MACCLESFIELD SUPPORTED LIVING
THEATRE TRIP

CONTINUOUSLY IMPROVE OUR QUALITY SYSTEMS

- *Implement and embed all systems and processes to ensure CQC services ready to meet and exceed the requirements of the single assessment framework*
- *Embed the new quality and compliance framework across all services, centred around our client auditors, Checkmates, capturing the lived experiences of people we support*
- *Create a culture around quality monitoring that embraces collaboration, transparency and continuous improvement*
- *Establish a mechanism for disseminating learning logs and sharing good practice to drive quality and innovation*
- *Enhance our quality framework in a way that ensures client experience is captured in Health commissioned services*
- *Create and embed mechanisms for 360-degree feedback*

BUILD STRONG TEAMS

- *Create flexible pay options for staff with opportunity for all staff to access if desired.*
- *Embed a robust 'client involvement in recruitment' framework to model best practice, ensure clients have a say in who supports them, support quality recruitment and staff retention.*
- *Deliver bespoke client specific training to support our teams in managing complex behaviours*
- *Reward our staff with long service awards to recognise personal commitment*
- *Provide access to specialist counselling support to enable our teams to achieve a positive work life balance*
- *Maximise our back office resources by identifying and commissioning tailored outsourcing options that provide cost effective solutions across the organisation*



"I REALLY ENJOY IT HERE BECAUSE I GET SUPPORT TO DO THINGS LIKE CLEANING, COOKING, SHOPPING, 1:1 TIME AND DAYS OUT WHICH IS ALOT OF FUN"

- YORK SUPPORTED LIVING CLIENT

EXTENDING OUR REACH

- Increase our offer to Health partners in finding solutions to NHS pressures, offering innovative models and responses
- Increase reach of supported living into new geographical areas
- Create accommodation based options to support onward pathways for people to lower model supported living services.
- Ensure our new service models maximise opportunities for Assistive Tech and Eco models ensuring an options appraisal on each new development, implementing options that are best fit for each
- Development plans and systems for each area that are specific and measurable and evidence based to ensure each initiative has maximal opportunities to succeed and thrive.

EMBEDDING STRONG COMMUNICATIONS AND LOCAL RELATIONSHIPS

- Embrace our relationships with local communities by focusing our fundraising on local charities, creating a programme of local fundraising initiatives and support our services with community integration
- Implement local community engagement plans in each area to strengthen links and relationships with communities
- Develop and deliver a communication strategy that maximises engagement and input from staff and external partners
- Effectively communicate 'key messages' consistently through varied channels to ensure maximum reach, and ensure they are embedded within teams.
- Pilot then roll out new communications platforms/applications to support effective delivery of the communications strategy.
- Be responsive and drive innovation to position ISL as sector leaders in delivering quality outcomes in partnership with others



FINANCE AND SYSTEMS

- *Secure and maintain sustainable funding for all the services we deliver from statutory commissioners*
- *Build reserves to enable us to invest in quality, new initiatives, and contingency planning*
- *Invest in the learning and development of our people to enhance our offer to clients and commissioners*
- *Review and upgrade our electronic monitoring systems to achieve streamlined reporting and universal accessibility.*
- *Embedding greater financial responsibility locally with budgets sitting with those best suited to manage them*

We look forward to the year ahead and working with everyone to bring more opportunities to life throughout 2023/24

