

Annual Plan
2024-2025

QUALITY - RIGHT HERE, RIGHT NOW



Bringing Opportunities to Life



**Our
Values:**

The Foundations
For Our Actions

**Looking
Back:**

Highlights Of
2023

**Looking
Forward:**

Our Plan
2024/25





We transformed the garden space at our Kendal Supported Living Service, organised by the scheme Give a day to Kendal.

The ISL 2023 awards at the Imperial War Museum, raised over £6,750 for our charity partners who joined us on the night.

“ **Our passion and values for clients and each other means that each and every day we will all take responsibility and say – ‘what can I do today?’ - ISL Colleague** ”

This year we continued to grow our services and teams and it is fantastic to have welcomed so many new people to the ISL family. We now have around 340 employees making a contribution to delivering great outcomes with the clients we support. This has included a new senior appointment of a dedicated director of operations, and a key member of ISL’s leadership team and member of the board.

It has been great to continue to work with so many existing long term partners this year, as well as many new ones. Our charity strategy has had a new focus this year with a locally focused approach and we are so pleased to be working alongside and fundraising for local organisations who make such a valuable impact for people across communities.

It was a great pleasure celebrating some great outcomes with our teams and so many of our partners at the ISL 2023 awards this year at the imperial war museum, raising over £6,750 for our charity partners who joined us on the night.

It was a privilege to be nominated for 3 national awards this year for some of our NHS work and wellbeing initiatives winning ‘Highly commended’ at the Stars of Social Care awards, nominated as regional finalists at Great British Care Awards and national finalists at Laing Buisson in the ‘Innovation’ category. These recognitions are a great testament to the team in very competitive fields.

Thank you to teams and partners for some great contributions and support this year, doing what we do would not be possible without you and we look forward to working together throughout 2024 and beyond.



Key Highlights From This Year



Embedded a new charity strategy meaning we raise funds for locally based charities in different areas where we work. The first 6 charities are on boarded and we have raised over £8,000 this year to support charity work locally and have enabled us to forge stronger local community links than ever before.



Extended our NHS offers to include Rapid Response patient conveyancing and supporting the NHS with 136 sections and providing flexible staffing to support mental health hospital ward, work that was nominated for 2 national awards.



Delivered a new outreach contract in Cheshire following a successful bid on a competitive tender process, providing enhanced support for people to maintain independent tenancies in the community.

- Had our first CQC inspection at one of our uninspected sites with outcome of 'Good' in all Key Lines of Enquiry and 'Good' overall.
- Expanded our checkmates programme, creating more supported employment for clients and enhancing our insight into client's experience of services. We now have 9 employed at ISL.
- Implemented an early pay drawdown system for our teams, meaning that people can draw pay for hours worked ahead of month pay day. This supporting people to navigate pinch points/unexpected costs across the months and has been widely utilised.
- Implemented a long service award recognition programme as requested by our teams last year.
- Opened a new 'step down' model for people leaving 24 hour accommodation settings, also a site with some key eco enhancements reducing carbon footprint.
- Welcomed first tenants into our first service in Cumbria for adults with a learning disability.





Our Values are at the heart of everything that we do and it is everyone's responsibility to ensure these are applied to all of our actions. This is a non negotiable and a commitment every team member makes joining ISL. Evidencing and testing our values in practice is a big focus for every employee this year.

Since our inception we have always sought to do things differently, creating strong foundations on which to create great outcomes for clients alongside our partners. We will be approaching close to 500 employees by 2025, and we are as committed as ever to creating quality outcomes as we were on day 1. Delivering consistent quality means everyone working collectively towards a shared set of objectives, these are set out in this Annual Plan.

Each person contributes to the Annual plan in different ways in different roles, supported and managed through APR's and 1:1's. The end result is that if we all fully deliver within our roles, the annual plan is delivered and our commitments to clients, colleagues and partners are met. The annual plan reflects all of the fundamentals that ISL employees are committed to delivering. Our quality is at the heart of everything that we do and must be transparent to all.

We will act in line with our values to ensure we always do our best for our clients and colleagues.

“ *I love it here!
I wouldn't want to
be anywhere else.* ”

ISL Client, Crewe

We will do this through a focus on key deliverables across all of our operations, core systems & processes, underpinned by ensuring at all our teams both new and existing are strong on the basics and attention to detail. This is the main goal underpinning all others, and is non negotiable for everyone at ISL, in every role and every service.

Our communications strategy will support this through embedding a new internal communications strategy, using a range of communication tools that reflect continuously evolving communications methods and also how key messages are delivered in a way that maximises uptake and engagement.

We will equip our frontline staff with the foundations to be successful in their role, creating clear induction pathways and personal development plans that focus on building skills and confidence across all elements of each role.

Looking Forward To 2024/2025

Our Values

We work with all of our teams to continuously improve how we demonstrate our values in everything we do:

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 peoples differences and the contribution they can make





Quality and Continuous Improvement

- Embed a culture across the organisation which drives continuous improvement through collaboration with colleague’s and partners, responsiveness, transparency and personal responsibility.
- Continuously improve systems and processes to ensure that each CQC service is meeting and exceed CQC New Inspection Framework, and that non CQC services are equally robust.
- Fully embed a varied programme of health and wellbeing initiatives with clients across all services.
- Extend the reach of wellbeing support options to colleagues to help build resilience and supporting people to be the best they can be.
- Embed enhanced support, supervision and mentoring structures to ensure we each deliver on all parts of our job roles, ensuring quality and completion of all basic tasks is strong through all parts of the organisation.
- Complete the roll out of the new Quality and Compliance framework, evaluating its effectiveness through both qualitative and quantitative measures and scoring.

Our Reach and Impact

- Providing client focused solutions for health and statutory services to achieve the ‘Right Care, Right Person’ national agreement.
- Secure agreement to deliver 1 new service offer with NHS partners.
- Expand our supported living offer into a new geographic area, and expand the hub within existing areas fully appraising intelligence, opportunities and risks in each area to maximise opportunities for ISL to increase its portfolio.
- To appraise each site for eco and assistive tech options and implement as best fit/ financially viable for each new site.



Continued Reach and Impact

- To enter arrangements to purchase property where this is required for ISL to deliver a service and is also a positive investment option for ISL.
- Successfully bid for long term delivery of Crewcial model and appraise options to bid for other Crisis Café models where tender opportunities are published.
- Deliver a varied programme of charity fundraising events for existing charity partners (1 or more per site) , and on board a charity partner for each area of operation with a suite of tools and templates and support, to ensure effective delivery.
- To create hard hitting, varied content each month across different mediums to increase ISL voice in sector discussions, debates and publications, tracking metrics to assess reach and impact.
- Increase our social media following/reach by 10% through quality, varied content published each month.



Our Teams

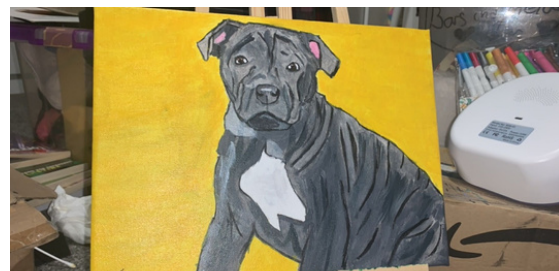
- Creating clear and evidence based systems for recognising and celebrating individual and team successes.
- Embedding a culture of transparency that encourages effective reporting, and is evidenced by a focus on improvement and lessons learnt.
- Invest in and implement a centralised learning and development function to provide enhanced support and coordination of training and skills development for our teams.
- Roll out the new client involvement in recruitment programme and our new recruitment strategy to ensure we are consistently securing the best candidates for each role, people who share our values and commitment to clients, colleagues and partners.
- To increase engagement from our teams with social media channels, securing engagement from reps from our teams from each service on each platform.
- To deliver and embed a new internal communications plan, piloting a range of tools and delivery methods with metrics for testing and monitoring engagement, reach and impact including fully appraising options for new platforms.



Finance and Systems

- Secure sustainable statutory funding for all of our new services and maintain sustainable funding for our existing services.
- Effectively manage our reserves to enable us to continue to invest in quality and new initiatives whilst ensuring prudent contingencies in an uncertain economic climate.
- Having launched our environmental plan in 2024, this is being fully rolled out in 2024/2025. This plan shows our commitment to environmental sustainability, reducing carbon footprint, and supporting clients and our team to promote eco friendly values.
- Roll out a new Recruitment Screening programme across the business that gives robust reassurances for all pre employment compliance, giving the business accessible and instant oversight.
- Create a suite of reports the streamline quality monitoring for managers at all levels.

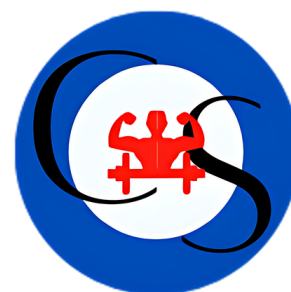




**WE LOOK FORWARD TO THE YEAR AHEAD
AND WORKING WITH EVERYONE TO
BRING MORE OPPORTUNITIES TO LIFE
THROUGHOUT 2024/25!**



Bringing Opportunities to Life



COACH SEAN

Its Only Impossible Until It Happens