

**ANNUAL PLAN:
2025-2026**



Bringing Opportunities to Life

A young woman with dark hair, wearing a white cardigan and a dark floral skirt, stands smiling and holding a silver award. Behind her is a large framed painting of horses in a field. The scene is set in a room with a white table and a light switch visible in the background.

Now for Excellence



We have worked alongside so many fantastic people this year both within our own teams and external partners. This underpins everything that we do and it is a privilege to work alongside so many outstanding people. We were delighted to have welcomed so many of you to the 2024 ISL awards at the Midland Hotel in Manchester to join with us to celebrate some of the great outcomes our teams have delivered this year. Our awards event is also one of the ways we support our Charity Partners in local areas, the event itself raising over £6K through our generous sponsors, then clients and teams delivered a programme of events across the year which takes the total to over £12K raised for charity partners this year- a fantastic team effort.

People and partnership have been a key theme across the year, with teams collaborating on the rollout of new quality and learning and development initiatives to continuously improve outcomes. Clients became colleagues as more people joined our Checkmates programme which is a paid supported employment programme to ensure peer feedback is embedded into all of our quality initiatives. This is further strengthened by the central role clients now have at One ISL Board meetings and in the new recruitment process implemented this year.

Excellence and Innovation delivered by our teams were recognised this year as winners at the Stars of Social Care awards and nominated national finalists at the LaingBuisson Awards and regional finalists at the Great British Care Awards.

Our supported living and NHS offer created and delivered with a range of valued partners enabled us to reach more people, including in times of crisis, and provide support at times when it is needed most. This is what we committed to doing from day one in line with our values and from strong foundations which have been the focus this year.





Extended and embedded a varied programme of health and wellbeing initiatives and resources across all services and through our media channels.

Rolled out Virtual Reality technology in every service to support skills and confidence building in varied simulated settings.

Delivered an extensive programme of events to support our charity partners, raising over £12K this year to support their work.

- Completed the roll out of the new Quality and Compliance framework to deliver continuous improvement across our service portfolio.
- Delivered a new programme of internal communications widely disseminating news, views and projects across the organisation.
- Developed and embedded a new recruitment strategy, strengthening client involvement in recruitment at the heart of each recruitment processes.
- Launched a comprehensive online recruitment screening platform to ensure we find the best people to deliver our services.
- Embedded a new learning and development function which has delivered enhanced support and coordination to our teams in their training and skills development.
- Opened 5 new supported living services creating independent living options for 58 people and created local employment for new teams in each area.
- Extended the reach and scope of our NHS offers to include patient conveyancing and supporting section 136 patients at a place of safety.
- Created a new Health and Wellbeing Hub at one of our larger services where physical exercise is challenging for our clients.

Strong foundations were our focus for 2024. This year is “Now for Excellence”. The year ahead is anticipated to be a challenging one for health and social care, however our values mean that we will never shy away from difficult challenges and always strive to find opportunities to rise to those challenges. We will create pathways that help minimise the time people spend within clinical or institutional settings by expanding our NHS and supported living offer offers working in partnership with health and social care colleagues to help alleviate pressures in the system.

Delivering excellence will be at the heart of everything we do this year, alongside our teams and partners creating innovation and excellence at every touch point. The Annual Plan sets out what we will do, delivered as One ISL team. Front line colleagues are the people who bring opportunities to life for clients on a daily basis. Varied roles across other foundations are central to making things happen, without which excellence would not be possible. Everyone has a vital role to play and if everyone is delivering excellence within their role, then the Annual Plan is achieved as One ISL team.



This year we will be launching new communication and engagement tools to support collaboration between clients and teams empowering people to deliver excellence together. Our Checkmates will take on wider roles alongside our quality team to drive excellence, alongside new initiatives to support clients more widely to build vocational skills. We will recruit for excellence and build on our strong retention rates through new initiatives to develop and grow our teams and enhance progression.

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They have been brilliant with my son and went above and beyond to help him. I really cannot thank them enough. The ISL staff member was the only person who fought for my son to get the help he needs; as a family we can start to see the light at the end of the tunnel - Client’s Dad

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2025 is set to be an exciting year for ISL, and we look forward to working with all of our colleagues and partners to put excellence at the heart of everything this year.

Our deliverables are detailed below.





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I would like to say a massive thank you to ISL staff. Without you all, I could not have come this far. I genuinely from the bottom of my heart know I wouldn't be alive without your intervention, dedication and support. As a family we appreciate you all so much. I will continue to get better and heal. Thank you so much - Client

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- Expand our NHS offers across accommodation-based, clinical and community provision to enable people to minimise time spent in clinical settings.
- Create more tailored supported living offers to maximise opportunities for people to build independence and vocation in local communities.
- Collaborate with partners to create services that maximise Assistive Technology options for clients support and support our journey towards Net Zero.

- Identify investment options in accommodation based service where this best meets the needs of the business to support our reach and impact.
- Enhance our Charity Model by developing greater links with local communities to increase the support for our charity partners, helping them to reach the people who need support most.



QUALITY AND CONTINUOUS IMPROVEMENT

- Create clear, evidence-based systems for recognising and celebrating client outcomes and successes.
- Greater independence pathways supported by dedicated resources to support clients to increase opportunities for independence and self-determination.
- Work alongside clients and colleagues to collaborate on joint projects and initiatives between services, supporting peer engagement and innovation, further strengthening the existing success of clients involved at Board meetings.

- Roll out our improved audit processes to continuously improve quality and ensure we deliver excellence consistently.
- Increase the involvement of Checkmates to improve quality. Create more supported employment for clients and put those we support at the heart of our quality and compliance programmes.

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The team conveyed their appreciation for the ISL team's professionalism, highlighting how helpful, accommodating, and skilled they are.

- Emergency Duty Team

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- Develop and deliver a management training program & develop a robust mentor programme for employees to empower our teams to be the best they can be.
- Launch the ISL College creating multimedia learning and development programmes for clients to build skills, confidence and enhance employability.
- Introduce a peer-to-peer support network across the management structure.
- Roll out Digital Signage to deliver interactive communication and engagement and wellbeing initiatives across our services.
- Embed a new competency framework for all levels of frontline support teams and management team.
- Enhance our management recruitment programme to help us secure the best candidates for ISL across the management tiers.
- Complete an organisation wide skills audit to maximise internal talent and grow our teams.



FINANCE AND SYSTEMS

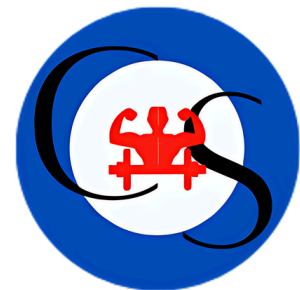
- Secure and maintain sustainable statutory funding to ensure all services we operate are sustainable.
- Carry out a supplier analysis to ensure where services are outsourced these offer best value for money.
- Widen the remit of budget management and expectations for managers, and develop an easily accessible budget management tool to give managers autonomy and skills in these areas.
- Create and embed an online induction platform that captures the journey of frontline staff and records key development milestones.



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



Bringing Opportunities to Life



COACH SEAN

Its Only Impossible Until It Happens