



*Bringing Opportunities to Life*

# *Annual Plan*

## *2026 - 2027*



*Positive • Responsive • Courageous • Inclusive*

# Values in Action

## Looking back



2025 has certainly been a year of challenge across all parts of the health and social care sector. Our values highlight that we do not shy away from difficult challenges and alongside our many valued partners have continued to bring opportunities to life for so many people we support. Now approaching 400 employees, our capacity to make a difference through our collective efforts is strong, and so many examples of that happen every day.

We have continued to invest in and support teams to develop skills and talents to support service delivery and career progression. The roll out of our new Access Engage platform has really enhanced the visibility of outcomes that different services deliver with the platform enabling colleagues to continually inspire each other. **Thank you to all our teams.**

Our charity partnerships grew and strengthened this year with **£14,534 raised** to support their work across local communities. Teams and partners celebrated together at the ISL awards in Manchester, recognising just a small part of what our teams deliver throughout the year. This event was supported by our fantastic sponsors whose generosity helped this year's fundraising efforts. We were delighted to welcome Frank Bruno as a special guest, most famous of course for his world class boxing achievements and now for his impacts in improving life chances for people with mental health challenges as a speaker and through the Frank Bruno Foundation.

We are pleased to have recently welcomed a **new board member** to ISL 'Director of Nursing and Health Services'. This is a key appointment to support us with our 2026 workplan to extend our NHS models

**Thank you to everyone who has worked alongside us and supported us this year, ISL is able to deliver what we do only through of all of our collective efforts and we are incredibly grateful.**

# 2025 Highlights

Over  
**80**  
clients supported  
to greater  
independence

**150**  
people diverted  
from accessing  
emergency  
departments

**36,000**  
hours of  
therapeutic  
support in hospital  
settings

Scored  
**GOOD**  
in all local  
government PAMMS  
assessments



**200**  
clients with their  
own front door

Over  
**70,000**  
miles covered  
transporting patients  
to the right places

**60**  
clients supported  
into employment or  
educational  
opportunities

Supported  
**2168**  
crisis interventions  
through our local  
offers

**94**  
hospital beds freed  
up by our Chester  
Crisis service

**£14,534**  
raised for our  
charity partners

# Values in Action

## Our 2025 Highlights



- We rolled out **Access Engage**, our new communications platform to increase visibility of outcomes from services and support colleague collaboration and engagement.
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- Local Authority PAMMS scored **'Good'** in all assessments this year.
- 



- **Raised £14,534 for our charity partners** to help them reach some of the most vulnerable people in communities where our services are located.
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- Supported **2168 crisis interventions** through our local offers, providing **1608 remote support solutions and 200 text support offers**.
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- Inspired **creativity**; building **purpose**, and highlighting **diversity** through client led initiatives in music and the arts with ISL band writing and recording their own material.
- 



- Continued to support our Health partners, transporting people to the right place at the right time **covering over 70,000 miles**.
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NHS



- Provided essential support for NHS frontline services through **36,000 hours of therapeutic support** in hospital settings, and **diverting over 150 people** from accessing emergency departments by offering community based crisis intervention solutions.
- 



- Supported 60 individuals who we provide services to, to gain or sustain paid/voluntary employment and educational opportunities.
- 



- Launched an **enhanced service audit** focusing on measuring quality using a 'you said, we did approach'. Maximising technology solutions that enable us to evidence improvements and track progress.

# Values in Action

## Our 2025 Highlights

- Designed and launched a **company-wide mentoring scheme**, pairing employees with trained mentors to build leadership capability, support career development, and empowering teams to perform at their best.

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- Completed an organisation-wide **skills audit** to identify existing capabilities, uncover skills gaps, and maximise internal talent to support team growth and workforce planning. Embedding this into our Training calendar for the coming year.

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- Carried out a comprehensive **supplier analysis** of all outsourced services to confirm value for money and assess performance, resulting in a number of opportunities being identified for **cost optimisation and efficiency**.

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- Successfully widened the remit of **budget management** for managers, clarifying expectations and introducing an easy-to-use budget management tool to support **informed decision-making and accountability**.

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- **Expanded our Head office team**, creating opportunities to streamline processes and provide more intensive support and guidance to frontline services. **Giving greater capacity for a focus on quality**.

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- Designed an **online induction platform** that captures the end-to-end frontline staff journey and records key development milestones. Incorporating feedback from front line teams on their experiences and **strengthening staff retention**.



# Looking Forward *Our plans for 2026*

*Our values have been the foundation of ISL since day 1, and now with approaching 400 people in the ISL team it is important that we are using our collective skills, experiences, interests and knowledge to maximise positive impacts for the people we support, each other, partners and local communities. **For 2026 our focus is on delivering outcomes and evidencing impacts, demonstrating how our values are bringing opportunities to life with each of us being personally responsible for making things happen.***

*The Annual plan sets out what we will deliver this year through strong individual and team performance, embedding a culture of change and values driven performance. This means each one of us doing the best we can to put our values into action each day. There are many different roles within ISL and all of them support the delivery of outcomes for people, for example front line service delivery is supported by quality and compliance tools and systems enabled by central functions. We are all accountable to each other to be the best we can be and help others do the same, united by our values:*

**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.*

*We will empower each other this year with increased mentoring 'on the job'. This links all of our values and provides opportunities for colleagues to work together to evidence values in action, strengthening outcomes and performance across ISL.*

*Health and Social Care continues to be under great pressure and for 2026 we have made a significant investment in health, creating a new post of Director of Nursing and Health Services. The new postholder comes to ISL from a long career in the NHS and is well placed to help us identify how we can best support the NHS to alleviate system pressures and create tailored solutions to build better outcomes for individuals.*

*Our multimedia communications programme will help all work areas to evidence impact and share great outcomes, this supports recognition of some of what teams are delivering day to day as well as inspiring innovation, enabling more collaboration and supporting recruitment by demonstrating why ISL is a great place to work*

# This Year We Will



## Service Delivery

- Evidence Impact through outcomes based support planning and delivery, working in partnership with communication colleagues to build impactful case studies
- Leadership & mentoring 'on the job' to ensure teams are confident and skilled in performance of all job functions and demonstrating the achievement of outcomes.
- Standard operating procedures embedded in relevant areas of to improve efficiency, effectiveness and confidence within teams.
- Effective governance through roll out of new audit process aligned to CQC, PAMMS and clinical governance for NHS services.
- Communication wrap around to support the creation of rich, impactful evidence of outcomes.
- Build team capacity through flexible approaches, responsive to need.
- Targeted support will enable clients to progress through a wider range of move on pathways, promoting self-determination and reducing dependency on commissioned support where possible

# This Year We Will



## People & Teams

- *Implement and embed an online induction platform that maps the frontline employee journey, with a strong focus on on-the-job learning, and tracking key development milestones.*
- *Elevate budget management capability by expanding managerial accountability and expectations, supported by an intuitive, easily accessible budget management tools that builds financial autonomy and confidence.*
- *Advance our management recruitment programme to proactively identify, attract, and develop high-potential leaders, ensuring we build strong, future-ready management capability across all ISL management tiers.*
- *Every employee maximising the reach and impact in their own role, taking personal accountability to achieve this.*
- *Improve internal recognition of colleague achievements.*
- *Deliver new employment initiatives with clients enabling progression through varied vocational pathways, enhancing skills, employment prospects and wellbeing.*

# This Year We Will



## Reach & Impact

- *Create tailored NHS offers in new locations to help reduce systems pressures through improved pathways from hospital to community supporting the NHS 10 Year plan.*
- *Create tailored supported living offers in new and existing areas to support onward pathways from higher support settings.*
- *Provide investment to secure sites for delivery of accommodation based services where this best meets the needs of the business.*
- *Enhance the impacts of our charity partnerships through increased fundraising events and multi media communications engagement.*
- *Strengthen community partnerships to widen opportunities for clients to build community relationships through local contribution and networks.*

# This Year We Will



## Systems & Resources

- *Secure and maintain sustainable statutory funding sources to ensure services are sustainable.*
- *Ensure effective allocation of resources to enable services to be delivered in a sustainable way, making best use of statutory funding.*
- *Actively pursue and present cost savings and efficiency opportunities for our NHS and Local Authority partners, delivering value either through direct financial savings or through operational efficiencies.*
- *Enhance and integrate existing systems to improve efficiency, coordination, and effectiveness across services, ensuring better outcomes for the people we support and strengthening the overall performance, evidencing quality.*