



Annual Plan

2020/21

Looking Back

The 2019/20 year, also
ISL's 3rd birthday

Our Values

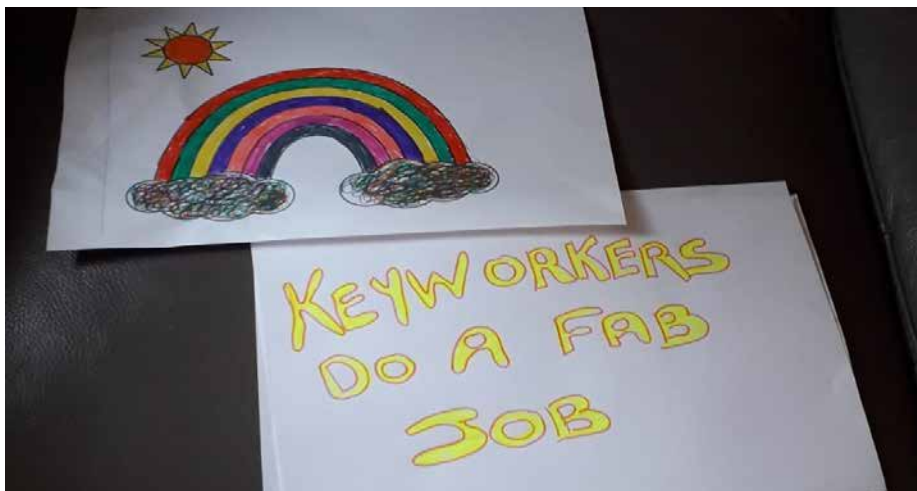
How we demonstrate
our values in everything
we do

Our Plan This Year

What we are planning
in the coming year

Thank you to all our contributors for your artwork & images, we couldn't do this without you

Looking Back



2019/2020 has been a great year for ISL, we celebrated our 3rd birthday and would like to thank everyone who has supported us on this journey.

This year we opened 2 new services and worked with partners to secure sites for 3 further services with commissioner support. These are due to open in 2020/21 supporting a further 30 people who have mental health issues, physical disabilities, learning disabilities and other complex needs.

In addition, we have commissioner support to deliver in 3 further areas once sites are secured. We were on schedule to meet our objective of opening service number 7 this year, however COVID 19 has impacted on this development objective. We have had to adapt our plans and ambitions in response to this. Our response has been to review the mobilisation strategy on these projects with commissioners and development partners, ensuring they are kept live and progressing whatever items we can remotely until restrictions begin to lift.

We received our first unannounced inspection from the Care Quality Commission (CQC) in February 2020. We were proud to receive a 'Good' rating, also achieving a 'Good' in all 5 key lines of enquiry. The entire inspection report was positive with some real person centred feedback.

“

The service applied the principles and values of the Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence’

”

It is not only our teams that have been achieving great things, but also the people we support.

We have seen people enter new phases of their lives, attending college courses, gaining employment, making new relationships, going to universities and also moving on to more independent living.

2020 also posed one of the biggest challenges ISL and the wider health and social care sector has faced in modern times. The COVID 19 pandemic saw our clients, carers and staff come together in a show of support, commitment, compassion and dedication.

We are immensely proud of every one of our staff members who stepped up to ensure essential services continued. We are equally inspired by how the people we support have come together and supported each other through these difficult challenges.

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

It is with this passion and drive that we enter the next phase of the ISL journey, continuing to grow, achieve great outcomes and develop a staff team with the skills and abilities to truly achieve great things.

With this mindset, the right tools and a values driven approach, we strive to truly bring opportunities to life.

What we plan to achieve this year



Delivering a quality service

We will achieve a 'Good' CQC (Care Quality Commission) rating for all of our registered services. Aiming for 'Outstanding' where 'Good' has already been achieved.

Where our services are not regulated by CQC we will achieve a 'Good' internal quality rating.



All our services will maximise Assistive Technology solutions. We will involve the people who use our services in measuring how good we are and strive for continuous improvement.

Achieve a good or green internal or LA quality rating for non-regulated services.





Ensuring a healthy and sustainable organisation

We will gauge where we are on our journey to build an organisation that is different, strong and in a position to help our clients, carers and staff.

We will open 7 new services with 3 additional new services signed off.

We will deliver new services with 2 new development partners.

We will offer outreach services where we have local staff hubs and resources.

Provide opening events for each new service, involving a range of relevant sector partners and clients/carers.

We will meet all statutory and regulatory reporting and filing requirements

We will grow and develop our finance team to enable us to respond to increased financial management requirements.

Attracting and developing the best people

Develop, Implement and review findings of organisational wide staff survey, then complete an action plan that responds to the findings of survey.

We will Source, agree and implement a management development programme/training initiative, for current managers and aspiring managers/leaders.

We will embed a Relationship Matrix, marketing and communications plans in all services so each staff member is supported to achieve key partnerships

We will reward our colleagues when they have excelled and give them full opportunity to evidence this.

Developing our services by involving our partners, professionals, those we support and those around them

We will embed, monitor and implement all elements of the Engagement and Involvement strategy across services, this will mean –

- Clients and carers will be involved in recruiting our teams
- The people who use our services will be involved in reviewing how good services are
- We will run carers groups to enable support and input into service improvements
- Each service must demonstrate involvement through regular client meetings. Minutes of these to be sent to Board quarterly for review and discussion. Recommendations will then be cascaded down

Sharing news and information with others, and contributing in new areas



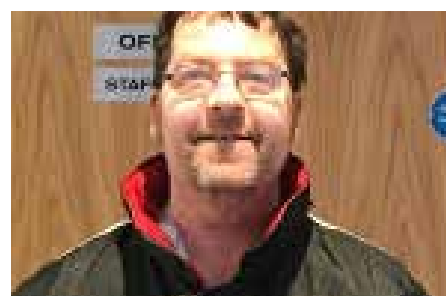
We will strengthen our Social Media and Website Profiles and activity to give all our stakeholders the latest news, achievements and promote ISL consistently and regularly.

We will secure entry onto 7 Local Authority frameworks

We will develop a quarterly ISL newsletter for circulation to all key partners/website social media to share more of what we do.

We will bid for 1 new service tender during the year when a suitable opportunity is published

It is important that our organisation embeds a culture in which our behaviours reflect our values



We will:

- Maintain professional boundaries at all times and lead by example
- Demonstrate accountability and the ability to learn and develop when things need doing differently
- Be open and approachable to staff at all levels
- Demonstrate integrity and confidence in decision making.
- Recognise individual strengths and provide opportunities for learning and growth within teams
- Build further relationships with people who invest in quality social housing and others who invest to improve social outcomes for vulnerable people
- Work closely with site contactors and timetables to maintain clear view of progression of building works, and support to resolve challenges wherever we can
- Take responsibility for driving momentum within partnership projects, seeking creative ways of doing so to maximise outcomes
- Increasing use of video call applications to support relationship management with partners, interim project reviews etc
- Ensure appropriate planning throughout year to achieve our ambitions
- Be brave and bold to enable us to make a difference
- A member of the board member will visit every service quarterly to hold open discussions with Staff, Clients and Carers