



Annual Plan

2021 / 22

Looking Back

What we have done during 2020 /21 year

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 and partners this year, we couldn't do this without you

Looking Back on 2020/21



'He is so happy and settled, its so good to see. I don't have that worry anymore because I know how well he's been supported which is a huge thing. I've got a lot to thank the team for'

2020 was undoubtedly one of the toughest years the sector and the country has faced in recent history, with the impacts of COVID 19 reaching into so many areas of life.

Our staff, the people we support and families faced this together with determination, compassion and courage. We would like to thank everyone for all they have done to support each other through these ongoing challenges

We were delighted to hold our first ISL staff awards to recognise the fantastic contribution of individuals and teams across different awards categories. We had planned a large celebration event, but as with many other things the awards had to be celebrated from a distance.

We formed a partnership with Revitalise who are a national charity providing much needed respite breaks for people with disabilities and carers. ISL are working with Revitalise to raise funds, raise awareness and ensure that as many people as possible have access to vital respite services.

As with so many other things some of the planned fundraising events had to be postponed but we have still managed to raise £7K for Revitalise thanks to the generosity of partners who sponsored the awards.

'I need 1-1 support at all times and I have a rota'd team of 6 lovely people to support me every day. The rest of the staff in the building, Manager, Seniors and Staff are equally good to me and go out of their way to ensure I have everything in place to keep me happy and smiling'

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





Our Achievements



We supported more people into paid employment, volunteering and vocational training.

Enabled more people to move from our services into independent accommodation with an outreach package from ISL, with others commencing courses at university living independently in student halls

Launched a new outreach service in the Wirral providing support to people living in their own accommodation across the borough.

Opened 4 new services supporting a further 46 clients, operating in 3 new LA areas and creating local employment for over 50 people

Achieved accreditation on 7 new LA frameworks in preparation for new service development in 2021/22

Successfully implemented our People HR system for all staff, reflecting ISL's commitment to using latest technology

We Commenced our Management Development Programme

Partnering with a training academy to offer nationally recognised level 4 & 5 management qualifications for current managers and other colleagues who have ambitions in management.

Partnered with an apprenticeship provider to offer level 3 qualifications for those who are looking to enhance their skills within their current role.

Implemented a training grant incentive for staff to broaden their skills set where this benefits the service,

Embedded a relationship matrix across the organisation involving all teams in delivering on our commitment to partnership working and enhancing our professional network

Launched our internal newsletter to enhance communications with our teams and celebrate the great outcomes being achieved across the services

We implemented an electronic care compliance module as part of quality monitoring, evidencing improvements against targets

Piloted and implemented assistive technology solutions with the people we support, enabling increased independence and safe reductions in night support

Ensured client and carer involvement through surveys and interviews as part of the audit process linked to our new electronic Care Compliance platform

We have worked closely with families and carers throughout the year to support people to adjust to changes facing everyone. COVID has meant we have had to postpone face to face carers groups within services

We introduced an interest free finance support package for all colleagues that are struggling as a result of the pandemic

We have supported our teams through being as flexible and responsive as we can to challenges that people have faced this year.

'Thank you to all our staff and wider partners this year who have worked with us to ensure that people continue to receive essential services'

Looking forward - plans for 2021/22

ISL's targets for developing new services this year reflect our ambitions to extend reach and impact, creating opportunities for people with varied needs to live independently. However, the challenges of navigating the pandemic are still real and present, with the long-term impacts not yet clear creating considerable uncertainty for both individuals, businesses and the wider economy. In social care for example, we may see funding reductions, rising costs, changes to service models as well as impacts of further COVID spikes and variants.

We are never prepared to compromise on quality, our values or put service delivery at risk. Therefore, in facing such uncertainty we have taken a strategic decision to apply a little more caution to our growth ambitions than would otherwise have been the case. This balancing good forward momentum, but at the same time ensuring we are not overreaching by opening too many services in the next 12-months, for them to then change significantly due to Local Authority responses to the pandemic and their increased costs. We believe this to be in the best interests of the people we support, our staff and the organisation as a whole.

Looking forward to 2021/22

2021/22 will undoubtedly be another challenging year.

We remain bold in our ambitions and optimistic that with our teams and wider partners we will create new opportunities and initiatives that make a positive difference.

This will partly be through continuous improvement programmes, investing in our teams and delivering on our pipeline of services next year.



Quality as a First Priority

We will also be focusing our efforts on contributing more widely to sector debates, lobbying for change and making positive impacts through constructive challenge.

Where we have achieved a Good CQC quality rating we will plan to deliver 'Outstanding'

We will invest in our online Care Compliance tool to audit and monitor quality in all current and new services

We will expand the remit of our quality and compliance team to encompass regular colleagues, client and carer feedback through our quarterly audit process

We will involve the people who use our services in measuring how good they are by involving them in our quarterly audit process.

We will share our experiences of monitoring quality through continuous improvement with staff teams and professionals, learning when things could have been done differently and showcasing our successes through newsletters and survey feedback

To embed quality as the first priority we will include an objective for all colleagues in 1-1's and APR's

'The staff are great and help only when I need it'

***'One ISL'.....
our strategy will be
rolled out***

Investing in peoples' needs and futures

We will enrol the second cohort on our management development programme, preparing the next generation of ISL leaders from within our ranks

We will embed our continuous professional development policy; supporting staff to grow within their current roles and excel in what they do best

'The staff are amazing and friendly and without them I don't know what I would do but I do feel safe and sound here'

We will continue to invest in the way we communicate with our staff through our e HR system, providing a platform for organisational wide communication and information sharing

We will recruit from within and grow our own managers by guaranteeing internal applicants an interview

We will recognise the achievements of individuals and teams through the ISL awards 2021, now an annual event

We will offer dedicated healthy lifestyle options and training guides to our clients and staff, to combat lockdown/isolation risks both now and for the future



Ensuring a sustainable future

We will open 5 services with 8 new services agreed with legal agreements signed off.

We will deliver new services with 2 new development partners

We will deliver new services with 3 new Registered Providers

We will deliver further outreach services where we have local accommodation based services and staff hubs

We will only develop new services in the areas where they are needed most and where they make sense for us geographically

We will navigate and be innovative to combat the many challenges that are expected

'The Team are consistent and have my son's welfare at the heart of every interaction'

Building our Digital Presence in 2021



We will build our digital presence to communicate more widely with sector partners, contribute to debate and challenge the status quo where we see a need for change

We will build healthy reserves to allow us to be bold and innovative and re invest in our services and people

We will ensure our back office support is proportional to the growing needs of the business

We will grow our communications networks to ensure colleagues, clients and partners are fully informed

'The scheme is running very well and the tenants seem so happy. It was an absolute pleasure to meet with many of them and hear how happy they are with their homes, and also yourselves and the care and support your staff and yourself provide'

Growing our Reach and Influence

We will build our digital presence to communicate more widely with sector partners, contribute to debate and challenge the status quo where we see a need for change

Gain entry onto 5 new frameworks to support delivery of service in new areas

We will undertake 25 new fundraising initiatives to support our charity partner Revitalise

Collaborate with sector partners to lobby for change and improvements in the sector

We will raise a further £18k for our charity partner Revitalise

We will raise our online presence, lead by example, champion and challenge where appropriate to ensure ISL are having the right conversations that support our sector

Joining and influencing local and national networks and forums, ensuring ISL are actively contributing to local and national debates.



We will design and pilot a new development model that delivers for all parties and is forward thinking

