



Annual Plan

2022/23

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 2021/22



'Staff help me to be part of my community. I am always involved in decisions about my life and support'

2021/22 was another incredibly challenging year for the sector and country with the impacts of the pandemic being profound for so many people and communities.

The efforts of our teams, clients, families and wider partners has been greatly appreciated this year and we wish to thank everyone for continued support in navigating so many complexities and challenges.

The contributions from teams were reflected in ISL being national finalists for Laing Buisson award in the outstanding response to COVID category. We have welcomed several new teams into ISL this year, including in supported living and outreach services as well as delivering several innovative new models to support the NHS

COVID has meant delays to some of our pipeline projects including in planning or changes to planned sale/lease arrangements.

We were delighted this year to bring people together in many different ways, after being apart for extended periods of time.

One of the highlights was the ISL awards where colleagues and some of our wider partners all celebrated together, recognising many achievements of individuals and teams and raising money for our charity partner Revitalise.

Other highlights include launching One ISL, fundraising events, health and wellbeing programmes and creating employment for clients through Check Mates as well as welcoming staff representatives onto ISL board.

'Big achievements for me this year have been to complete a charity fundraising mountain challenge and also to have been accepted onto a course to start my level 3 Nursing. The staff at ISL have been a great support in helping me achieve these things, and now I am looking forward to progressing my own career to support others'

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





We launched One ISL Better Together to build a culture of collaboration with staff and clients in bringing opportunities to life. This has so far included, staff representation at board, Check Mates, mentor to management programme, job secondment opportunities.

We recruited locally from within by guaranteeing internal applicants an interview. This led to existing staff members progressing into more senior roles within ISL

We have enrolled a further cohort on our management development programme and launched ISL Mentor to Management programme to prepare the next generation of leaders from within our ranks and wider carer progression for our teams

We celebrated our 2021 awards with an event at Mottram Hall. The event was a fantastic opportunity to recognise the achievements of teams and individuals, raise money for our charity partner Revitalise with each award generously sponsored by some of our external partners who also joined us to celebrate on the night.

We launched dedicated health lifestyle options and training guides to clients and staff led by Coach Sean our Health and Wellbeing Advisor. This has included supporting individual fitness and wellbeing programmes, fundraising challenges and monthly blogs with practical tips and guidance on fitness and wellbeing and achieving personal goals.

We opened 3 new supported living services with 4 new services agreed with legal agreements signed off. This included delivering/entering legal agreement to deliver services with 2 new Registered Providers and 2 new development partners.

We have opened a new accommodation based Crisis service in partnership with the NHS, this is a new model for ISL and the area creating hospital avoidance pathways to deliver support close to home for people experiencing mental health crisis. In doing so this has created an annual ongoing saving of over £200k a year for the NHS through relieving pressure on hospital beds.

We have agreed 2 new community based crisis support models with NHS teams to enhance mental health care pathways, this includes a crisis café and support for people in hospital settings. Reablement Hotel & Hospital Discharge

We launched a Carer Respite service delivering much needed respite opportunities to allow carers to take a break from daily caring responsibilities. We have substantially grown our outreach provision in all of our hub areas, with over 1000 hours being delivered and further pipeline hours agreed

We have launched Check Mates, where some clients became colleagues. The Check Mates are clients who support us in measuring our quality. Each person involved receives training, support and full pay for hours worked. This supports ISL to continuously improve quality and provides paid employment to people who may have faced barriers to entering work previously. We raised £9,155 for our charity partner Revitalise, through a mixture of company wide and local events.

We launched the Reablement Hotel in partnership with the NHS where we provide short term reablement support in a dedicated hotel setting for people leaving hospital and preparing to return home.

In addition to this we created a new hospital discharge coordination service with our NHS partners. In this model ISL provides coordinators to support discharges from acute beds in cases where individuals are medically fit but are unable to be discharged as a result of delays in their onward pathway.

These services have expanded the scope and reach of ISL's offer reflecting our commitment to doing this differently working responsively across health and social care systems to deliver quality outcomes and support partners wherever we can.

Looking forward - plans for 2021/22

Our objectives for 2022 reflect our commitment to delivering innovation and quality at a time when these have never been more important. With the pandemic still very much with us, there is a need more than ever to be responsive, innovative and effective working across health and social care systems to create quality outcomes.

We will offer new service models, build on and extend models that have proved successful this year and work collaboratively with commissioning partners across health and social care to find new ways of working across the system improving access to services for people who need them most, contributing to reducing pressures on NHS and other statutory services wherever we can.

Bringing new opportunities to life with our teams and clients is a big focus this year, building on the launch of Check Mates committing to more clients becoming paid colleagues as well as client and carer representation on our board. Health and Wellbeing is something that none of us can take for granted and is important to everyone which is why we are extending the reach of our health and wellbeing programme this year, supporting more clients and teams within ISL but also others including our charity partner Revitalise and the people they support.

We look forward to working with you all in 2022/23

Our Commitment to Quality

We will improve and enhance our quality ratings, internal and where applicable external.

- ✚ Where we hold a good rating with CQC, we will improve on this to 'Outstanding'
- ✚ Where we have a service awaiting its first inspection by CQC we will achieve a minimum of 'Good'
- ✚ We will achieve outstanding in internal audits, and ensure that 100% of these audits are supported by a Check Mate



The People We Support and their Carers

Checkmates

- ✚ We will strengthen the Check Mates programme by supporting 10 clients to be fully trained and fully paid working with us to continuously improve and drive up quality and measured by those who know what true quality is and means.

Supported employment

- ✚ We will support at least 20% of clients into supported employment, volunteering or vocational training

Board representation

- ✚ We will enhance client and carer voice and opportunities to influence by having client and carer representation on ISL board and also strategic planning events.

Extending Reach and Impact

Outreach

We will support more people locally in our hub areas by delivering an additional 1000 hours of outreach in the community.

Accommodation Based Crisis Services

We will expand our accommodation based crisis offer to include:

- We will open 1 new crisis service
- We will secure 1 further service to be signed off in legal agreements

Working with NHS partners

- We will create new partnerships with NHS partners to agree 2 new service offers in addition to the accommodation based crisis offer

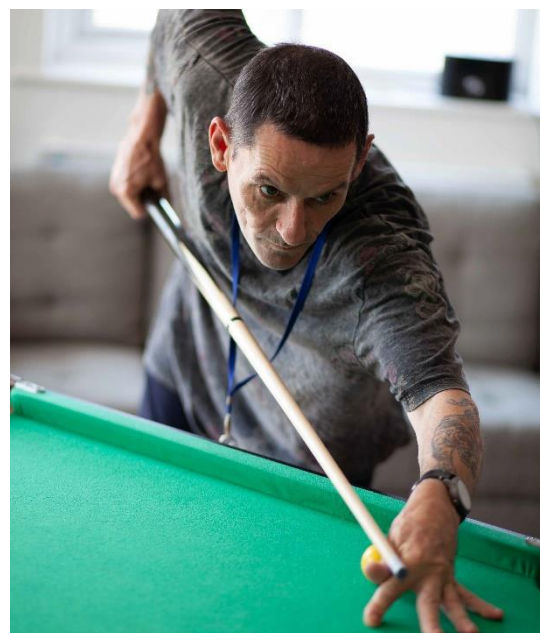
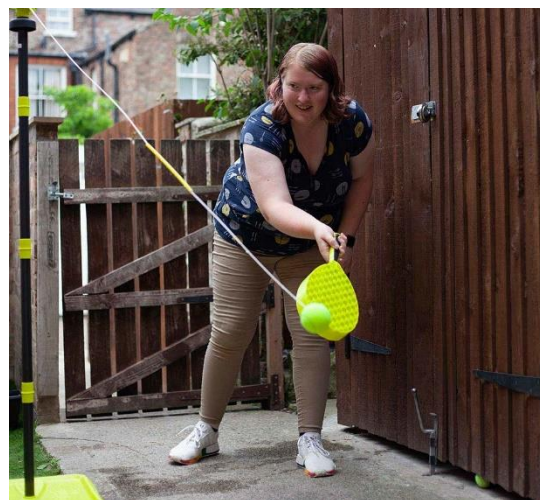
Supported living

- We will open 5 new supported living services
- We will have 8 supported living services signed off under legal contract.
- We will pilot 1 new innovative accommodation offer

Ground breaking initiatives

We will open or have formal agreements in place for 2 new ground breaking services this may include a combination of the following or another new initiative:

- Community Respite /Carers Respite
- Day Opportunities
- Crisis café



Building our Networks

We will create new relationships across the sector to ensure we are able to work across the health and social care system to deliver innovative solutions.

We will create opportunities to lobby for change where we see it is required and participate in public debates and conversations to achieve this.

We will strengthen our multi media digital presence to share more widely what we do, success stories and promote opportunities to join our team through a scheduled monthly programme of digital output.

Strong Teams



We will redesign & advertise benefits/incentives package to enhance our ability to recruit and retain a sustainable and skilled workforce.

We will review and redesign our recruitment process to ensure we are reaching as many communities as possible, and giving people the best opportunities to demonstrate skill and experience.

We will implement a centralised bank coordinator so we are as effective as possible in creating and deploying our bank teams, responding as effectively as possible to any staffing pressure points across the organisation.

We will offer a redesigned management development programme providing individual coaching and mentoring.

Where there are new roles or vacancies we will support progression of internal candidates by achieving a rate of 70% internal progression for all posts

A Sustainable Future



We will maintain healthy reserves to ensure that all of our services remain sustainable and only agree to deliver new services that are likely to be financially sustainable and give us an ability to invest in and deliver on our commitments in our annual plan 2022/23.

We will work closely with several housing partners, who share our vision and values, we will create opportunities for growth and development.

We will always offer best value for money and invest our available resources to create best value for clients, commissioners, teams and wider partners. We will invest in added value wherever we can.