

The magazine for supporters
of Community Integrated Care

You FIRST

Community
Integrated
Care[®]



**THANK
YOU MARK!**

We say a fond farewell
to our CEO

RAISING THE BAR

Our mission
to deliver the
Best Lives Possible

WE INCLUDE • WE DELIVER • WE ASPIRE • WE RESPECT • WE ENABLE

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Community Integrated Care was saddened to learn of the death of Her Majesty Queen Elizabeth II.

Our thoughts are with the Royal Family at this time, and with our new King, Charles III.



1926 - 2022

May she rest in peace.

OUR IT SUPPORT PORTAL IS LIVE!

If you've got a query, need extra support or have an idea for something new, tell us on the Portal!

It's really easy to log your enquiry – simply fill in the short form and you're done! You can keep track of your query at any time from the Portal too.

[Click here](#) or scan the QR code to visit the Portal!



Hello everyone,

I hope you've all had a great summer.

Welcome to another fantastic edition of You First magazine – a bittersweet one for me, as it's my last one as Chief Executive. My sincerest thanks to everyone who has been in touch since my departure was announced – it is really appreciated.

In my five years as CEO of this special charity, there has truly never been a dull moment. There's been lots to do, decisions to be made and actions to be taken – some exciting and positive, some more challenging and difficult. These are the things you expect as part of the role of CEO.

There are some things that I especially look forward to though – the ones that

make me feel close to the people that make this place so unique.

Being part of You First is one of the things I've loved most. Seeing the successes of our colleagues, the people we support and our thriving partnerships brought to life with such vibrancy and creativity has been one of my greatest pleasures. Thank you to everyone who has made it such a joy.

I'm very much looking forward to cheering you all on from a distance – I know you'll all continue to thrive. Take care of yourselves and each other.

Mark Adams,
Chief Executive

Living my BEST LIFE POSSIBLE

What makes a person's life the best one possible? It's in the things they love! Meet Andrew, a person we support from Bishops Road in the South, who adores his beloved football team, Manchester United.

My name is Andrew Paul and I support Manchester United!

"I watch all their games and I enjoy all the matches. The United players need to be on their best behaviour and continue to respect the Team Management so we can play well next season. I hope we don't get into any trouble, and we have a winning streak that continues!"

If, like Andrew, you or a person you support would like to share some words about what they love, let us know by emailing: youfirst@c-i-c.co.uk.



BEST LIVES POSSIBLE

A FANTASTIC FIVE YEARS

Later this month, we say the fondest of farewells to our **Chief Executive Officer, Mark Adams**. Mark leaves a lasting legacy, both here at Community Integrated Care and throughout the social care sector.

Let's take a look back at some of the highlights of Mark's time with us...

2017

September 2017 – Mark joins Community Integrated Care after a decade working in Dubai's healthcare sector

2018

March 2018 – Mark leads the way in our charity's 30th birthday celebrations, including an exhibition and dinner celebrating 'Institution to Inclusion: 30 Years of Social Care'

August 2018 – Under Mark's leadership, our charity merges with Age Exchange - a London-based arts reminiscence charity for people living with dementia

May 2018 – Mark launches our We Dare Strategy through a series of roadshows. We Dare soon becomes the blueprint for all our work and how we demonstrate our values



2019

April 2019 – Mark hosts the We Dare Awards, a celebration of the people and projects that make Community Integrated Care so successful

October 2019 – We collect the Charity Times 'Charity of the Year' Award, thanks to Mark's leadership and our 'disruption of the status quo' in the sector.



2020

March 2020 – The Covid-19 pandemic arrives and changes the social care landscape. Mark's decisive and compassionate leadership sees us take early and direct action that saves lives throughout our charity. Mark became a spokesperson on behalf of the entire social care sector, representing all care workers in the face of changing rules, insufficient supplies and many other challenges

Spring 2020 – In the following months, Mark appears across a whole host of media outlets, including BBC Breakfast, The Guardian and Good Morning Britain. His appearances reach millions of viewers and readers, giving true insight into social care throughout the pandemic



June 2021 – We take our first steps into the capital, following our merger with Life Opportunities Trust in London and Hertfordshire. 2021 also saw us join forces with Access Community Support, a specialist provider in the North West.

October 2021 – Mark launches Best Lives Possible, our blueprint for the coming years

2021

July 2021 – Mark leads the way as we launch our 'Unfair to Care' campaign, our ground-breaking report outlining the unjust deal that social care workers receive compared to other publicly-funded roles. Unfair to Care receives support from sector bodies, politicians and other influencers, reaching over 50 million people





Our Best Day Possible, featuring Strictly's Vincent Simone

Back in March our people came together to celebrate our 34th birthday through our Best Day Possible campaign.

This culminated in a day-long festival of online fun activities including, cocktail making, a make-up masterclass and even a dance experience hosted by Strictly's Vincent Simone.



CONNECT WITH US ON SOCIAL MEDIA...



Follow us on Instagram:
@communityintegratedcare



Follow us on Twitter:
@ComIntCare



Like us on Facebook:
@communityintegratedcare



Connect with us on LinkedIn:
Community Integrated Care



MP Visits in Scotland

Colleonard Court and Sasta House in Scotland welcomed MP for Banff and Buchan, David Duguid!

Touring around the services and stopping for a chat, David heard about all the great work being carried out and had a lovely time getting to know Doreen and Brian who are supported there too.

Thanks for visiting us, David!

SO social!

We love sharing your adventures across our #social channels and telling the world about the fantastic things our colleagues and the people we support have been getting up to...

Age Exchange Exhibition

Artwork created by people supported at Age Exchange has been displayed at London's National Maritime Museum!

Based on a project called 'All Aboard', artworks are inspired by artists' life experiences of travel, including emigrating, family holidays, or even journeys of the imagination.

Move Over, Picasso

Having recently discovered his talent, Nathan Clapham at Springwood in Warrington is now a featured artist!

After Nathan's team supported him to join a local art group, his painting was selected from over 2,000 submissions to feature in HOME's prestigious Manchester Open Exhibition.

Depicting an iconic scene of Manchester's Deansgate, the beautiful piece got lots of attention, even from Nathan's local newspaper!

SEE SOMETHING? SPEAK OUT

At **Community Integrated Care**, we're privileged to support thousands of people to live the best lives possible. So, it's important we hold ourselves to the **highest standards** when it comes to the **support we provide**.



Sometimes though, as in any aspect of our lives, mistakes happen, and we can fall short of the standards we expect of ourselves. It's vital we learn from these experiences to continually improve.

We all have a part to play in making this happen. **Speak Out** is Community Integrated Care's way for you to report serious concerns about anything you may have seen, heard or experienced at work. This could be something that makes you feel uncomfortable or puts someone at risk.



"As a Board, we want to champion an honest and open culture where people feel able to share concerns. We don't want anyone to ever regret not sharing something with us.

"We know it's not always obvious or clear cut when something doesn't feel right – that's why we've got an impartial and independent process in place to investigate every single concern raised.

Ultimately, the effective and encouraged use of Speak Out will result in a higher quality of care throughout our charity. So please, don't ever feel like you can't come forward. You never know the difference you might make."

"We're a learning organisation and we don't get it spot on every single time. But when things do go wrong, we want to have the opportunity to learn and grow as a result. Ultimately, we can't learn if we don't know.

"We appreciate colleagues may feel nervous about raising concerns – like you're 'telling tales' or being a burden. Nothing could be further from the truth. Not only is reporting concerns courageous, but it can also make a big difference by preventing further consequences down the line.

Senior Trustee, **Amanda De Ryk**, shares her insights from our Board of Trustees on the **importance of reporting concerns**:

IF YOU BECOME AWARE OF SOMETHING THAT CONCERNS YOU, CONTACT SPEAK OUT CONFIDENTIALLY. YOU CAN:

Email – speakout@c-i-c.co.uk

Call – 0151 422 5399

Text – 07568 130475

Message us – using Open Door via Hive

WHAT TO DO?

Everyone should get the chance to discover **new skills**, have fun and **connect with others**... This is why we've teamed up with world-class partners to create an exciting, **accessible** world-first platform called **What To Do**.

Each online interactive activity is specifically designed for people with a range of disabilities, making every session fun and inclusive. From exercise classes to legendary discos, and even special experiences with celebrities and sporting stars, there's truly something for everyone to enjoy and get involved with!

We've seen What To Do transform the lives of the people we support, and you can, too!

INTERGENERATIONAL FRIENDSHIPS!

Robert and Steven, who live at opposite ends of the country, developed a friendship by attending the same What To Do sessions to enjoy doing what they love... cooking!

FREE for people we support and colleagues!



Robert, who lives in Aberdeen, has made fabulous friendships thanks to What To Do!



The team at Highfield Road in Liverpool love to get involved in What To Do Activities!

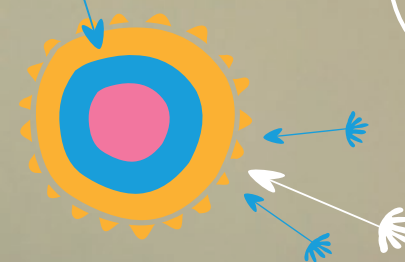
Stay tuned for lots more to come from **What To Do**, including an **exciting new look** and a bigger and better range of activities!

Visit www.What-To-Do.co.uk now!

KEVIN'S FEELING MORE BODY CONFIDENT!

Kevin was body conscious and found the thought of public gyms unnerving, so he decided to join **What To Do** to get fit! Kevin loves our weekly exercise classes, where he can get fit and healthy from the comfort of his own home.

Kevin, a person we support in the North West, has been getting fit with What To Do!



BREAKING NEWS

New and exciting brand and schedule coming soon!

FEELING THE SQUEEZE

With **utility bills soaring** and the price of food and fuel rising at the fastest rate for 30 years, we've all had to become **more money-conscious** lately.

We've proudly teamed up with **financial journalist and money expert, Andy Webb**, who has supported our colleagues with advice on making their **money go further...**



Know Your Money

"Money worries are not something we should hide from, though many people get anxious when dealing with any kind of admin," says Andy. "Avoiding money problems can feed anxiety, and that can impact on relationships, work and family. Tackling your finances in a proactive way has never been more important."

Andy updates his website www.becleverwithyourcash.com with brilliant money saving ideas all the time. Why not subscribe to his newsletter?

Can You Make It Cheaper?

"Obviously you can't live without key household utilities like gas, electricity and water. Mobile phones and broadband are pretty much essential too, but look at bills such as pay TV and other subscriptions. Question whether you can go without, reduce how much you use or get the same for cheaper from another provider."

Don't Dodge Debt

"If you're in debt, don't be scared to address it. There are lots of groups that can help you tackle your situation and explain your options without judgement. Free and impartial advice is available from organisations such as Citizen's Advice, StepChange or National Debtline."

"Be careful when searching for debt advice online – the top results are often organisations looking for a fee."

TAKING CHARGE

Accessible and Easy Ways to Cut Your Energy Bills!



Taking Charge is our campaign to help the people we support and our colleagues through the energy crisis. With hundreds of pounds to be saved on average, we can help you beat the bills!

Take Charge with us!

Visit www.TakingChargeEnergy.co.uk for your free toolkit of interactive resources, including

- A **workshop** packed with the best household hacks
- Oliver's expert **energy-saving tips** videos
- **Fun activities** to support learning -from conversation-starters, to colouring-in and quizzes
- **Easy-read guide** to share with the people you support.

WIN! £250 Currys' Voucher for your service!

Tell us how you're helping the people we support take charge of their energy bills!

Fill in the simple form at www.TakingChargeEnergy.co.uk and you could win a £250 Currys voucher, or a range of fantastic runners-up prizes for your service.

Terms & Conditions apply.



www.TakingChargeEnergy.co.uk

SUPPORT

Our Wellbeing Fund

While we hope that colleagues never find themselves in financial difficulty, we understand that situations do occur and often can't be avoided. That's where our Wellbeing Fund comes in. We spoke to two of our colleagues (who asked to remain anonymous) who've recently been helped by the fund...

“When our boiler broke, we were left with no heating or hot water. The small print of our policy meant no pay out because the boiler was too old. Our family finances had been hit because my husband worked in hospitality prior to the pandemic. While he found a new job, it impacted our income significantly. We had to consolidate our debts, which was the right thing to do, but that means no new loans.”

“I was desperate, but I really didn't think we'd qualify for the Wellbeing Fund. The team have been brilliant – they kept me informed and, within a week, the money for a new boiler had arrived. It was a huge relief.”

Another colleague's need was sparked by a break-in that left her feeling unsafe in her own home...

“I had become alert to every noise in the garden and I was really anxious. I knew I'd feel a lot safer with a CCTV system but I'm on a single income, I didn't have spare cash and it's not something you can buy from a catalogue in instalments.”

While sharing her anxiety with colleagues, an application to the Wellbeing Fund was suggested. “It didn't even cross my mind. However, it's been vital to putting the incident behind me instead of being anxious and distracted. It has honestly changed my life.”

Are you at risk of financial hardship? Speak to your local People Team to see if the Wellbeing Fund can help you.

WHEN YOU NEED IT

Everymind at Work

Stress and anxiety have a habit of creeping up on us. Our partners at Everymind at Work can help us all by providing tailored support for however we're feeling - helping us to spot the signs.

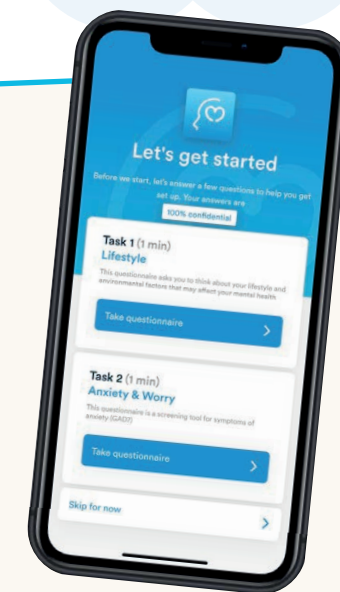
By using Everymind at Work's fantastic mobile app and completing a short questionnaire about how you're feeling, you can get practical advice and guidance that's personalised to you.

But don't just take our word for it! We spoke to Senior Quality Business Partner, Traci Collins, about her experience:

“I've lived with struggles regarding my mental health for around 30 years. Over that time, I've become really good at hiding how I feel so that people never really knew. Despite being in dark places sometimes, I've managed to avoid this influencing my work.”

“All this has changed recently, so I feel like I'm getting the support I need, and I finally understand that it's OK to not always feel at your best. One part of this is Everymind at Work - the app is such a fantastic tool that helps you check in with yourself regularly. It supports me to prioritise my mental wellbeing by helping me create time to focus on myself and on what might be affecting my mental health. It gives me so many different options for support depending on how I'm feeling.”

“For so long, I needed something like Everymind at Work... I just didn't know I needed it!”



To download the Everymind at Work app, go to

www.everymindatwork.com and enter the password: **wedare**

Capable of Greatness

When you have an ambitious strategy that aims for us to be the best, you need the best people to deliver it. And how do we make this possible? With an industry-leading approach to learning. Whilst there have been significant changes to our learning over recent years, this is the strategy we've been waiting for! Our Head of Capability Development, Deb Betts, tells us more...

"As a team we are constantly challenging ourselves to explore if we can do more. Our strategy gave us the brilliant opportunity to ask ourselves – 'how do we better equip our people to deliver the Best Lives Possible through the learning we offer?' We then set out on a mission to professionalise the role of a Support Worker."

How It All Started

"We were doing a piece of work to understand the learning needs of colleagues supporting people living with an Acquired Brain Injury, and we soon discovered how the support needs vary from person to person."

"Working with this team made it so clear. We had one member supporting someone to access the LGBTQ+ community; another person was trying to understand the legalities of medical cannabis to help manage pain. So, an off-the-shelf training product wasn't going to work. We needed to take a much broader look at the incredible range of skills our people need to do their best work."

"This got us thinking, could this approach work across all our learning and make it possible to have 'person-centred' learning? The answer was 'yes!'"

No 'One Size Fits All'

"From there, we've worked with operational colleagues, Quality Advisors and subject matter experts to define the knowledge, skills and behaviours required to deliver the incredible work a Support Worker does. We are building learning solutions to match the bespoke needs of the role, the service, and importantly, the differing needs of the people we support."

"Sure, there are things that we all need to know regardless of our role, and we cover this too! but we want to ensure the needs of the people we support drive the learning that is available."

"We also cover things you are already familiar with but do them better and

combine them with new expertise that will make life easier for our colleagues and leaders. And of course, lead to better lives for the people we support."

"So whether its Manual Handling, Safeguarding or colleagues learning how to support personal finances – its all designed to meet the varying demands of the role."

"Too often, we've heard people describe the work our people do as 'low-skilled'; this does a disservice to the immense knowledge a frontline Support Worker has. We wanted to take a stand against this by revealing the indisputable reality of what's asked of people in social care."



The Learning & Development Team are on a mission to change the learning culture for our teams to deliver the Best Lives Possible!



"Viewing our learning as something that touches every part of what we do represents a cultural change for us all"

Minds, Hands, Hearts

"We're on a mission to help people understand that learning is not defined by completing a set list of courses and calling it 'job done'."

"We've brought this to life with 'Hands, Minds and Hearts' – which illustrates how learning is about what you need to be able to do, what you need to know and how you should act. This helps people understand our broader approach. Viewing our learning as something that touches every part of what we do represents a cultural change for us all."



HANDS
What do I
need to **do**?



MINDS
What do I
need to **know**?



HEARTS
How do I
need to **act**?

Our Trailblazers

"We know it's quite a jump for our charity, so we're underway with a fantastic Pilot in the Central region over the summer to ensure that what we've created truly fits the world we work in and our day-to-day realities."

"We're also using this time to create an identity for our strategy to help make it real for our people. We want to inspire a sense of excitement about learning and make people proud of what they achieve here. Watch this space!"



SPOTLIGHT ON... Care & Support Planning

King Street now
boasts Emma's
Pink Palace

Jess loves having
Winnie the Pooh on
the walls of her room

Tracy has the Disney-themed
bedroom she's always dreamed of

An Active Voice in Recruitment

Playing an active role in the recruitment process is at the heart of person-centred support and planning. With so much of the process moving online, it's important that if the people we support want to be involved, that we plan to make it possible.

Service Leader **Mary Johnston** pulled out all the stops to make sure **Joe**, who we support at **Muir's Court in West Lothian**, was really involved.

"Joe loves being part of the recruitment process, and it's an important aspect of his support

that he chooses who he works with every day. When everything moved online, Joe became less confident about taking part, so we arranged practice sessions on Zoom until he felt comfortable. We prepared questions together and practised them with a colleague acting as the interviewee! This helped Joe develop his confidence.

"I supported Joe with technology and reassured him throughout each interview. By planning and thinking ahead, we reduced any stress, and the outcome was successful for everyone involved.

"Joe really liked two candidates, and we were able to appoint two part-time roles.

"This is all about his happiness, so it made perfect sense. Coleen and Danna are now much-loved members of Joe's team!"



Joe loves to work alongside his team at Muir's Court to recruit great colleagues!

What's next?

We're bringing great **Care & Support Planning** to YOU! We've **recruited over 20 fantastic colleagues** who will be working closely alongside services to drive excellence. We're also rolling out an immersive training experience for all frontline colleagues... watch this space!

We spoke to **two teams** who have used **quality conversations** to **transform the ambitions** of the people they support...

Welcome to Lion King Street

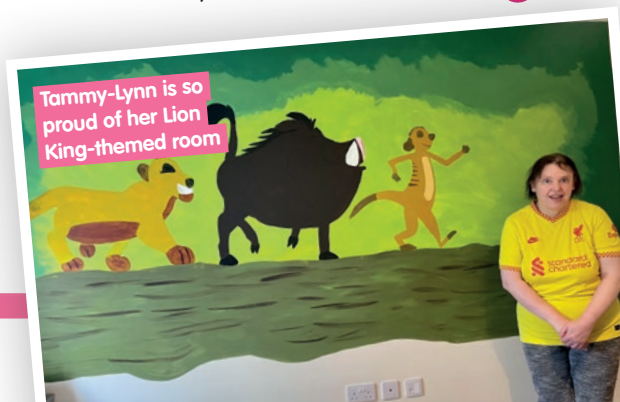
When **Tammy-Lynn** was due to move into **King Street in Wigan**, she was feeling a little daunted. However, as part of the planning process, colleagues encouraged Tammy-Lynn to think about her new home and focus on the positives.

Support Worker **Nicola Marshall** tells us: "Tammy-Lynn was a little overwhelmed about making such a huge transition. We observed that one of the areas that made her smile was decorating her flat.

"We jumped at the chance to get Tammy-Lynn involved and listened to everything she wanted to achieve. We supported her to browse online for the sort of environment she wanted to live in. Tammy-Lynn used her imagination and dreamt up a Lion King-inspired bedroom, complemented by a dolphin-themed bathroom!

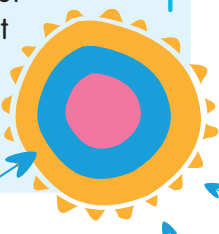
"By ensuring she's involved in all aspects of planning and really listening to her, we've made the world of difference in how she's settled in.

Tammy-Lynn is so proud of her Lion King-themed room



What Makes a Perfect Plan?

A great **Care and Support Plan** captures what is important to a person. Their life story, interests, hopes and dreams – as well as their support needs and preferences. And at the core of all of this is great listening and conversations.





A CAREER IN CARE

It's never been more important to bring great new talent on board at **Community Integrated Care**. But did you know that as well as supporting our charity to deliver the best lives possible **AND** introducing someone to a life-changing role, there's another great reason to tell your friends about a career in care?

Our Recommend a Friend Scheme is bigger and better than ever. For every successful referral you make, you'll receive a £150 voucher as soon as your friend has completed 40 hours of work.

So, how does it work?

All you need to do is complete a simple form at www.ReferToCare.co.uk and we'll do the rest!



From hospitality to care!

We spoke to Colin Dunnachie-Churcher, who joined our charity in the midst of the pandemic in 2020. Having worked in hospitality for years, he found a new path when Covid-19 hit – social care.

"Covid-19 was devastating for hospitality, and it was a really hard time for me personally. I had to rethink what I wanted to do with my career. I'd always fancied working in care but had never been brave enough to make the leap," explains Colin.

"The job centre told me about a two-week course on the basics of social care, which I really enjoyed. Then I saw an opportunity with Community Integrated Care and jumped at the chance."

Colin joined the team at Clarendon Street, Glasgow and it was then that his husband James noted the new spring in his step after his shifts.

"It's a challenging role, but I love it – which was obviously clear to my husband. He had cared for a family member when he was younger, so I thought, 'he'd be perfect for Community Integrated Care too!'"

"I suggested he give it a go and he's now working at Helenvale Street. He loves it just as much as I do and we're both so much happier. We've been able to achieve a better work-life balance than was ever possible in hospitality."

"I've continued to recommend people to Community Integrated Care and it's brilliant to see them thrive. It's fulfilling to know I'm making a difference this way!"

Do you know someone who would be a perfect fit for Community Integrated Care? www.ReferToCare.co.uk

A Place I BELONG

This time last year, our charity launched its first ever **Diversity & Inclusion Plan – A Place I Belong**. This landmark project brings to life our key commitments to ensuring **Community Integrated Care** is an **inclusive** place to work.

Diversity & Inclusion

One of our first commitments was to bring on board our own D&I expert to provide this vital project with the focus, experience and dedication it deserves.



You First is delighted to introduce **Anita Amurun**, our Wellbeing, Diversity & Inclusion Specialist...

Welcome Anita! What attracted you to this role at Community Integrated Care?

I'm deeply passionate about social justice and have always had an ardent interest in diversity, wellbeing, equity and inclusion. My background is in psychology and sociology, so I was intrigued by the charity's dedication to innovation and reform. I was excited about joining the team and weaving inclusivity into the fabric of the organisation. Initiatives such as the Wellbeing Fund also impressed me, so I knew I had to apply.

What are your first impressions of the charity?

I've been overwhelmed by the kindness of my new colleagues and the warm welcome I've received! It's great to see how diversity is already celebrated here. I was especially glad to see the charity's commitment to Colleague-led Inclusion Networks, which will provide an empowering, safe and supportive space. Colleagues can cultivate a community here and raise important issues relating to their identity. From a wellbeing perspective, the charity has so much already established for colleagues and a clear appetite to build on this, which is really exciting.

What are you most looking forward to working on?

The scope of diversity and inclusion, as well as the impact a brilliant diversity and inclusion strategy can have is vast, so it's difficult to pinpoint one thing! However, I'm enthusiastic about working on tailored wellbeing initiatives and propelling diversity throughout the charity.

I'm also excited to work with our wonderful people to implement strategies that go beyond the tick-box exercises and instead focus on building an equitable environment making strides in accommodating difference, as well as prioritising wellbeing for our colleagues.

Is there anything else you're keen to learn from our readers or would like them to get involved in?

Yes, we're about to launch our Colleague Inclusion Networks, and I'd really love it if people could engage with these as much as possible. I'm also keen to hear your suggestions on how you'd like to see wellbeing, equity, diversity and inclusion implemented here. Please get in touch!

If you have a question for Anita, or would like to get involved, email anita.amurun@c-i-c.co.uk



FINALLY...

A quick chat with

JASON WRIGHT

and his Support Worker, **Richard Reid**

Using Positive Behaviour Support, the team at Gipsy Lane in Leicester helped Jason, a person we support, undergo an incredible transformation – improving his wellbeing and independence!

We caught up with Jason and Richard, who told us more...



Jason and Senior Support Worker, Anita Pancholi

YF: Jason, how did you feel a year ago? And how do you feel now?

JW: I experienced a lot of anxiety, especially during the lockdowns. I have Autism Spectrum Disorder, so when I couldn't maintain my routine or do the activities I love, I felt isolated. But this all changed with the help of my Support Workers!

I feel more understood now. I don't often get upset, and when I do, my reactions aren't as strong or long-lasting. I've been doing more of the things I enjoy, like going to the cinema. I'm able to communicate better with my Support Workers – they understand and respect my choices.



Jason enjoys a Magnum



Jason and Richard enjoy the great outdoors!

YF: Richard, how did the team support Jason to make this transformation?

RR: For us, a new and flexible Positive Behaviour Support plan was a game-changer! We were able to identify Jason's warning signs and talk him through how we can help during his distress. The PBS training made it easier to understand Jason, and the functions of his behaviours. We've been able to reduce his anxieties by keeping things consistent.

YF: That's amazing! What are your next plans then?

RR: We're planning a holiday! When we suggested it, Jason was really excited, so we've been working together to choose the retreat we'll enjoy the most. I'm so happy we've been able to support Jason to live a more meaningful life!

" I'm so happy we've been able to support Jason to live a more meaningful life! **"**



Would you like your service to appear in our regular 'And Finally...' feature? Email youfirst@c-i-c.co.uk