



Community Integrated Care's

ANNUAL REVIEW

2022





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“A YEAR TO REMEMBER”

This year, we asked Brian Ganley, a person we support in the North East, to tell us about his favourite moments of 2022.

“Hello, Brian! Tell us a bit more about yourself.

Hi, my name's Brian and I live at West Lodge, one of Community Integrated Care's services in Sunderland. I'm 58 years old and have lived here for five years now - it's brilliant, I love sharing my home with my friends.

Tell us, what are your highlights from 2022?

I'm really excited to open our Annual Review, as I've had a year to remember!

Super League's Magic Weekend in Newcastle was definitely one of my top moments. Before the game, we baked cupcakes and presented them to the players and commentators as gifts – it was fantastic to meet so many famous faces. I also made lots of friends and there was a great atmosphere in the stadium.

Then, the team at West Lodge won **The Putting People First Award** at the **Great North East Care Awards** in the summer, and were even interviewed on BBC Radio Newcastle to tell people about our success – I want to be on TV next! [You can listen to our interview here.](#)



What did you enjoy the most about the Rugby League World Cup?

Being a part of the **Rugby League World Cup Power Squad** was amazing – I had the chance to volunteer at some big games, and even wore an official volunteer uniform! Becoming a volunteer has really helped with my confidence, especially when meeting new people.

[You can watch what we got up to here.](#)

One of my recipes was also published in the **Rugby League World Cookbook**, celebrating the cuisines of nations that took part in the tournament. I love to make my meals from scratch, so I enjoyed learning additional skills in the kitchen for this project – to see my name in the book was a special moment.

Any plans for 2023, Brian?

After our win at the North East Care Awards, everyone from West Lodge will be going to the national finals in Birmingham, in March - keep your fingers crossed for us!



”

Hello and welcome to our 2022 Annual Review



“As I come to the end of my first few months as Chief Executive Officer here at Community Integrated Care, it's with enormous pride that I open this special publication for the first time.

There's no doubt that 2022 was an incredibly significant year for our charity. As the world rebuilt and restored after the Covid-19 pandemic, we did too. After sharing our new strategic vision – **Best Lives Possible** – at the end of 2021, we immediately buckled down, putting our plans and promises into action.

From transforming our services, to leading the way in workforce wellbeing, and developing even more powerful community partnerships, the progression of our five-year plan in just 12 months has been phenomenal.

A personal highlight for me was our **Best Lives Possible Roadshow** in October. It really was an unforgettable moment to stand in front of our charity's 400-strong leadership team, celebrating everything we'd achieved together and looking optimistically to the years ahead. You can **read more about this memorable day on the next page of this Annual Review**.

What I know is, none of what's been accomplished would have been possible without the unrelenting dedication of every colleague, team, service and department, across our organisation. So, I want to say **a truly heartfelt thank you to every person within our charity for your commitment over the past year**. Your efforts in building the best lives possible for the people we support never cease to amaze me and it inspires me to do the job I do.

Watch what delivering the Best Lives Possible looks like.

Click to watch



Leading The Way

Throughout 2022, we continued to deliver against our promise to lead the way in social care, both by **investing in our own workforce and campaigning for a better deal for all care workers**.

In spring, our charity was proud to make a **£3 million investment in improving colleague pay, reward and wellbeing**. We hope this showed our commitment to doing everything we can to value our teams fairly for the outstanding work they do. We also launched the second instalment of our trailblazing **Unfair To Care** report, demonstrating the true skill, complexity and responsibility that comes with the role of a Support Worker in social care.

For decades, our sector has been calling for **greater investment, fairer pay and a clear workforce strategy**, and our research bolstered the case for action. However, despite public promises of improved funding from Government, disappointingly, real change is yet to be seen. As providers, we continue to face the perennial challenges of recruiting and retaining the very best talent, all the while trying to safely manage our finances to ensure the strength and stability of our long-term futures.

Social care is a system that could enable every person with support needs to live a life of choice, independence and dignity. But too often, we witness a narrow narrative and focus from those in power, with policy and debate frequently centred on older people's care.

Whilst we recognise that this, too, is vital, there is so much more we need to do to unlock the potential and provide the required support for people with disabilities of all ages and needs. **We know that change is only possible with collective action**. By uniting and harnessing the power, resource and skill of our sector partners, we are determined to overcome these challenges and deliver for our people and those who need support.



★ Thank You

Finally, I'd like to say a **personal thank you to my predecessor, Mark Adams, who we bid a fond farewell to in September**, after an incredible five years at the helm of our charity. We are all immensely grateful for the remarkable leadership Mark demonstrated every day, and it is under his guidance that we have flourished. I know I speak on behalf of everyone in expressing how much we appreciated his unrelenting passion and fight for our sector, as well as how much he will be missed by all.

I'd like to close by saying a sincerest thanks to our charity's dedicated Board of Trustees and Executive Team, whose support has been invaluable since my appointment as CEO.

As we step further into 2023, I look forward to building on the successes of our past year, alongside our colleagues, the people we support and their loved ones, our communities, commissioners and partners.

I'll be spending a lot of time out and about, meeting as many people in person as possible. Remember, I'm always keen to hear your reflections, ideas or inspiration and I would love you to get in touch.

Jim

Jim Kane

Chief Executive Officer, Community Integrated Care

”

TWO VERY SPECIAL EVENTS



After introducing our Best Lives Possible strategy in 2021, we were excited to make 2022 the year we brought our bold vision to life...

The Best Day Possible

March marked our charity's 34th birthday and we were determined to make it the **Best Day Possible**! Using our award-winning activity platform, www.What-To-Do.co.uk, we hosted our very first online festival – and it was a party like no other!

With an incredible array of accessible and inclusive sessions – including a dance masterclass with **Strictly Come Dancing** legend, **Vincent Simone**, and an exclusive performance by award-winning US theatre star, **Morgan Kirner** – the festival brought joy and new experiences to our colleagues and the people we support across the country.

9

Incredible sessions

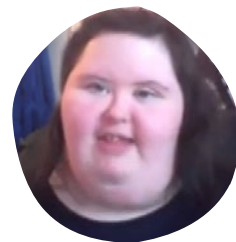
800+

Participants

Meet Louise

A person we support through our community partnerships in the North West...

“The Best Day Possible was amazing. My favourite part was meeting Vincent Simone! I love What To Do because it gives people with learning disabilities opportunities to have fun, try new things, and make friends. It was great to see so many people join in celebrating Community Integrated Care's birthday together!”



Click here to watch our Best Day Possible highlights!

Returning to Roadshows

Fast forward to October, and we were delighted to welcome over 400 of our charity's people to our **Best Lives Possible Roadshow**. The day marked our first in-person event since Covid, and brought together Service Leaders, Regional Managers, Senior Leadership and Executive Teams, as well as our GameChanger Employee Representatives and people we support.

Over
400
attendees30
speakers,
presenters and
special guests
throughout
the dayEvent rated
4.8/5
by attendees

With a range of thought-provoking speakers and special guests, including an Equality, Diversity & Inclusion (EDI) panel led by our Trustee, Jay Muthu, and an inspirational talk from Rugby League World Cup Ambassador James Simpson, the event boldly unveiled our aspirations for the future.



“

Salma Kiatru, Regional Manager in the North West, shared her thoughts on the day:



Attending my first ever Roadshow, I didn't know what to expect. I thought it might be your usual conference with leaflets and handouts, but it was really inspiring!

The day helped me reflect on how we currently work and how I could share what I'd learnt with my teams to make positive changes. The biggest lesson I took away was to listen – taking the time to learn about people's goals and dreams, and find creative ways to break down barriers so people can live their best lives.

Jake Lindsay, a person we support who has aspirations of becoming a TV presenter, hosted our opening quiz:



I really enjoyed being part of the experience! I felt included by Community Integrated Care throughout and it helped me build my confidence for opportunities like this in the future.

”

SHAPING OUR FUTURE



“ Our charity has an incredibly proud history of innovation and in the next few pages of this Annual Review we’ll demonstrate how there’s no sign of us slowing down any time soon!

You’ll hear more about the projects that focus on shaping our future; from leading the way in **Care and Support Planning** by introducing a team of highly-skilled, experienced practitioners, to growing our impact across the UK through the **development of state-of-the-art services** and **Technology Enabled Care**.

Not only do all of these projects drive the standard of the care and support we currently deliver, but they also set us in great stead for the future too - assisting us in our mission to support even more people to live their best lives.

Karen Sheridan
Chief Operating Officer

”



TRANSFORMING OUR SUPPORT

For us to deliver the best lives possible for the people we support, we need to understand who that person is at their very core.

Much more than documenting basic needs, we want to appreciate people's values, celebrate their passions, and support them to accomplish their dreams.

Excellence in Care and Support Planning plays a key role in making this vision a reality. Over the past year, we've launched a comprehensive new learning approach to empower our frontline colleagues to make great strides in this area, from the introduction of a pioneering training approach to employing a team of experienced specialists in this field.



Taking Centre Stage

In October, we launched an innovative Care and Support Planning training programme, facilitated by drama-based education specialists, Afta Thought.

Aimed at capturing the attention of our people, the training takes a closer look at why great Care and Support Planning is so crucial, before tackling how to develop these skills.

All frontline colleagues have been invited to an Afta Thought session – with fantastic feedback from those who've attended so far.

“

The actors were great and picked up so many pointers I'd never thought of before!

Such a unique way to help us learn.

The best training I have ever attended!

”

LEAD-ing the Way

During December, we unveiled the next phase of our leadership development programme for Service Leaders – LEAD Care & Support Planning. Following the success of Afta Thought, LEAD C&SP provided further operational guidance for managers in coaching their teams to better capture the voices of the people we support.

We're excited to roll out further training for Support Workers this year, along with dedicated coaching from our new Assessment and Intervention Practitioners team.

297

Service Leaders have attended this training



22

Assessment and Intervention Practitioners joined our charity in July

Introducing our Latest Team!

Our Assessment and Intervention Practitioners are a brand-new team, who work closely alongside our operational colleagues and the people we support to provide coaching in Care and Support Planning.

Diane Ferguson, Director of Service Innovation, tells us: "Since joining us last summer, our Practitioners have been spending quality time in our services, engaging with the people we support and our colleagues, and assisting people to better access their local communities.

They've been offering our teams comprehensive support in important areas, such as the REACH standards, citizenship and community mapping – contributing to the creation of more person-centred plans.

She continued, "We're really excited to see how this multi-layered approach to improving Care and Support Plans, from the special training with Afta Thought to the contribution of our Assessment and Intervention Practitioners, will instil a shared purpose across the organisation in this area."

GROWING OUR COMMUNITY

Throughout 2022, we expanded our charity's impact even further, developing new services, partnering with like-minded organisations and welcoming hundreds of new colleagues and people supported.

New Beginnings at Baingle Brae

Sitting at the foot of the picturesque Ochill Hills in Clackmannanshire, seven new-build bungalows make up Baingle Brae. Providing homes for local people, the service has already transformed the lives of multiple individuals who have moved in from long-stay hospitals.

Calling Henderson Court Home

Henderson Court saw the rejuvenation of a former care home in Berwick-upon-Tweed, into ten state-of-the-art apartments.



At the opening event in October, members of the community came together, joining the Bishop of Berwick in welcoming their new neighbours!

Cheers to Heeley Green

Developed in collaboration with Sheffield City Council and Halo Housing Association, Heeley Green breathed new life into a former pub, and is already assisting people to play a full part in their local community.

Hello, Hampshire!

In Hampshire, we saw the expansion of our South team as we welcomed two new services, Kempshott Lane and Coniston, supporting four people to live independently in their own homes.

25
new services
opened!



Welcoming Our Trustees

Throughout last year, our Trustees were delighted to be able to visit services once again and were treated to the warmest of welcomes from our teams and the people we support.

Hitting the road, Simon Learoyd, one of our charity's Scotland-based Trustees, witnessed the inspiring work of our colleagues first-hand, heading to our newest services in Clackmannanshire.



Brook Street's First Christmas!

It was carol singing, hot chocolates and twinkling lights all round at our Scottish service, Brook Street, in December. Celebrating their first Christmas together, people supported decked the halls and invited colleagues, family, and members of the local community to join the festivities and commemorate a Christmas to remember in their own homes!

"It was great to celebrate being in my new home for Christmas. It has been a year of change for me, something I wouldn't have been able to do 12 months ago. It's good to feel independent."
Liam Edmondson, a person we support at Brook Street

Dream Home Makeovers

From the South of England to the top of Scotland, services up and down the country were treated to dazzling home makeovers, thanks to the **B&Q Foundation**.

From creating beautiful garden spaces to incredible personalised rooms, the transformations have been inspiring. We'd like to say a huge thank you to everyone from the B&Q Foundation (and our colleagues who worked alongside them) for making our peoples' dream homes a reality!



A NEW MODEL FOR SOCIAL CARE

Meet Joanna Scammell, our charity's Managing Director of Technology Enabled Care, who joined us in 2022!

“Since joining in July, I have been so impressed by our charity's passion in enabling the people we support to live their Best Lives Possible. It's a privilege to lead our next phase of innovation within Technology Enabled Care. But what a year it's been!

The Roadshow (page 7) was our first opportunity to look back on what we've achieved since the pilot, when we delivered care remotely to reduce isolation through the pandemic. Fast forward to now, and we're assisting all frontline colleagues in Scotland and 50 people supported! This ranges from simple ways for colleagues to raise alerts, to innovative support solutions.

“The TEC team supported me through a tough time during Covid-19.”

Ken, a person we support in Liverpool

We've seen some incredible outcomes, with people enjoying improved mental health, greater digital inclusion, and more independence, as well as harnessing great links with other care partners. Whilst we've come a long way, we're only at the start of what I'm certain will be an incredible journey for the organisation and the people we support!

”



Transforming On Call

Having an out-of-hours service so frontline colleagues can seek urgent support any time of day is essential. So too, is the right work-life balance for our frontline leaders, so they can provide the best support for their teams and our people.

In Scotland, we explored how we could utilise the 24/7 nature of Technology Enabled Care to create a centralised, consistent service with the highest quality support and guidance.

By redefining levels of accountability, giving clarity on roles and responsibilities, and creating standardised responses, we ensured colleagues could access

prompt advice - no matter where they were in the country. This support was enhanced by our team of Shift Managers, equipped with significant operational experience, who worked to maximise our digital systems to deliver more informed guidance than previously possible.

Our pilot of this exciting new model went live in 2022, supporting Scotland's teams. With the opportunity to reflect and refine along the way, the pilot has proven the benefits of a centralised On Call system, and will be rolled out company-wide in 2023.

What do the People We Support say about TEC?

100%

Knew how to access support in an emergency

100%

Happy or very happy with the support received

92%

Happier since they secured a device to support them

“

I'm confident the team can deal with any situation. It's been fantastic and lets me switch off at the weekends.

Brian Donald, Service Leader in Scotland

An excellent experience of coming together to achieve a common goal, to offer experienced and professional support though our On Call service.

Allison Cochrane, former Managing Director in Scotland

”

An Exciting Year Ahead...

Whilst we continue to launch new pilots to increase choice, wellbeing and independence for the people we support, this year we're on the lookout for partnerships with local authorities, industry and academia to support us to broaden our reach in driving digital inclusion across the UK.

Want to be involved? Email Joanna.Scammell@c-i-c.co.uk

PUTTING OUR PEOPLE FIRST

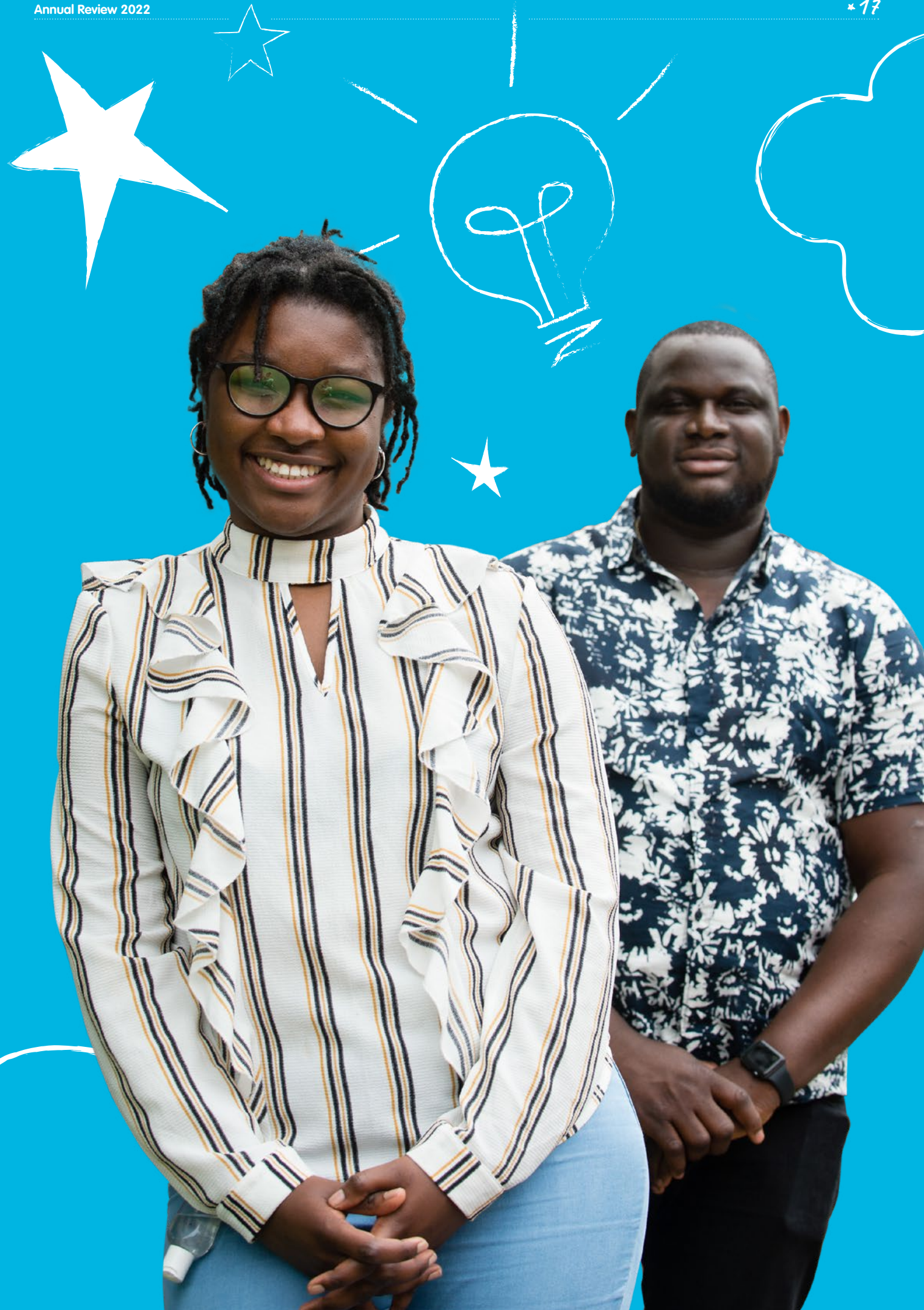


“ Supporting, strengthening and standing up for our workforce was at the forefront of our efforts throughout 2022. Internally, we sharpened our focus on colleague wellbeing and learning initiatives to make our people the best they can be, whilst publicly we continued to campaign for fair pay and better conditions for everyone in social care.

In this chapter, you'll hear more about the incredible projects that we've developed to ensure that Community Integrated Care is a great place to work for all of our people, whether they've been here since day one or are new to the sector.

Whilst we're well aware of the incredible jobs our teams do, ensuring the wider general public recognised this too was paramount. We continued to campaign in the media, showcasing the importance of social care to society, and were proud to have over 60 of our colleagues represent us on the national stage at a number of high-profile events.

Teresa Exelby
Chief People Officer



PERKS THAT WORK!

We were proud to introduce a brand-new suite of colleague benefits to help our people access wellbeing resources when they need it most. As well as partnering with organisations that can offer financial support to make our colleagues' money go further, the initiatives are all part of our sector-leading package to help our teams through the UK's cost-of-living crisis.

SALARY FINANCE

vivup

everymind at work



spectrum .life



Continuing our journey with Everymind at Work

From delivering insightful webinars on topics tailored to our colleagues, to providing access to wellbeing information and advice 24/7, our journey with Everymind at Work continued, bringing valuable support to our people.

1000+

Colleagues registered on the app

67

Everymind Champions

6

Bespoke wellbeing webinars

1600+

Pieces of wellbeing support accessed

Meet Carl

Carl Rigby is a Support Worker from our Central region and an Everymind Champion – a group of brilliant volunteers who promote our wellbeing resources.



“After experiencing challenges with my own mental health, I wanted to be able to support my colleagues if they found themselves in similar situations.

Everymind at Work is a fantastic tool – it contains useful bitesize articles and resources which can be accessed on the go – which is great when, like me, your job is busy and demanding.”

A COMMITMENT TO INCLUSION

With a lifelong commitment to inclusion and a passion for celebrating what makes each one of our people unique, we committed to making our charity a place where everyone feels they belong.

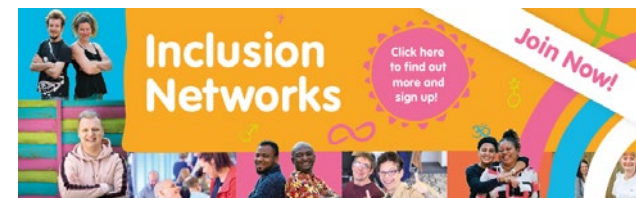


Our Roadshow EDI panel (page 7): Christian Owens, Ashanti Bentil-Dhue, Jay Muthu and Khakan Qureshi.

Connecting Colleagues

Establishing safe spaces for our people to come together, support each other and share their own experiences was a key priority in our Diversity and Inclusion Plan, introduced in 2021. This June, we achieved just that with the launch of our Colleague Inclusions Networks, marking an important milestone in our EDI work.

Representing the views of colleagues, exploring opportunities for positive change, and providing input on key awareness campaigns, the impact of these networks has been felt far and wide across our charity already.



Also achieved in 2022

- ✓ Developed and launched a brand new EDI e-learning module
- ✓ Created a new internal and external EDI communications strategy
- ✓ Joined the Employers Network for Equality & Inclusion
- ✓ Introduced EDI objectives for leaders
- ✓ Began our approach to EDI data capture

Embarking on the next step in our journey to becoming a more inclusive employer, we were delighted to welcome on board Anita Amurun as our charity's first ever Wellbeing, Diversity & Inclusion Specialist to the charity last year.



“It's beautiful to see how our networks are already providing safe and supportive community spaces, where colleagues with shared characteristics and their allies are standing in solidarity to raise awareness on salient issues and drive change across our charity.”

Carol Fox, Support Worker in Scotland and member of our LGBTQIA+ Colleague Inclusion Network.



“I think the Colleague Inclusion Networks are a fantastic support and source of information for colleagues. They've created new communities and safe spaces to enable us to identify areas where we can develop new initiatives and resources for our teams.”

HOME-GROWN TALENT

Our charity gave its learning and development opportunities a makeover in 2022, delving deeper into what each of our colleagues needs to carry out their role and ultimately deliver great work for the people we support.



Our brand-new learning experience for frontline colleagues was piloted in our Central region, and we're excited for its full roll-out in Spring 2023.

But why did we need to change? Whilst our previous training satisfied the needs of our regulators, we questioned whether it was truly reflective of the incredible raft of skills required to work in social care. Through focus groups and listening sessions, we've created a quality learning system that covers the full breadth of what it takes to support people to live healthy, happy and full lives.

We discovered 255 different things a Support Worker might need to know as part of their role!

GROW is:

- ★ Bitesize learning that fits around people's lives
- ★ Mapped from the people we support's perspective
- ★ Unique and relevant to each role



Name:

AmandaJayne Swann

Role: **Support Worker at Dawson Close, Central**



Worked at Community Integrated Care for: **Three years**

GROW has supported me to develop my own skills to become a more knowledgeable, caring and proactive Support Worker.



At Community Integrated Care, we recognise the incredible pool of talent already within our charity.

So, last spring, we were proud to create our own in-house development program to train, encourage and guide our colleagues to take the next step in their careers.

Aimed at ambitious and dedicated Support Workers, Learn to LEAD has equipped people with all the training they need to become confident, successful Service Leaders. [Watch our colleagues' feedback on this programme here.](#)

150

Colleagues applied for the program

43

Colleagues selected to take part

DRIVING IMPROVEMENT

Recruitment and retention remain a key focus for our charity as we strive to overcome the challenges faced across the sector.

In 2021, our landmark investment into colleague pay set us apart and contributed to a spike in applications. Building on this, we were determined to improve our applicant journey – to ensure all new starters receive a warm welcome during their onboarding process.

We set out to streamline our recruitment approach, with three clear objectives:

- ★ Reducing our time to hire
- ★ Increasing consistency
- ★ Making the onboarding journey more personalised

Thanks to the initial success of our internal development programme, LEAD, in 2022 the team created a new edition of the course, focused specifically on Recruitment & Retention. Designed to take all of our leaders through our latest process, the programme worked to ensure that all of our new starters had the same great experience when joining us.

In response to our warmer recruitment process, we also introduced Welcome Days, sessions where new recruits find out more about life at Community Integrated Care to help them feel right at home, even before their first day!

Lorraine Bradshaw, who joined our Vocational Support Team as a Support Worker in December 2022, had this to say about her experience:

After applying, I was in post within 28 days – which was a really quick turnaround compared to other roles. I found the entire application process smooth and felt that the Welcome Team were readily available to support me. This made me feel part of the organisation before joining and valued and appreciated.



In the first 10 weeks of launching, we welcomed 286 new starters.



Employee Engagement

When it comes to ensuring that our charity is a great place to work, nothing is more valuable than our people's feedback! In November, we launched our 2022 Colleague Engagement Survey – powered by employee voice specialists, Hive.

The Results

We received our highest ever response rate, with **55% of colleagues** taking part.

7.8

Average score across all questions

+25

Employee Net Promoter Score (eNPS)*

*eNPS is a global measure, used by organisations across the world to measure how likely employees are to recommend their organisation to friends and family. This score can range from -100 to +100, so +25 is classed as 'Very Good'/'Excellent'.

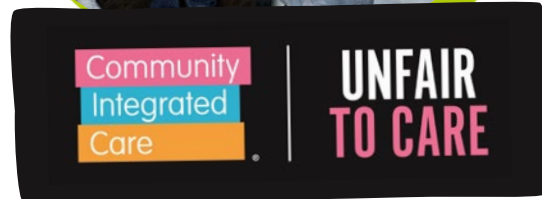


A CALL FOR ACTION

Building on the success of our award-winning **Unfair To Care** report, the second instalment of this research continued our charity's fight for fair pay, recognition and funding for the social care sector.

Teresa Exelby said: "Against a backdrop of an unprecedented cost-of-living crisis, **Unfair To Care 22/23** demonstrated the skills, complexity and accountability of Support Workers, yet highlighted how funding for providers has meant that pay has largely hovered just above the minimum wage for decades.

By blending Korn Ferry's specialist job evaluations, case studies from our colleagues and expert opinion from leaders in social care, the research revealed the reverberating impact low pay has on our workforce and reflected a true picture of this injustice."



The Facts

- ★ Many social care workers in England would **need a 41% pay rise** – more than £8,000 – to achieve parity with their NHS equivalents
- ★ At the current rate of increase, it would take **23 years** for social care workers **to achieve parity** with their equivalent roles in the NHS
- ★ In 2022, vacancies in social care reached 52% – leaving **165,000 roles unfilled**

Our research included exclusive polling on public opinion

- 85%** of respondents said that shortages of social care workers is a problem for society
- 91%** of respondents said that social care is important to society

Key Highlights

- ★ Media reach of **44 million people**
- ★ **Over 150** pieces of coverage

A special thank you to our sector partners whose helpful insights, reflections and contributions featured in this report.



CHAMPIONING CARE

Raising the profile of social care, celebrating the life-changing work of our colleagues and promoting the incredible achievements of the people we support has been a top priority – and we secured plenty of high-profile opportunities to do just that in 2022!



Supporting our partners at Skills for Care, ITV News visited our Martindale service in Middlesex to highlight the findings in their **2022 State of the Sector** report. Our colleagues Simon Ball, Regional Manager, and Jasvir Kaur, Support Worker, explained the complexity of pay rates in social care.



Our continued campaigning led to Mark Adams being invited on to BBC Breakfast's famous red sofa in February. Discussing the Government's decision to add care workers to the Shortage Occupation List, Mark highlighted the recruitment issues in social care to over six million people.

Oliver Thomason, Sports Inclusion Coordinator, reflects on a big day representing Community Integrated Care at the Labour Party Conference.



“It was amazing to speak at the Labour Conference. I met MP Wes Streeting and explained how social care has changed my life. It is important to share our views and experiences.”



Offering free e-learning and accessible toolkits, our **Taking Charge** campaign supported people who work in and access social care to save thousands on their energy bills. The programme featured on BBC North West Tonight and our people voiced how they were affected by the cost-of-living crisis. Find out more at www.TakingChargeEnergy.co.uk.



After a special win at The Great North East Care Awards, West Lodge were invited to share their success live on BBC Radio Newcastle. The team did a fantastic job at promoting how great a career in care can be to thousands of listeners.



Winning Ways in the North East!

SUCCESS STORIES

We already know how special our colleagues are, but nothing beats seeing our teams and projects recognised for their outstanding contributions to social care! From regional ceremonies to the national stage, we were proud to celebrate an award-winning year for our charity.

15

Award winners

61

Shortlisted nominees

21

Award ceremonies

MEET SOME OF OUR WINNERS!

Outstanding Leadership

Karen Wood, Regional Manager for Aberdeen, was blown away when Scottish Care crowned her Leader of the Year at the Care Home Awards. Recognising Karen's incredible commitment to the sector and her teams, she was hailed as a standout example of exemplary leadership.

“

It was amazing to attend the awards and celebrate so many fantastic colleagues from across the care sector in Scotland. I was over the moon and really humbled to win the Leadership Award. Everybody who was shortlisted was so talented and deserving!

Karen Wood, Regional Manager for Aberdeen



Dream Teams

We had an incredible **16 frontline teams shortlisted** for awards, and amongst our winners were **Holmdale in the North West**. Winning the Team of the Year at the Great North West Care Awards, they're thrilled to be one of six of our finalists attending 2023's national finals.

The team are brilliant to work with and pull out all the stops to deliver the very best care for the people we support. To win is such an incredible achievement – I'm so proud!

Michelle Carmon, Service Leader at Holmdale



Community Integrated Care | **Age Exchange**

Fantastic Initiatives

Our team at **Age Exchange** are renowned for their creativity and ingenuity. This year they were proud to be voted as the Best Age-Friendly Outreach programme in the UK at the Fantastic for Families Awards. The recognition hailed their 'outstanding contribution to family and age-friendly arts in 2022' by supporting thousands of people to access creative opportunities.

For four decades, Age Exchange has developed arts programmes which empower people, enhance wellbeing, and reduce isolation and loneliness. We're delighted that our dedicated colleagues, volunteers and supporters have been recognised for fulfilling this commitment.

David Savill, Artistic Director at Age Exchange



”

ENHANCING LIVES



“ From utilising opportunities to amplify the voice of the people we support, to developing partnerships with social inclusion at their very core, in the next few pages, you’ll hear more about how we’re championing independence, inspiring aspirational outcomes, and making dreams come true.

All of this work is underpinned by ensuring the care we deliver is of an outstanding quality.

That means being at the fore of delivering the most progressive practices and holding ourselves to the highest professional standards. We proudly look at the strides we’ve taken as a Quality team to develop our support offering, including investing in **Positive Behavioural Support and Complex Care**.

Featuring the many spectacular events and once-in-a-lifetime experiences that our teams have made possible, this chapter also celebrates our community collaborations. From meeting the Princess of Wales to volunteering alongside sporting stars at the Rugby League World Cup 2021, UEFA Women’s EURO 2022 and 2022 World Gymnastics Championships - it was certainly a year our people will never forget!

Carolyn McConnell
Chief Quality & Risk Officer



Download our Rugby League World Cook Book, created by the people we support, [here](#).

EVERY VOICE COUNTS

Our charity exists to help the people we support live the most meaningful, fulfilling and joyous lives – but living your best life means something different for everyone. So, we've made it our mission to really get to know the people we support.

Quality Advice

Taking charge on bringing the voice of those we support to the forefront is our formidable team of Quality Advisors – a group of people we support who are employed and trained by our charity as experts by experience.

Throughout 2022, the team have embraced getting back into services, completing hundreds of Quality of Life audits and checking that we're delivering the very best care across the country.

Embracing the opportunity to listen and learn, the group have also taken the lead in piloting our first ever Voice Group in our South region. These special groups allow the people we support to share their ideas, shaping the future of our charity, and offer a safe space for them to give feedback directly on the support they receive. In 2023, the forums will be rolled out across all of our regions, amplifying the voices of those in our services.

“These groups are all about giving the people we support a voice – we want feedback on what's working, but also what's not, so together we can work to fix it. Everyone should be living a happy and fulfilled life – and we want to know what that looks like for people.”



Joe Crammond, Quality Advisor

Future Plans

As we head into 2023, gathering even further feedback from the people we support is a top priority.

Carolyn McConnell said: “We have big plans to roll out even more ways to connect with the people we support throughout the year. From satisfaction surveys to input on policies, we're keen to use the perspectives of our people to improve everything we do.”



COMMITTED TO PROGRESS

Our ambition to enrich the lives of the people we support even further is underpinned by our commitment to continually improving the support we deliver, ensuring that the clinical frameworks we have in place are of the highest standard, particularly for those with more complex needs.

Embedding Positive Support

Our specialist Positive Behavioural Support (PBS) team work across our regions to assist colleagues in creating bespoke support plans, to manage and reduce behaviours of concern, as well as focussing on increasing choice, control and the voice of the people we support.

Victoria Martin, Senior PBS Strategy and Practice Development Manager said: “This year, we've been working to truly embed PBS practice across the charity. From our teams in Support Services to frontline colleagues, our new training has been added to every colleague's learning record as a compulsory module, allowing all of us to develop a strong understanding about this approach.

PBS is a life-enhancing tool, but externally, less than 20% of people who would benefit from the approach are using it - we want our charity to be leading the way in this area so our people can continue to flourish.”



Achievements in 2022

Created an innovative, interactive training module – rolled out to 5000+ colleagues

Co-delivered a PBS masterclass to 12 Rugby League Clubs

Reduced restrictive practices across the organisation with new learning

Complex Care

As an experienced provider of complex care, we're always striving to deliver the most progressive support possible. To do this, we delved deeper into our offer, assessing where we could make improvements to become even better.

As part of our Care and Support Planning project, we've updated our assessment documents to embed increased awareness and understanding of the different types of complex conditions. Piloting these tools in new services, we also delivered workshops with our Service Leaders to collect rigorous feedback from teams.

In a further step in our mission to design and build the best possible support, in 2023, Candice York, Managing Director of our Central region, will move into a new role as our charity's Clinical Governance Director, leading our Clinical and PBS teams in our wider Quality function.



PARTNERSHIPS WITH A DIFFERENCE

Our collaborations with brands, organisations and people have continued to flourish, coming together to achieve one common goal: to change the lives of the people we support and our colleagues.



Perspectives of Our People

OPEN EYE GALLERY

The skills and passions of the people we support in the North West were put on full display, thanks to our unique partnership with one of the UK's leading photography spaces, Open Eye Gallery.

People supported at our Watch Factory service in Prescot were the lucky participants of a nine-month photographer-in-residence programme, led by artists Sam Batley and Marge Bradshaw. The project was designed to inspire creativity, develop a community and give people the chance to gain new friendships.

Looking into the area's past and their personal connections to it, the people we support produced a series of artworks, experimenting with different photographic styles and creative endeavours. Entitled RESIDENCE, their work was unveiled during a special launch event, attended by guests from our charity and local authorities, who came together for a first look at their incredible outputs.

“What I'm most proud of is that we've delivered an inclusive project – where labels are left at the door and everyone has been able to participate, no matter what their need, ability or background.”



Marge Bradshaw, Artist



Our Artists at The Watch Factory

Online With Okta

Our partnership with technology experts, Okta, went from strength to strength in 2022 - enabling us to deliver incredible projects for the people we support and assisting us in keeping our colleagues safe and connected.

This special relationship has supported our charity to deliver a whole host of campaigns championing digital inclusion. From Taking Charge, supporting people to navigate the cost-of-living crisis, to What To Do, our innovative accessible activity platform, providing daily online activities to alleviate loneliness and isolation.

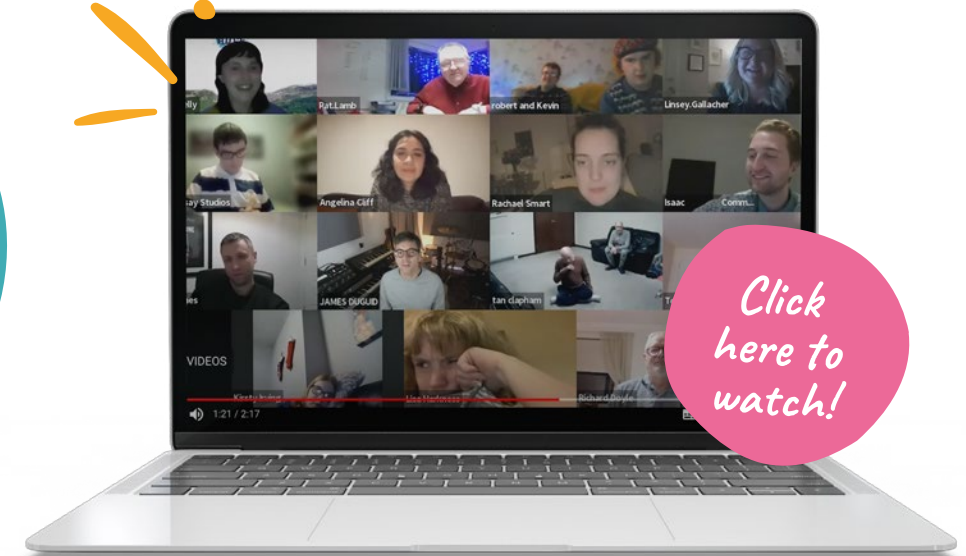
We also secured devices and SIM cards to support people to get connected, as well as once-in-a-lifetime online experiences for the people we support.

okta

WHAT TO DO?

Click here to visit www.WhatToDo.co.uk

YEAR OF STORIES
— 2022 —



Click here to watch!

Stories Of Scotland

Established in partnership with National Museums Scotland for the Year of Stories 2022 Festival, the Creativity Club has provided the people we support with an incredible range of free accessible arts lessons and interactive expert workshops. This included experiences with stars of the Edinburgh Fringe, masterclasses with acclaimed Scottish poets, and activities with hit songwriters.

Meeting once a week virtually, the club brought hundreds of people together from Aberdeen to the Scottish Borders. Inspiring them to explore Scotland's places, myths and heroes, and enabling every participant to create their own work, it promoted self-expression, confidence and friendships.

The group gathered to celebrate their achievements in a final showcase of their efforts on St Andrew's Day. Performing to a packed audience of supporters and expert mentors, including the hit-songwriter Jim Duguid, they were celebrated for their original works and dedicated efforts.

INCLUSION FIRST

Our ground-breaking Inclusive Volunteering programme hit new heights across three major international sporting events, with over 600 volunteers making their mark on the world stage at the UEFA Women's Euro 2022, the Rugby League World Cup 2021 and the 2022 World Gymnastics Championships!

The people we support experienced countless life-changing opportunities, participating in a diverse range of personal development programmes and person-centred volunteering roles. Extending beyond match days, volunteers built community gardens, created a cookbook and even produced thousands of handcrafted soaps to present to competing athletes.

From photography clubs, to greeting supporters in hospitality boxes, employability courses to leading professional teams out onto the field in front of thousands. This was doing volunteering differently, specifically designed to meet the needs, goals and dreams of everyone involved.

97%
of our Inclusive
Volunteers reported
an increase in
their skills!

A Royal Appearance

On an unforgettable afternoon in Wigan at the World Cup quarter-final, Susan, John-Paul and Ian, people supported by our charity in the North West, had the honour of meeting Her Royal Highness Princess Catherine of Wales. The group presented gifts to the Princess, including bonnets for babies born prematurely which were knitted as part of this special project.

With a viral video racking up thousands of views online, Susan said:

“ I couldn't believe it. It was a dream come true. ”



Kurtis Marsh, Sports Inclusion Specialist, saw first-hand the incredible impact of the programme:

“ By focusing on people's talents, passions and dreams, and giving them quality support and exceptional opportunities to realise them, our participants are finding and fulfilling their potential. ”

A Magic Weekend

Magic Weekend at St James' Park in Newcastle was another spectacular showcase of our award-winning projects and partnerships across the sport of Rugby League.

Following an announcement that our charity will remain Official Social Care Partners of Rugby Football League for five more years, 300 players with learning disabilities and autism from across 16 teams played in front of a record crowd. We celebrated our return to a jam-packed stadium and the opportunity to support even more people to achieve their dreams of becoming Super League stars.



★ This has only been possible because of the vision and support of our many professional partners:



“ John Hughes, Director of Partnerships and Communities, said:

Our Inclusive Volunteering programme is not only changing the lives of people who access care and support, but changing attitudes, too. Winning the 'Best Sports Community Scheme' at the Sports Business Awards is a marker of achievement for not only our sporting excellence and inclusive endeavours, but also shows the level we are now playing on, brushing shoulders with the world's best.

With ongoing specialised mentoring during and after the events, many have achieved unimaginable successes – including qualifications, paid work and lasting placements with the sporting clubs they love. ”



On The Same Team

Demonstrating our commitment to promoting a more inclusive society, in 2022 we launched a free education campaign aimed at primary school children, to tackle bullying and discrimination against people with disabilities. Incredibly, over 14,000 young learners have now accessed this campaign!

Sign up for
resources at
www.TheSameTeam.co.uk

CLOSING REMARKS

“ It is my pleasure to close this year’s Annual Review and take a moment to reflect on our charity’s achievements.

For many of us, life returned to some form of normality in 2022, as restrictions following the pandemic eased. Whilst I’ve been delighted to see us take the appropriate steps away from the limitations of Covid-19, we must not forget that the social care sector has continued to feel the reverberations of this unprecedented period.

Despite this, our teams’ dedication to improving the lives of the people we support has been unwavering; **from mobilising new services to making dreams a reality, the passion of our people has been exceptional.**

Our focus on **colleague reward and wellbeing** continued throughout 2022, as we did everything possible to ease the burden of the cost-of-living crisis. We have been proud to make great strides in investing in organisations, resources and development opportunities that will support our people in the midst of these challenges.

A particular highlight has been the progression of our impactful partnerships. The success of our **Inclusive Volunteering programme** will be felt for many years to come, as it continues to break down barriers and create amazing, life-changing experiences for everyone who took part.

Witnessing the people we support achieving their dreams last year was remarkable, both first-hand – when I had the honour of attending the **Rugby League World Cup 2021** – and reading Brian’s successes in the opening pages of this Review.

As we look to the year ahead, we want to continue to do more of this magnificent work, bringing the voices of the people we support to the fore of our charity. Only by knowing how our people think and feel, their passions and desires, their dreams and ambitions, will we know how to truly deliver the **Best Lives Possible**.



After a remarkable five years, in **September we said goodbye to Mark Adams, who left with our sincerest thanks and best wishes for the future.** Within his tenure, Mark reinvigorated our charity’s core values, demonstrated confident and compassionate leadership throughout the Covid-19 pandemic, and passionately represented the social care sector in the media. He leaves a lasting legacy at Community Integrated Care.

I’d like to conclude by **welcoming Jim Kane into his new role of Chief Executive Officer.** In Jim’s time with us as Chief Financial Officer, he has demonstrated the qualities that an organisation of our size, scale and ambition needs in its CEO – judgement, composure and vision. Most importantly, his values have always been aligned with Community Integrated Care’s, and his decision-making has always reflected the best interests of our people.

The Board of Trustees and I are confident that Jim’s appointment will see us take great strides towards the Best Lives Possible in the coming years and we look forward to a great future under his leadership.

I am immensely proud of everything our charity has achieved in another remarkable year. After reading this publication, I hope you’ll agree we have so much to look forward to in 2023 and beyond.

Libby Raper

Libby Raper
Chair of the Board of Trustees,
Community Integrated Care

OUR PLAN AT A GLANCE

As we round up this year’s Annual Review, we take a look back at the strategic vision that underpinned everything we achieved throughout 2022, and that will continue to inspire and motivate us for years to come – **Best Lives Possible.**

At a glance, the image below outlines how these three simple words provide us with a clear focus for our activity, through our innovative projects and initiatives.



You can find out about charity’s financial results for 2021-22 by [reading our Annual Report here.](#)

Community Integrated Care





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