

Community
Integrated
Care

Community Integrated Care's

ANNUAL REVIEW

2023





This year, we've asked Tauseef Iqbal, a person we support in Stockport, to open our Annual Review and reflect on his achievements from 2023.



Hello everyone, I'm Tauseef, I'm 37 years old and I live at York House, a Community Integrated Care service in Stockport - I moved here around four years ago.

For me, 2023 was a special year, as I had the opportunity to take part in once-in-a-lifetime events across the country, thanks to my role as an Inclusive Volunteer®.

One of my favourite hobbies is watching and playing different sports, so being able to attend tournaments like the World Taekwondo Championships and the World Gymnastics Championships has been super exciting! To prepare for my volunteering role, I had the chance to try lots of new things, such as starring as a TV presenter, and discover new skills like photography. It is brilliant that events like these will be even more accessible and inclusive in the future because of my involvement – read more about our Inclusive Volunteering® programme on page 32.

And it's not just sports! In December, I also had the opportunity to travel to London and speak at an event in Parliament, sharing my experience with MPs and other decision-makers. I was proud to give an insight into my life and tell them just how much my team at York House mean to me - you can read more about this on page 31.

In 2024, I'm excited to meet new people, continue to grow my confidence and become involved in even more exciting projects.



HELLO AND WELCOME TO OUR 2023 ANNUAL REVIEW



Alongside Tauseef, it is my pleasure to introduce this publication which brings to life the efforts and successes of everyone at Community Integrated Care throughout last year.



In January 2023, I had the privilege of being formally appointed as Chief Executive of this remarkable charity, after spending three years as Chief Financial Officer. Within these past 12 months, I've truly loved having the opportunity to spend time with our colleagues, teams and the people we support in our services, witnessing everything that makes our organisation so special. Throughout this Annual Review, you'll see a snapshot of how brilliant things can happen when people with shared values, vision and passion come together.

After a change of leadership, the launch of a new five-year plan and the reverberations of the pandemic, for Community Integrated Care, 2023 was a year of resetting, restoring, and remaining determined to deliver our promises.

We've put significant effort into strengthening and stabilising our charity's core – making great progress against our **Best Lives Possible** strategy by **investing in the quality of our services**, continuing to **champion our colleagues**, and **creating empowering communities**.

2023 was an extra special year, as it also marked Community Integrated Care's 35th birthday. In 1988, our charity was founded by Dr David Robertson, and led the way for societal change with the vision of creating more inclusive communities. I'm proud that in the many decades since, we're staying true to our founding mission; continuing to push boundaries and delivering transformative support that enables people to lead lives full of choice and opportunity.

In honour of this milestone, we launched a special edition of You First magazine, celebrating some of the most inspiring people and events from our charity's rich history – you can **read it here**.

Of course, whilst we celebrate our successes, we mustn't ignore the considerable challenges that we continue to face as a sector. More broken promises and diluted plans from Government has meant that social care is still grappling with the issue of low pay, meaning providers are unable to pay their colleagues fairly for the work they do.

Throughout 2024, Community Integrated Care will continue to campaign for a fairer social care sector, for those drawing upon care and support, their loved ones and families, and for the 1.6 million talented and passionate people who make up our workforce.

Our message is clear: in order for us to continue to deliver a lifeline to the millions of people who rely on our support, our sector needs greater investment, fairer funding and a clear workforce strategy. These asks are long overdue, and it is essential that they shift into action.



A Fond Farewell

I'd like to take this opportunity to pay tribute to our outgoing Chair of our Board of Trustees, Libby Raper, who will be stepping down from this role in March 2024, after a remarkable five years with our charity.

Within her tenure, Libby has made an enormous impact, leading Community Integrated Care through many of its achievements. From playing a key role as architect of our Best Lives Possible plan to advocating for our colleagues and the people we support to be at the heart of everything we do, Libby's progressive vision and ambition has been a real driving force. She departs with our sincerest gratitude for her magnificent contribution to Community Integrated Care and best wishes for the future.

We will also say farewell to Carolyn McConnell, our Chief Quality and Risk Officer, in early 2024 and are grateful for everything she's achieved since joining Community Integrated Care. Social care is a complex operating environment and during her time with us, Carolyn has established robust frameworks to ensure that as a charity, we are well-run and well-governed, whilst still able to deliver support that truly changes people's lives. We're pleased to have now welcomed Jemima Burnage into this role, and you can read more about this on page 17.

However you contribute to our charity, whether you're a person supported, colleague, a family member or a professional partner, as we head into 2024, I look forward to delivering the next chapter of our charity's proud history together.

Jim

Jim Kane

Chief Executive Officer, Community Integrated Care

CELEBRATING 35 YEARS!

Our charity was founded in 1988, supporting people to lead full, happy and independent lives in their communities. Whilst the social care landscape has changed significantly over the past 35 years, our vision remains the very same!

As we reflect on the past year at Community Integrated Care, we also look back on the achievements that have made us one of the UK's most successful social care charities...

15th March 1988

Community Integrated Care was founded by North West-based GP, Dr David Robertson, as one of the original pioneers of the Care in the Community agenda following the closure of long-stay hospitals.

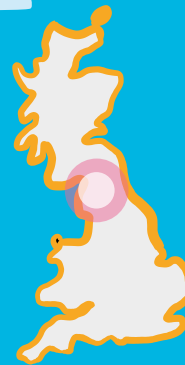
1993

Extending our life-changing support, we opened our first services and regional office in the North East, based in Darlington.



1997 - 1998

Our first services in Scotland opened, in Edinburgh and Aberdeenshire, expanding our reach even further across the UK.



2007

Broadening our horizons in the East Midlands, 2007 saw our charity open a new group of learning disability and mental health services in Leicester. In 2017, these brilliant services achieved Community Integrated Care's first 'Outstanding' CQC rating.



2018

2018 was a big year, as we launched our ambitious We Dare strategy and merged with Age Exchange, an arts charity based in London.



2019

There were celebrations all round as our charity was recognised as Charity Times Charity of the Year. The year also saw the launch of our ground-breaking Learning Disability Super League, changing lives and perceptions through the power of sport.



2021

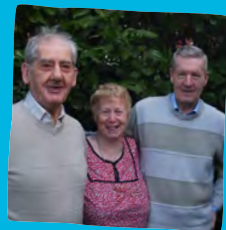
Partnering with leading job evaluation experts, Korn Ferry, we launched our first Unfair To Care report, an independent assessment highlighting the unfair pay gap in social care and debunking the myth that support work is a 'low-skilled' profession.



**1988
1993**

1988

We proudly opened our first services, which included Ship Street, Frederick Street, Ireland Street and Inglenook in Halton.



**1993
1997**

1994 - 1997

Between 1994 and 1996, Community Integrated Care began supporting people in new areas, including Cumbria, Leeds, Hampshire and Surrey.

**1997
2002**

1999 - 2002

Between 1999 and 2002, we opened our first Alcohol, Addiction and Homelessness services. These services transformed the lives of hundreds of people across Merseyside and Cheshire for over a decade.

**2002
2007**

**2007
2012**

2013

As Community Integrated Care celebrated its 25th anniversary, an exciting rebrand was unveiled.



2015

Our first services in Sheffield and Nottingham opened, and the 'Golden Thread' personalisation project was launched, bringing to life the principles of the Care Act.

**2012
2017**

2020

With a global pandemic taking hold, our charity sought to protect its people and stand up for social care. We featured heavily in the media and created an award-winning BBC Panorama programme to document the first wave of Covid-19 within care services.



2022

Hosting an inspirational roadshow for our leaders, we launched our Best Lives Possible vision. As the official social care partner of the Rugby League World Cup we also created unique inclusion opportunities for people with support needs, the likes of which have never been seen before in sport.



2023

We celebrated our 35th birthday and successfully merged with Scottish social care charity, Inspire, uniting in a shared vision for the future of social care.



1988 - 1993

Throughout this period, we grew our learning disabilities, mental health and older people's services across Cheshire and Merseyside.



MEET OUR NEW TEAM MEMBERS

In 2023, we were delighted to welcome both familiar and new faces to our Executive Team and Board of Trustees...



Sara Murphy

Bringing a wealth of experience, Sara joined us from the Scottish social care charity, Cornerstone, stepping into her role as Managing Director for Scotland in January. Starting her career as a Support Worker, Sara has worked within the sector for over 24 years – bringing expert knowledge on mental health, autism and business management to her role.



Edd Terrey

Taking the reins as Managing Director for our South and Central regions, Edd joined our charity in February, following his role as Director of Operations & Deputy CEO at Heart of England Mencap. At Mencap, he led on service design, operational delivery and strategy development, and throughout his 24-year career he has held a range of senior operational and strategic leadership roles for many types of social care services.



Jen Moores

After four years as head of our charity's Business Development department, Jen joined our Executive Team as Director of Business Development in May. With significant experience in the social care sector, Jen leads our Bid Writing and regional Business Development teams to develop top-quality services and ambitious new models of care.



Nicola Barnes

Nicola became the Director of People Operations in May, following her seven-year career at Community Integrated Care. Progressing from HR Business Partner for the North West region and Head of People Operations, Nicola has led the way in many workforce achievements across our charity since she joined us in 2016.

And welcome to our new Trustee!



Janet Ryan

We were delighted to welcome Janet Ryan as the latest addition to our charity's Board of Trustees.

Janet is an accountant, with experience in finance, business leadership and strategy, working across a range of organisations internationally. She is also an independent member of Cancer Research UK's Audit Committee, a 'Women of Influence' mentor for Cancer Research UK's senior female scientists, and a mentor for the Chartered Institute of Management Accountants.

In 2023, Community Integrated Care also said a fond farewell to some of our Executive Team and Trustees

Jay Muthu
Trustee

Linda Gray
CEO of Inspire

Diane Ferguson
Director of
Service Innovation

Allison Cochrane
Managing Director
for Scotland



OUR YEAR IN NUMBERS

From welcoming new colleagues and investing in our teams to delivering life-changing support to thousands of people, we've had lots to be proud of in 2023. Here's just a snapshot...



+28 Employee Net
Promoter Score
(classed as 'Very Good' / 'Excellent')

214 applications to our Learn
To LEAD programme
(an increase of 77% since 2022)



Recruited
1,920
new colleagues




Invested over
£5 million
into colleague pay



Shared our good news stories with
56 million
people via press, radio and
TV broadcast



Reached
2,035,181
people on social media



Facilitated **1,687**
hours of Inclusive
Volunteering®



Delivered
over
7 million
hours of
support




Worked across **14**
international and national
events to champion
accessibility, inclusion
and social impact





**INVESTING IN
SERVICE QUALITY
AND INNOVATION**

GROWING OUR CHARITY

It's been a year of significant growth for Community Integrated Care, as we've focused on expanding our reach across England and Scotland.

From building new, bespoke services to merging with another impressive care provider, we've been continuing to make our mark on the sector.

51
new services

Aberdeenshire
40 services
367 people

Falkirk
1 service
1 person

Cumbria
3 services
21 people

North Tynside
1 service
16 people

Newcastle
1 service
5 people

Warrington
1 service
12 people

Stockport
1 service
4 people

Sheffield
1 service
8 people

Oxfordshire
1 service
5 people

West Sussex
1 service
1 person

“I moved into Bewsey House a year ago and I was wary when I first arrived. However, my support team have been really encouraging and supportive! They've helped me gain independence and learn new skills, ready for when I move out alone. I will miss them when I am ready to move but I'm really excited for my future.”

Karen, a person we support in the North West

AN INSPIRING COLLABORATION

Community
Integrated
Care

inspire
your life, our support

When two organisations with shared visions, values and passions come together, brilliant things can happen. That's why we were delighted to merge with Aberdeenshire-based care provider, Inspire, in August 2023.

Sharing a common goal – to support people to lead lives full of choice, independence and opportunity – we were proud to join forces and impact the lives of even more people across Aberdeenshire.



A huge welcome to:

570

new colleagues

360

people supported



“We'd been in discussions with the team at Inspire for a number of years about the possibility of bringing our two organisations together. We were thrilled to see this come to fruition in 2023, and to welcome so many fantastic new colleagues and people supported to our charity.”

“From sharing best practice, to aligning our resources and working together to create new innovations and initiatives, this is an exciting new chapter for both organisations, and we can't wait to see everything that we can achieve together.”

Karen Sheridan, Chief Operating Officer at Community Integrated Care

Sharing her experience of the merger, Claire Murray, an Assistant Support Manager in Aberdeenshire, said, “When we first joined I was slightly apprehensive – change isn't always easy, especially when you have been around for many years! Now, I've met lots of my new colleagues and learnt more about the charity, and I'm really looking forward to what the future holds.”



A Chin WAG with new friends

Our union with Inspire has not only seen our team welcome new colleagues, but the people we support have found new friendships and connections too – most notably at Chin WAGS! A drop-in social group spearheaded by Inspire, Chin WAGS provides an inviting space for people to come together, have fun and celebrate their community. From craft sessions to a St Andrew's Day party, the group has already been a huge hit with the people we support in Aberdeenshire!

PROMOTING CHOICE AND INDEPENDENCE



Care that's unique

We've taken great strides in ensuring our care and support is as person-centred as possible, supporting people to nurture their hobbies and interests and strengthening connections within local communities.

To achieve this, we've developed our care and support planning systems as well as enhanced our learning opportunities for frontline colleagues. This has included a new piece of training focused on the fundamental reasons why thorough care and support plans are so important, uniquely delivered from the perspective of the people we support.

Our specialist Assessment & Intervention Practitioner team, introduced in 2022, also made progress in providing targeted coaching to our teams – delivering sessions in community mapping, REACH standards and citizenship within our services.

“I feel more independent than when I lived in residential care. Because I get my own benefits, I can decide exactly how to spend them – I like going to the theatre, bowling, and eating out with my boyfriend. My team support me to stay safe but I know how to contact my housing company if I need a repair. This is helping me prepare for the future and maybe living independently one day.”



Tia, a person we support in Hampshire

During 2023, our Assessment & Intervention Practitioners:

Engaged with

48 services

Impacted the lives of

223 people

we support

Co-produced

3037 care and support plans

Transforming support

Transferring services from residential care to supported living (a process known as deregistration) can provide people with increased independence and more control over their own finances, home and lifestyle. During 2023, we've been exploring where deregistration can be introduced to benefit people's futures.

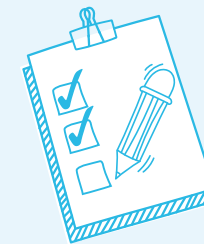
Karen Sheridan, Chief Operating Officer, explains, “So far, we've successfully transferred two services as a result of our deregistration project. This has provided life-changing outcomes for the people we support – including giving people their own tenancy and widening options on how people can access and spend their benefits. We're using this learning to finalise a new and improved deregistration process that will be rolled out across our organisation in 2024.”

BECOMING EXPERTS IN COMPLEX CARE

Each and every person we support deserves to receive care that is unique as they are, no matter how complex their needs. We've continued to develop our charity's knowledge, capabilities and approaches to complex care, to ensure we can deliver the very best services to even more people...

Understanding complexity

In April, we developed a new governance group, bringing together experts in complex care. The group works to ensure our services are designed and delivered in a way that's safe, inclusive, and supportive – particularly for people with more complex conditions.



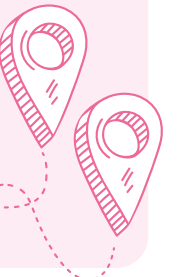
Creating specialist roles

We reflected on our team structures and the roles required to better support people with more complex needs. As a result, we developed three new roles specifically designed around the needs of more complex services.



A roadmap for support

We have developed a holistic assessment tool which determines the level of support and bespoke model of care each person requires. This is underpinned by detailed clinical and positive behaviour support pathways to provide a roadmap on how we can best support every individual across our charity.



Equipping our teams

In light of these new roles we have designed and implemented an innovative specialist learning pathway for operational colleagues. Working with external organisations, such as the National Autistic Society, to develop this learning, we gained professional insights and built on industry best practice.



Samantha Brennan, Managing Director for the North West and lead for our charity's Complex Care governance group, said,

“We're always exploring how we can support more people more effectively. Our focus is to support the wider health and social care system, to enable people with more complex care needs to move out of environments, such as long-stay

hospitals, and back where they so desperately want to be – living active and meaningful lives in their communities. Using our new collaborative approach, we have recently supported a number of people to successfully move from long-stay secure settings into their own homes and we're excited to see their progress over the coming months! Looking ahead, we will continue to invest in our services to reach as many individuals as possible as we work to make 'Homes not Hospitals' a reality for those currently disadvantaged within the system.”

TECHNOLOGY THAT CARES

Technology has the power to transform social care, both for the people working in the sector and the people we support. From collaborating with leading care and technology organisations, to exploring new and improved digital solutions, we're continually looking for innovations that empower the people we support and our colleagues.



Industry-accredited

This year, our Technology Enabled Care (TEC) team were proud to gain TEC Services Association accreditation – the UK's industry advisory body for TEC.



Joanna Scammell, our Managing Director for TEC, explained, "This official accreditation recognises our transformative methods of using technology to deliver blended models of care that enable people to have more independence and control over their own support. Not only that, but it's also a true marker of demonstrating how the services we provide are of the very highest standard – highlighting to our professional partners and families that the people we support are in safe hands with us!"

How Technology Enabled Care is changing lives

Our Virtual Care Centre team are on hand **24/7, 365 days of the year**, giving people choice and flexibility on when they access their support. Throughout 2023, our charity's On-Call process transferred to our TEC team, creating one centralised hub for out-of-hours support calls. Since then, the team have responded to an average of **250 calls per month** from frontline colleagues, supporting better work-life balance for our frontline leaders.

💧 **My support is so much more flexible now – it's brilliant. I can go about my day doing all the things I love but have the support I need in the evening, just a phone call away. I feel really safe and love my daily check-in calls with my team.** 💧



Sushma Majithia, a person supported in Leicester

Whilst developing our own Technology Enabled Care solutions, we've also shared best practice and advice throughout 2023, including:



Presenting on a panel of leaders in TEC at the Care Show in Birmingham.



Judging the Care Innovation Challenge with the National Care Forum.



Joining advisory workshops with the Department of Health and Social Care and commissioners.

Next steps with TEC

Our systems and processes are key to delivering the best support possible and enhancing working lives. In August, we launched a Digital Systems survey to gather feedback from our frontline colleagues – which we're now using to introduce digital improvements, right across our charity.

TOP-QUALITY SUPPORT



Everything we do at our charity is underpinned by our mission to continuously improve the support we deliver, so not only does it meet people's needs, but also enriches people's lives. Having ambitious and experienced leaders in place to guide our teams plays a huge part in supporting us to meet the highest professional standards and achieve regulatory ratings that reflect this.

In November 2023, we announced the appointment of Jemima Burnage as our new Chief Quality & Risk Officer, who will take the reins from Carolyn McConnell in 2024. Jemima joins us with over two decades of experience working within Quality, Governance and Safeguarding, most recently holding the role of Deputy Director of Mental Health in England at the Care Quality Commission.

On joining the charity, Jemima said, "I'm delighted to become part of the Community Integrated Care team at such an exciting time of growth and innovation for the charity. The organisation's vision, values and ambitions align so closely to my own – enabling the people we support to lead lives full of choice and opportunity."

"It's been fantastic getting out and about meeting many of our colleagues and the people we support, and already I've had such a warm welcome and

been so impressed with the achievements of our teams. Under Carolyn's leadership, lots of brilliant work has been accomplished by the Quality Team over the last five years, especially in championing the voices of the people we support. I'm looking forward to building on this momentum and playing my part in truly enabling people to live their best lives possible."



Fantastic results!

We'd like to congratulate all of our services that achieved ratings of 'Good' or higher with the **Care Quality Commission** and **Care Inspectorate** this year...

- ✓ Norfolk Road
- ✓ Tanners
- ✓ West View
- ✓ South West Supported Living
- ✓ Rydal Mount
- ✓ Dean View Villas
- ✓ Durham & Sunderland Supported Living
- ✓ Gateshead Supported Living
- ✓ Sewells
- ✓ 46 Cypress Road
- ✓ Rose Vale
- ✓ 4 Seafarers Walk



- ✓ Todlaw
- ✓ Mill Road
- ✓ Lismore House
- ✓ Muirs Court
- ✓ Dumfries & Galloway Services
- ✓ Aberdeenshire Services
- ✓ Glasgow Areas 1 & 2
- ✓ Colleonard Court
- ✓ Moray Supported Living
- ✓ Highland Services North
- ✓ Perth & Kinross and Forth Valley





CHAMPIONING OUR
COLLEAGUES

BUILDING OUTSTANDING TEAMS

Having hard-working, committed and passionate colleagues is vital to providing the very best care – and for the people we support, having a consistent team that they know and trust is an essential ingredient for living the best life possible.

We've focussed on fine-tuning our recruitment processes, enhancing our welcome days, and investing in a suite of colleague support resources to attract new talent to our charity, and ensure that our colleagues feel proud to call Community Integrated Care their workplace.



Recruited

1920

new colleagues



Reduced our time to hire by an average of

26 days



Had

100%

of candidates rate their recruitment experience as Good, Very Good or Excellent

Your team, your choice

Ensuring that people have choice over who supports them can make a huge difference to the connections that they build with their support teams. We've been bringing the people we support to the forefront of our recruitment processes, from attending job fairs to getting involved in interviews.



Kristiane and John helped recruit their Support Worker, Chandra (centre)



Chloe, a person we support in Bournemouth, joined the team at a jobs fair in May

💧 We were super excited to interview for our new Support Worker. Chandra was so friendly, caring, and a really good listener. She's supported me for a year now and I think she's great. She encourages me to be independent, supports me in managing my anxiety, and helps me look after my cats! 💧

John, a person we support in East Sussex

Made with Care

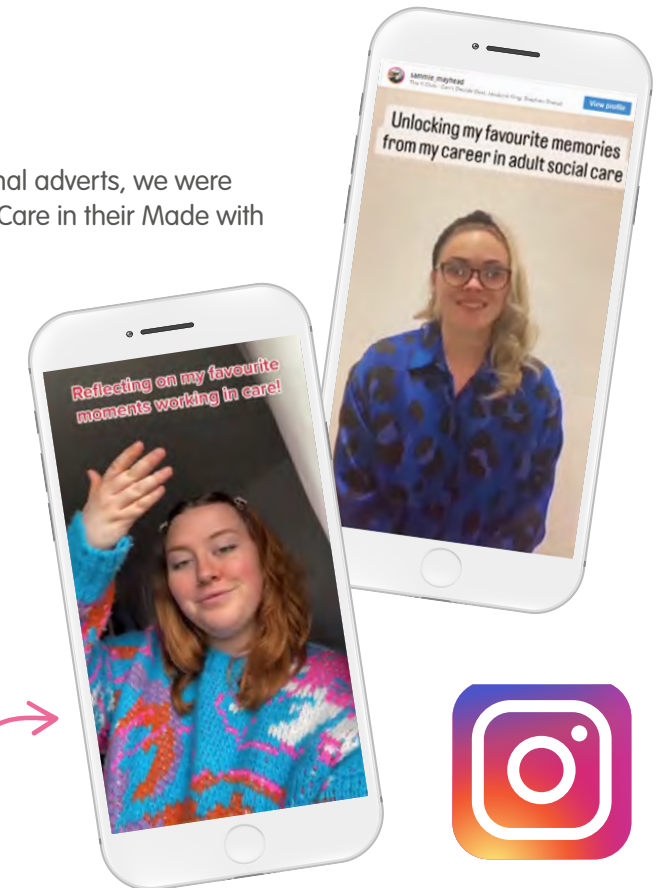
From becoming social media ambassadors to starring in national adverts, we were really pleased to support the Department of Health and Social Care in their Made with Care campaign throughout 2023.

💧 With social care facing an average of 152,000 vacancies each day, it's so important that as a sector, we share just how exciting a career in social care can be."

"We were delighted to work with the Department of Health and Social Care to showcase the wide range of career opportunities available and inspire the next generation of professionals to embark on their journey into social care. 💧

Olivea Allegrini-Jones, Head of Resourcing

Two of our charity's Service Leaders – Sammie Mayhead from Portsmouth and Aimee Murray from Leicester – were selected as social media ambassadors for the campaign in Spring.



Caring could offer a career that works with your life.

made with CARE

Meanwhile, colleagues and people we support in London were selected to star in a national advertising campaign. Taking part in a series of photoshoots, they shared their everyday lives and the varied and fulfilling role of a Support Worker.

Department of Health & Social Care

INVESTING IN OUR PEOPLE

Demonstrating a commitment to properly supporting and rewarding our colleagues, we were delighted to announce a £5 million investment in colleague pay in 2023. In April, we unveiled a pay uplift totalling £4 million for our frontline teams, with our Support Workers moving to £10.92 per hour in England and £11.40 per hour in Scotland. We then announced a further £1.5 million investment in reward for our salaried colleagues, later in the year.

Teresa Exelby, Chief Corporate Services & People Officer, said, "As we argue in our Unfair To Care campaign, we strongly believe that people working in the care sector should be paid much more for the skilled, knowledgeable and complex roles they do every day. And whilst we continue to lobby decision-makers for the wide-scale investment that we urgently need to achieve this, we know we have to do everything possible to support our people."

"So we were proud of all our teams across the charity who, through their ambition and creativity, created the surplus for us to be able to make this investment. We know the fight for fair pay in social care is far from over, but we hope our investment shows how much we respect and appreciate our workforce."

We've continued to provide a wide range of wellbeing and financial support resources for our colleagues – including our Wellbeing Fund and partnerships with Everymind at Work and Salary Finance.

With these tools aiming to help people avoid the use of high-cost debt solutions, we've seen:

Over 800
colleagues access support
through Salary Finance

11,373
wage advances
provided

Menopause Workplace Pledge

In October, we were proud to sign the Menopause Workplace Pledge, reflecting our commitment to supporting colleagues experiencing symptoms of menopause and perimenopause – as well as colleagues supporting loved ones through this.

Sarah Mahoney, Head of Employee Relations said, "As a social care charity, ensuring inclusivity and care for our colleagues is incredibly important to us. By signing this pledge, we hope to demonstrate our commitment to creating a safe, inclusive, and empowering workplace, where anyone affected by menopause can access support and continue to thrive."



A WORKPLACE TO BE PROUD OF

4,560

colleagues have now completed our charity's new Equity, Diversity and Inclusion learning module!

Everyone deserves to feel safe, heard and part of a supportive community at work. We're proud to celebrate what makes each of our colleagues unique and continue to strive to be an inclusive and welcoming workplace for all.

Building insights

"Having a deep understanding of our workforce is crucial in creating an inclusive and supportive environment, where diversity is valued, unique characteristics celebrated and everyone feels able to bring their true selves to work.

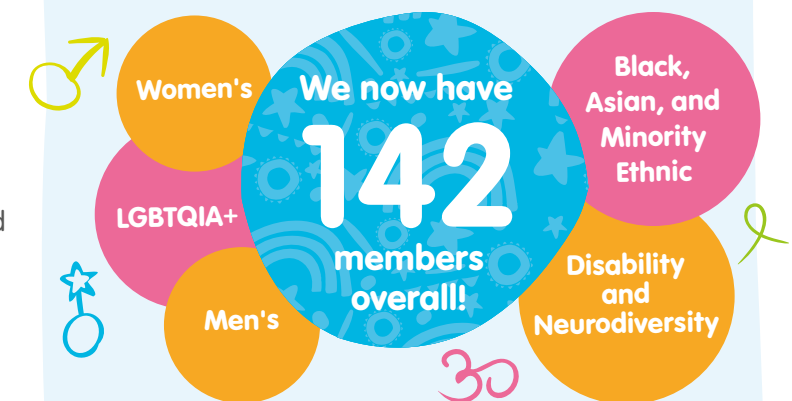
That's why last August we were delighted to work with our partners at the Employers Network For Equality and Inclusion, leading organisations across many sectors, and our Colleague Inclusion Networks, to launch our brand-new diversity data monitoring form.

We're proud to have created a really progressive approach that's an exemplar of best practice in diversity monitoring and will hopefully give both prospective and current colleagues a sense of feeling seen and respected. It will help us build a clear picture of our workforce and offer rich insights to enable us to make working at Community Integrated Care the best experience possible."

*Danielle Chan,
Director of Communications
and Engagement*

Our Colleague Inclusion Networks

Bringing together colleagues from across our charity, our Colleague Inclusion Networks welcome members and allies of diverse communities to support one another, amplify voices and spark positive change. 2023 saw our networks go from strength to strength, becoming more embedded into our charity, as we celebrated their one year anniversary!



Already, our networks have made a huge impact, including:

- ✓ Immediate responses to **highprofile incidents**
- ✓ Raising awareness and understanding of **men's mental health**
- ✓ Co-creating our charity's **first-ever Gender Identities policy**

An engaged workforce

Every year, Community Integrated Care carries out an annual engagement survey to assess how our colleagues are feeling about working at our charity and help us understand where we can improve. Our survey is powered by employee voice specialists, Hive.

In 2023, we received our highest response rate to date – with **56% of our workforce** sharing their views and we were delighted with what they told us..

7.9
out of 10

Engagement summary – the average of all collated scores and an indicator of overall engagement.

+28

Our Employee Net Promoter Score, an indicator of colleague advocacy – up 3 points since last year.

*eNPS is a global measure, used by organisations across the world to measure how likely employees are to recommend their employer as a great place to work to friends and family. This score can range from -100 to +100, so +28 is classed as **Very Good/Excellent**.

In 2023 we also...

Developed a 'My Identity' EDI support plan

Began forming new policies on gender identity and retirement

Introduced an updated **Equality Impact Assessment Tool** for all of our organisational policies

Continued to improve **document accessibility** across our charity



LEARNING WITH IMPACT



At Community Integrated Care, we're passionate about nurturing the many talents our colleagues possess and proudly provide an array of learning and development opportunities that support career progression and social care excellence.

GROW-ing our talent

"We know that social care is a highly skilled profession and we're determined to have a learning experience that truly reflects this. So, we were excited to unveil GROW in April – our trailblazing new learning journey for our social care professionals. GROW provides a multi-layered, holistic approach to learning which recognises the breadth of skill required to support people to live rich, fulfilling lives."

"It's been an organisation-wide effort, with colleagues from every corner of our charity and people we support working together to identify the true learning needs of our Support Workers. We've created a learning experience that's engaging, relevant and continually evolving – fitting around our colleagues' needs, behaviours and busy shift patterns, and professionalising the work they do."

*Deborah Betts,
Head of Capability Development*

GROW has received glowing feedback from both inside and outside of our charity, and even won the **Best Learning & Development Initiative Award** for the Public and Third Sector category at the CIPD People Management Awards in September. Building on this success, GROW is being continuously developed to cover even more skills, roles and specialisms.



5,115
colleagues have
engaged with GROW



Completing over
148,788
learning modules



GROW has been
awarded
2,000
4 and 5 star ratings

Leading by example

In an everchanging sector, we're committed to supporting our leaders to gain new insights, share best practice and harness valuable skills from across our workforce. During 2023, our LEAD training programme has continued to provide specialist learning opportunities for operational managers – touching on key topics like recruitment, care and support planning and quality.

In October, we developed a comprehensive new LEAD workshop, hosted by members of our Executive Team across eight regional sessions. These interactive events aimed to upskill leaders on areas such as quality frameworks, business development, evidence and feedback.

The event welcomed a record-breaking 315 charity leaders, covering 5 regions.



99.5%

of attendees said the sessions left them feeling better prepared and confident in their roles.

From September 2023, we welcomed a new cohort of aspirational leaders to the Learn TO LEAD programme, after receiving

214 applications

(an increase of 77% since 2022).

58 successful candidates

completed the full programme in 2023, now inspired to explore their career potential at Community Integrated Care.



Empowering future leaders

Our Learning & Development team are experienced in developing homegrown talent and guiding our Support Workers to flourish into frontline leaders.

Our Learn to LEAD programme welcomes aspiring Service Leaders to apply for an intensive coaching and training programme where they can equip themselves with the skills, knowledge and behaviours it takes to begin their leadership journey. This initiative has been successfully delivering the next generation of Service Leaders for the charity since 2022 – with 13 promotions resulting from the programme so far!



“Learn to LEAD has been amazing for me and boosted my confidence massively! I've been part of things in work that I wouldn't have dreamt of doing before and it's really helped me expand my own knowledge and experience. The facilitators have been so supportive and check in to see how I'm doing all the time. I've really enjoyed being part of the programme and I'm so excited about my future career in social care!”

*Owen Handley,
Support Worker and Learn to LEAD
2023 Graduate*



CHAMPIONS OF CARE

It's a privilege to work with so many outstanding colleagues and there's no greater joy than seeing our teams being officially recognised for all their work!

Over the past year, we've been delighted to celebrate a wide range of award-winning individuals and teams from across our charity...



Learning to LEAD... excellently!

Having recently been promoted to Service Leader during his participation in our Learn to LEAD programme, Chris Christie was delighted to receive the Frontline Leader Award at the Great North East and Scotland Care Awards!

💧 It was an honour to be awarded the Frontline Leader Award, and especially when I've only recently become a Service Leader! Being so new to the role, it was a real surprise when my name was called. I really want to thank the colleagues who have supported me in my career so far and helped coach me throughout the Learn to LEAD programme. Without them, I wouldn't be the leader I am today! 💧



Taking home the gold

Our Inclusive Volunteering® programme with Sport England won many prestigious awards throughout 2023, and one of our colleagues also received a very special recognition commending his contributions to the team. Matt Price, our Sports Inclusion Assistant, took home the Care Newcomer Award at the National Learning Disabilities and Autism Awards – celebrating all his fabulous achievements since joining our charity.

💧 It has been brilliant to see our charity's Inclusive Volunteering® programme win so many national accolades this year. I know from my first-hand experience of being involved in the programme that it's changing lives and providing so many development opportunities for the people we support. I am especially proud to have won the Care Newcomer Award! My life wouldn't be what it is without the opportunities I've accessed and helped create at Community Integrated Care. 💧

the programme that it's changing lives and providing so many development opportunities for the people we support. I am especially proud to have won the Care Newcomer Award! My life wouldn't be what it is without the opportunities I've accessed and helped create at Community Integrated Care. 💧

Care team of the year!

At the Great East Midlands Care Awards, we were over the moon to celebrate our Gilmorton team from Leicester! Taking home the Care Team Award, they were named amongst the best social care professionals in the region.

💧 The team and I were so shocked and excited to receive the Care Team Award! As Service Leader, I know just how remarkable the team are but it's another thing entirely to have their success recognised at such a prestigious awards ceremony. We're delighted! 💧

Gill Edwards, Service Leader at Gilmorton

An Award-Winning Year

16
Award
Winners

47
Shortlisted
nominees

15
Award
ceremonies





**CREATING
COMMUNITIES
THAT EMPOWER**

ENGAGING THE PEOPLE WE SUPPORT

We want to empower the people we support to be the true leaders of our charity and to influence important decisions on their own care and support. Understanding peoples' needs and ambitions, and amplifying their voices, has been a key focus for 2023.

More voice, more choice

It's been an exciting year for our Voice Groups, which were rolled out to all of our regions following a successful pilot in the South. This platform provides a safe space for people supported to get together – developing meaningful relationships and confidence in the process. Most importantly, it offers people the opportunity to share their experiences and recommendations to improve our service delivery.

💧 I've been a Quality Advisor for seven years. I've met so many people at Voice Groups. They have told me about themselves, and this has helped us to learn so much about what's important to people. Voice Groups enable us to help the people we support. 💧

Dan Callaghan, North West Quality Advisor



During October and November
30 people
attended Voice
Groups across
5 regions!



Led by Quality Advisors, people employed by our charity who have first-hand experience of social care, alongside members of our Quality team, Voice Groups happen in-person and virtually – to ensure they are as accessible and inclusive as possible.

During 2024, we will continue to host regular Voice Groups, working alongside members to understand how we can better advocate for the rights of the people we support, increase person-centred opportunities, co-produce our future and achieve our Best Lives Possible vision together.



Sharing experiences on a national scale

As well as championing the voices of people we support within our organisation, we've also been supporting people to share their voice throughout the care sector and on a national scale.

In 2023, we've seen the people we support campaigns for change in social care and inspire hundreds through sharing their stories. From speaking in Parliament to joining care workforce lobby events, the voices of the people we support are being heard far and wide!

September

Quality Advisor, Sushma Majithia, shared her experiences and the impact of her support team at a roundtable at the House of Commons. Hosted by the Adult Social Care APPG and The Care Workers Charity, the event recognised Professional Care Workers Week.



October



Our charity's Sports Inclusion Assistant, Matt Price, joined MPs and sector leaders at a Labour Party Conference fringe event, hosted by the National Care Forum. Matt expressed the importance of the sector in enabling people with learning disabilities to access life-changing opportunities.



December

Joining the Future Social Care Coalition for the launch of their Carenomics report, Tauseef, a person we support in Stockport, joined a lineup of guest speakers in Parliament. He spoke about the volunteering opportunities he's taken up since being supported by our charity, and the positive power of social care.



💧 I was proud to share insights into my life and show just how much my team mean to me. 💧

Tauseef, person supported in the North West

LIFE-CHANGING PARTNERSHIPS

Our charity has joined forces with some of the biggest events in the UK as our Inclusive Volunteering® programme took to the road. From trying out sitting volleyball to helping thousands of visitors explore Hartlepool's waterfront, our partnerships have allowed hundreds of volunteers to show off their skills, discover new friendships, access a range of vocational opportunities and make lifelong memories.



PARAVOLLEY
SILVER
LEAGUES
NOTTINGHAM

TALL
SHIPS
HARTLEPOOL

ALLIANZ PARA
SWIMMING
WORLD
CHAMPIONSHIPS
MANCHESTER

EUROVISION
LIVERPOOL

WORLD
TAEKWONDO
GRAND PRIX
FINAL
MANCHESTER

Welcoming our new ambassadors



Ross Fiddes
Presenter and Reporter



Vincent Simone
Professional Dancer



Jodie Cunningham
England Rugby League Women's Star



Listen here!



Want to hear more?

In 2023, we launched our charity's very first podcast - A World of Inclusion. The podcast is hosted by Rugby League expert, Ross Fiddes, and shines a light on some of the life-changing stories made possible thanks to our Inclusive Volunteering® programme with the Rugby League World Cup.

Available on Spotify, Apple Music and Amazon Music.

Boosting our wellbeing through nature

Nature is for everyone. That's why this year we teamed up with the **National Trust**, **WWF**, and the **RSPB** to create a range of free resources to help people who access social care discover the great outdoors. Inspired by Sir David Attenborough's Wild Isles, we've been helping our services find ways to include outdoor pursuits into care and support plans. This has included sensory gardening guides, walks within nature and even an inclusive What To Do session with Cbeebies presenter, Rory Crawford.



LET'S GET DIGITAL!

Being able to confidently navigate the online world is a necessity in modern life, and having access to technology and digital independence can open up so many opportunities. However, too often people with disabilities face barriers to harnessing the impact of virtual communities.

In 2023, we looked at further ways to tackle digital exclusion and empower colleagues and the people we support to enjoy the rewards of getting online.

WHAT
TO
DO

continues to wow!

From dancing with Strictly star, Vincent Simone, to whipping up a terrific tiffin with Bake Off finalist, Jane Beedle, people supported by our charity enjoyed another year full of star-studded events on [What-To-Do.co.uk](https://www.what-to-do.co.uk).

We were excited to re-launch the platform in June, with a lineup of awe-inspiring activities, including a night at the opera with professional opera specialists, Flat Park Music, and an accessible wrestling-themed activity class with wrestling superstar, Ashton Smith.



Setting off on a Big Adventure

Summer also saw the arrival of The Big Adventure! This innovative campaign, developed alongside digital technology partners, **Okta**, promoted the power of online searches in unlocking new opportunities. People we support and colleagues were inspired to organise epic experiences in their local communities, sparked by weekly themes.



I loved taking part in the Big Adventure. I had the best day ever in Portsoy. I practiced my map reading skills and we took lots of pictures by the ocean!

Ciaran, a person we support in Scotland

426
adventures

131
services

340
people we support



"Whether it be securing a new job, discovering a new hobby, or raising money for charity, we've seen many long-term achievements and opportunities come out of The Big Adventure. Our aim was to demonstrate that there are lots of events, groups, and trips out there that the people we support can enjoy, if you just know where to look. We are delighted to see so many services take part and organise experiences which have really enriched the lives of the people we support!"

John Hughes, Director of Partnerships and Communities

We'd like to thank all of our partners who have supported us throughout 2023.

CLOSING REMARKS

It is my honour, for the final time, to close Community Integrated Care's Annual Review.

2023 has been a remarkable year for our charity – from opening state-of-the-art services to appointing a new CEO, significant steps have been taken to bolster our organisation for the years to come.

Throughout 2023, I have been especially proud to have seen so many of the people we support representing our charity on a national stage, sharing their experiences with policy and decision-makers. Amplifying the voices of our people is a key priority throughout the next phase of our Best Lives Possible journey, so I am excited to see even more of this take place throughout 2024.

Another special milestone has been our merger with Inspire, highlighting the power of collaboration in social care, with two providers with a shared vision and goals coming together to achieve incredible things. Not only has this supported us to scale up and expand our work and mission across Scotland, but through a united voice, we hope that we can have greater influence within our sector.

A moment to reflect

When I stepped into this role just over five years ago, little did I know what successes and challenges would lie ahead. Throughout all of this, Community Integrated Care has never lost sight of its values, and our people remain at the heart of everything we do. In the face of turbulence, at every turn, we've strived to lead change, for both the people we support and our colleagues – and for that I'm really proud.



I leave the organisation later this year in the capable hands of a strong leadership team, at both executive and board level, with a clear roadmap in place for the years ahead. I'm confident that, with their significant skills and experience, our charity's best years are still yet to come.

I'd like to take this opportunity to thank my fellow Trustees, both past and present, for their knowledge, guidance, and advice over the years. By giving their time and bringing their energy, our charity has been enabled to thrive, and I am hugely grateful for their impact.

After 35 years of pushing boundaries, Community Integrated Care is still thriving, and it has been my honour to play a part in the charity's history, working alongside so many committed and hard-working people. It's a difficult decision to step back from something that has been such a privilege, but it's also impossible to reflect on the last five years with anything but pride.



Whilst I will be stepping down as Chair, I will always be connected to this fantastic organisation, and look forward to watching more of its success unfold in the years ahead.

Libby

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

REFRESHING OUR PLAN

As we embarked on next phase of our Best Lives Possible journey, in 2023, we refreshed our charity's key strategic projects to anchor this activity. Our eight new workstreams are an evolution, rather than a revolution, of our Best Lives Possible vision; underpinning everything we do as a charity.



Community
Integrated
Care



2 Old Market Court
Miners Way
Widnes
Cheshire
WA8 7SP



0800 2218 522



information@c-i-c.co.uk



www.CommunityIntegratedCare.co.uk

Follow us on social media:



@ComintCare



/CommunityIntegratedCare



/CommunityIntegratedCare



/company/community-integrated-care

Community Integrated Care is a company limited by guarantee, registered in England and Wales (Company Registration Number 2225727).

Community Integrated Care is also a registered charity (Charity Registration Number 519996 (England) and SC039671 (Scotland)).