

The magazine for supporters
of Community Integrated Care

Community
Integrated
Care

SPRING
2025

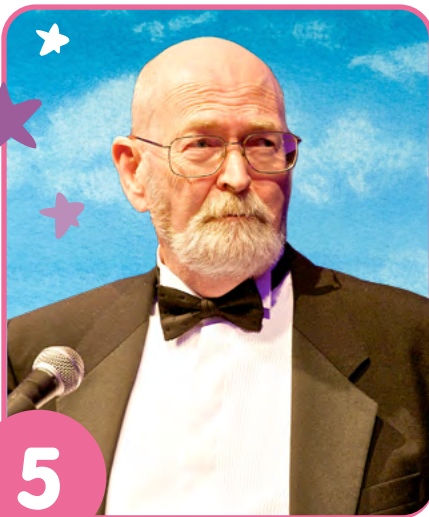
FIRST



BETH'S LIFE, BETH'S WAY!

Her path to Best Lives Possible

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



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Honouring Dr. David Robertson

We celebrate the life and legacy of our founder, Dr. David Robertson.



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Celebrating Achievements Across our Communities

A reflection on some of the most incredible successes from our colleagues and teams across the UK.



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A Healthy Life = A Happy Life!

Find out more about the health inequalities that make it harder for people we support to live a healthy life, and what we're doing to combat them.

Hello all,

Welcome to the Spring 2025 edition of You First Magazine – a celebration of the achievements of the people we support, our incredible colleagues, and the bold future we're building together at Community Integrated Care.

This is a pivotal moment for us. As we near the end of our current five-year strategy and prepare to launch our next chapter, it's a perfect time to reflect. We're proud of the progress we've made, the lessons we've learned, and most of all, the lives we've helped to transform.

In this edition, you'll find inspiring stories demonstrating all of this. From national recognition for our life-changing work to the powerful impact of our Inclusion Networks; from Beth's journey to independence to Tracy's birthday dream come true – this issue is full of moments that give us a profound reminder of what's possible.

Next time I write to you, I'll be sharing exciting plans from our new strategy – one that I know will lead to even more incredible stories in the months and years ahead.

Before I sign off, I'd like to say a huge congratulations to Mandy Wearne, who has now been officially appointed as Chair of our Board of Trustees after a fantastic year as Interim Chair. Mandy's strong leadership and governance has been immeasurable and we're excited for the future with her guiding the way.

I hope you enjoy reading this edition. As always, I'd love to hear your thoughts – so please do get in touch by emailing me at jim.kane@c-i-c.co.uk.

J.K.

Jim Kane
Chief Executive



WELCOME

You First is a magazine for all colleagues and customers of Community Integrated Care. It is written by our Communications Team with the help of our guest contributors across the charity.

SHARE YOUR THOUGHTS

We're always interested in hearing your thoughts on You First and any ideas you have on stories for the future.

Email us at yfirst@c-i-c.co.uk

Share a post on Viva Engage using the hashtag **#YouFirst**

Could you be Paul's new Penpal?

In today's digital world, it's great to get back to old, treasured ways of communicating. And what could be better than putting pen to paper for a hand-written letter?!

Say hello to Paul! He lives at Cherry Tree House in Region 3 and is on the lookout for penpals to "swap stories, laughs, and favourite film quotes".

Paul's a huge animal lover (his cat Cherry is his pride and joy), and he's got an impressive music and movie collection. If you love dogs, DVDs, or motor racing, you've already got something in common!

Paul's ready to make friends – are you?

If you or someone you know would enjoy being Paul's penpal, just contact Jodie Christian, Service Leader by emailing jodie.christian@c-i-c.co.uk.



Kieran Returns to College

Since returning to college after the Christmas break, Kieran has been having a brilliant time visiting campus and getting stuck back into his woodworking class. During his course, he's been crafting a special box for his speaker, and we can't wait to see the finished project!



Blackbrook Royals Raise Thousands



As the charity partner of the Blackbrook Royals Junior RFL Club in St Helens, we were thrilled to see them cycle over 446 miles in a special exercise bike challenge. They raised over £2,000 for our charity and the club combined. This money will be invested into our pioneering programmes, making an incredible difference for people we support across St Helens – thank you to everyone who took part!

Kandy Receives Royal Thank You!

To celebrate her support team, Kandy at Brook Street wrote to Prince William – telling him about the team's outstanding efforts in Clackmannanshire. Acknowledging Brook Street's unbelievable impact, Kandy received a reply from Kensington Palace, which praised the team's dedication in supporting their local community. Well done, Brook Street!



SO social!

Our social channels are the perfect place to keep up to date with the life-changing work our colleagues are doing every day. Here are some of our favourite stories from across the country...

Josephine Makes the News!

In Tyne & Wear, Josephine – a person we support – had her moment to shine as she was featured in the Sunderland Echo to celebrate her five-year anniversary of volunteering with the British Heart Foundation!

Josephine has made friends, developed new skills, and made a real difference in her community. She was thrilled to be recognised for her dedication and impact.



Jane Turns 70!

We're sending our warmest wishes to Jane Fleetwood, one of our amazing Support Workers, who turned 70 in January! Having worked at Cottam Road for 15 fantastic years and dedicated her entire career to the care sector, Jane has touched countless lives.



Saying Hello to Our Trustees



In East Sussex, our Burfield Court, Gilda Close and Greenacres Supported Living services welcomed two very special visitors – Keith Rhodes and Dinesh Mangaru, our Trustees!

The visit was the perfect way for Dinesh to get to know our people, as a new addition to our Board. Thank you to Keith and Dinesh for visiting – and don't be strangers!

Join Us on Bluesky

Earlier this year, we launched our new Bluesky account to reach even more people and tell them about how we're delivering the Best Lives Possible. If you're on Bluesky, give us a follow for heartwarming stories and exciting updates – straight to your feed!

FOLLOW US ON SOCIAL MEDIA...

- @communityintegratedcare
- @communityintegratedcare
- Community Integrated Care
- @comintcare.bsky.social
- Community Integrated Care

A Lasting Legacy

Honouring Dr. David Robertson



Dr. David Robertson's vision for our sector and society changed lives. More than 35 years ago, he founded Community Integrated Care with a simple but powerful belief – that everyone should have the opportunity to live full, independent lives, no matter their circumstances.

His sad passing in September 2024 gives us the opportunity to celebrate his life and honour his legacy.

Dr. Robertson was more than just our founder. He was a pioneer, a champion of social care, and a man who dedicated his life to making a difference. In 1988, from his

Haltom-based GP practice, he set out to create a new kind of support – one that moved people out of institutional care and into their own homes, where they could live full lives with dignity and choice.

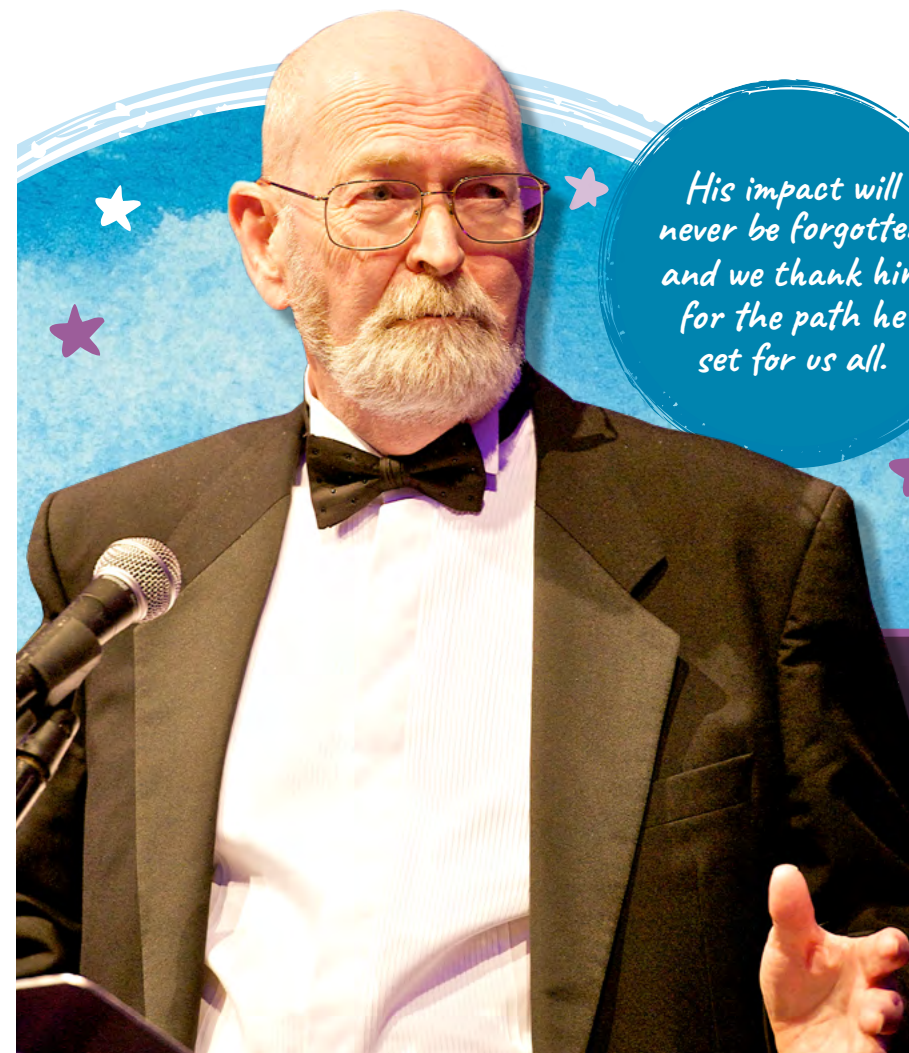
The tagline might not have been Best Lives Possible, but the ethos most certainly was.

From humble beginnings, his vision grew into something extraordinary. Our charity now supports thousands of people across England and Scotland, helping them to achieve their dreams and live with independence. Every day, our teams bring his values to life – compassion, respect, and empowerment.

Those who knew Dr. Robertson speak of his kindness, determination and desire to always listen to others. He never sought the spotlight, but his work spoke for itself. His passion for people was at the heart of everything he did, and that spirit still guides our charity today.

Over three decades on, we continue to honour his legacy. Every success, every breakthrough, and every life changed is a testament to the foundations he built. As we look to the future, we remain inspired by his belief that care should be shaped around people and their aspirations.

His impact will never be forgotten and we thank him for the path he set for us all.



BEST LIVES POSSIBLE THE NEXT CHAPTER

AND WE'RE NOT STOPPING HERE...

QUALITY AND ASSURANCE ON OUR RADAR

We're embracing the future with a new system that's changing how we work. Our new quality management and reporting tool, powered by Radar, brings together key processes such as audits, incidents and action plans into one simple platform.



We began with Action Planning in 2024, making Continuous Improvement Plans easier and more effective. Managers are already calling it a game-changer – sharing: *"Radar has been a real step forward for us. It's so much easier to use and manage than the old Excel template. It's clearer to read, simple to update, and easy to access. It's made a big difference to how we track and share our progress."*

At the beginning of April, we launched the next module – Audits – and we're just getting started. Soon, our Events module will go live too, helping us respond better to incidents in services. Radar is already saving time and improving quality. It's making life easier for our teams and in turn, benefitting the people we support.

In 2021, as the world faced the ongoing challenges of Covid-19, Community Integrated Care stood strong. We protected the people we support and each other – but we didn't stand still. Instead, we looked ahead, launching our new strategy: **Best Lives Possible**.

Four years on, we've turned vision into action. From pioneering Care & Support Planning and GROW learning, to advancing Equity, Diversity and Inclusion – the change has been remarkable. These ideas aren't just part of our strategy anymore. They're part of our culture.

We've welcomed new teams, including our brilliant colleagues from Inspire in North Scotland. We've launched Voice Groups to raise the voices of the people we support. We've made big strides with data, becoming smarter and more responsive.

Our recruitment has been transformed too – faster, simpler, and more inclusive. We've worked hard to reduce agency use, making our charity stronger and more sustainable.

Every step forward has been powered by the passion and commitment of our colleagues. You've made Best Lives Possible a reality.

RAISING THE BAR ON ROSTERING!

In 2025, we'll also launch our brand-new rostering system, powered by a platform called Sona, which will replace Maxtime. We've learnt from other project launches that first impressions are crucial, so we're making sure that Sona is absolutely geared up perfectly for our teams before we introduce you all to it – but we're confident in saying that it'll be another transformation for our charity.

Sona.

YOU CANS

Also known as 1-1s, reviews or appraisals – at Community Integrated Care, it's a You Can – because it puts YOU first. These developmental conversations between a colleague and their line manager are a safe space to talk development, performance, support, wellbeing and so much more.

We've conducted a full review of You Cans, as we know that this isn't always everyone's experience. So we've made lots of changes to how we approach these, to make them a meaningful, supportive and useful discussion.

We conducted a small pilot in late 2024, and are now running a second, larger pilot to get even more feedback and make it perfect for everyone else.

Look out for refreshed You Cans – coming this summer!





BETH'S STORY: BUILDING A LIFE THAT FITS

At Community Integrated Care, we believe that everyone with a support need should be able to live their Best Lives Possible – just like Beth, whose journey shows that the right support, in the right place, can have the most profound impact. We're incredibly proud to share Beth's story with you today.

Beth is a 24-year old young woman, with a zest for life like nobody else. Beth has all the same aspirations as anyone else her age. She loves to dance, dress up and experiment with make up, has a talent for drama, keeps fit, adores her pets and is always up for a good laugh.

Beth's path has presented significant obstacles – but probably what's most impressive about her is her ability and tenacity to bounce back and respond. We met with **Sally Ashford Devey, Deputy Manager in Worcestershire**, where Beth lives, to find out more.

"Beth has been in the health and social care system since childhood. It's been a long and

winding road for Beth and her family, and it's fair to say that they've not always had the experience they should have had from the social care system – where the emphasis had been on managing Beth instead of understanding and supporting her"

"In 2023, Beth was living in a specialist placement in a hospital setting, far away from her family and the community she grew up in. She was ready for her next step towards independence – which coincided with the closure of where she was living."

"It was an anxious time – Beth had made so much progress and grown so much, and everyone was really determined that we'd get this right for her and her family."

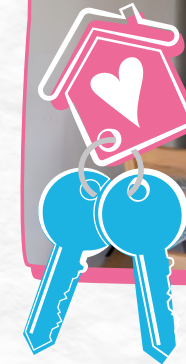
"Before her last placement, Beth hadn't had the positive experiences she deserved. She described it herself as feeling like she had to fit into other people's world, instead of them meeting her in her own. We were thrilled to have the opportunity to support Beth to live the best life possible, and knew we'd have to work so closely on the transition with her previous provider, who had done such incredible work to understand how to support Beth well."

"FINDING A PROPERTY THAT WAS PERFECT FOR BETH WAS KEY."

"Somewhere she could feel safe, comfortable and at home – but somewhere that was designed around her needs. Her family, alongside the relevant professionals in her life, found her forever home, nearer both her parents and in the community that she loves. Every item in the house has been picked with Beth in mind."

"We visited Beth many times before she left her previous placement, so that she could get to know the team here whilst in familiar surroundings. When she made the big move, the team who previously supported her came with her, to make that transition a little bit more staggered and not too much too soon."

"Beth's family were also integral to getting the right team in place. They'd had so many negative experiences that it was important that they had the same level of confidence in us that we have in ourselves. The team we've landed on here is incredible. They've been through intensive learning to understand the nuances of Beth's personality and needs to support her effectively to live her best life. We all acknowledge that it can be challenging at times – but we succeed as a team and work through these times together."



EDD TERREY, MANAGING DIRECTOR FOR REGION 3, SHARED HIS PRIDE AT BETH'S PROGRESS:



"Beth's tenacity is an inspiration to us all. Over the years, her and her family have deserved better from the social care system, but they've advocated for what's right and for the support Beth needs to thrive."

"The team here have done us all proud. They support Beth in a way that allows her to be her true self – quick-witted, very funny and so passionate about the things she loves."

"It's been a long road but Beth is doing incredibly. She's become so aware of herself and is assured enough to tell us when she's feeling a certain way and helps us support her through this. This confidence brings with it so many milestones and special experiences. Beth's passion is Comic Con – and she's been to London, Birmingham and Coventry – and is even part of a volunteer Cosplay group who attend events in costume to make money for charity."

"She loves all things drama, especially dressing up and becoming her favourite characters."

"She is able to nurture her pets with such love – her guinea pigs are really special to her."

"She's also been on a huge journey with her health – exercising regularly to look great and feel great. She's got huge aspirations to become a Personal Trainer herself and has started a qualification to make this happen – and knowing Beth the way we do, the sky is the limit for her."

WE HEARD FROM BETH, WHO SHARED HER REFLECTIONS ON HER INCREDIBLE JOURNEY...



"I'm so proud of how far I've come. Just over a year ago, I was stepping into the unknown, wondering if I could ever find myself again. I doubted myself and sometimes the amount of change felt too much. But I've faced my fears, trusted in the people who believed in me, and started to build a life that feels truly mine."

"Living in my own home, finding joy in the things I love, setting goals and achieving them – it's all more than I imagined possible. The journey hasn't always been easy, it's been worth every step to rediscover who I am. I'm so grateful for the team for making it possible."



Accelerating Action with our Colleague Inclusion Networks

There's nothing quite like the feeling of knowing you're surrounded by like-minded people who share your passions in life and understand you for who you are. Our Colleague Inclusion Networks give our people a safe space to feel this way, with one of our networks leading the way in 2025...

Starting the year with energy and enthusiasm, our Women's Network has had an incredible few of months, focusing its efforts on raising the profile of the Network, engaging with colleagues and future members, and planning their goals for the year ahead.



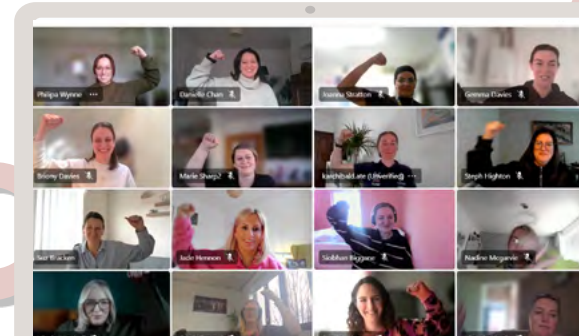
The Women's Network is not the only place to be to see change – our four other Colleague Inclusion Networks have been hard at work too!

Our **Men's Network** have hosted special speaker events to support and raise awareness of men's mental health and wellbeing, and we've heard that they've got even more plans in the pipeline for 2025!

Members of the **Black and Minority Ethnic Network** have been instrumental in raising awareness and educating colleagues on events such as Black History Month and Windrush Day.

Paving the way for our transgender and non-binary colleagues, our **LGBTQIA+ Network** reviewed and contributed to our first-ever Gender Identities Policy.

Making changes across the charity, our **Disability and Neurodiversity Network** have worked to improve accessibility across our documents from Support Services and as part of our recruitment processes too.



We were also delighted to welcome elite track cyclist Katie Archibald as a special guest speaker at our March Women's Network meeting. Katie has a host of Olympic, World, European and National titles to her name and she led a conversation on female empowerment, resilience and discovering confidence in our work.



"My career has been defined by being a member of a team and I think that sense of belonging, support and a shared purpose is something that really stands out to me on a day when we're celebrating women and feminine values. So I'm happy to be here with a community network that understands the same thing: that a group can somehow make its individual parts stronger."

8th March was International Women's Day

– the perfect opportunity to celebrate our Women's Network!

Celebrations took place throughout the day. We heard from the Network's Executive Sponsor, Samantha Brennan and Network Lead, Gemma Davies about the importance of International Women's Day and how our Network is eager to embrace this year's theme and accelerate action!

Gemma shared:

"International Women's Day is a brilliant opportunity to celebrate those who have come before us, campaigning for equality, whilst also raising awareness of what's ahead of us, and how we can accelerate action."

"As a proud member of our Women's Network, already this year I have led on a review of our Parental Leave policies. Working with our Women's Network and groups from our other Colleague Inclusion Networks to better understand how we can improve our policy to support all parents."



Samantha added:

"As the Women's Network Sponsor, I am proud to see colleagues so passionate about the work we are doing. Along with reviewing our parental leave policies to see how we can improve them for all, we're also taking on some big priorities around pregnancy loss and menopause."

"We won't be stopping there either, we've got our sights set on tackling topics around health issues that directly impact women – we have big ambitions for this brilliant group!"



If you've been inspired by the incredible efforts of our Networks and want to be involved – now's the time! Simply email ColleagueInclusionNetworks@c-i-c.co.uk for more information or to become a member.



Scottish Services Rated as 'Excellent'

We are thrilled to share that our Housing Support Service across Perth & Kinross and Forth Valley in Scotland has been rated 'Excellent' by the Care Inspectorate. This top-tier rating acknowledges the outstanding, sector-leading support provided by our teams in areas such as leadership and the wellbeing of the people supported. This achievement underscores our dedication to delivering high-quality, person-centred care.



Perth & Kinross
Forth Valley

Department of Health and Social Care Visit to Broad Lane

Our Broad Lane Supported Living Service in Leeds recently welcomed representatives from the Department of Health and Social Care (DHSC). The visit provided an opportunity to showcase our achievements, particularly in supporting colleague

wellbeing and development, and demonstrated how our dedicated teams empower individuals to live independently within their communities. The DHSC's interest and engagement highlight the critical role of our social care workforce.



Faz Broughton Recognised Among Top Young Talent in Care

Congratulations to Faz Broughton, Service Leader in Alfreton, Derbyshire, for making the Care Show's 'Thirty Under 30' list, recognising top young professionals in social care.

Starting as a Support Worker in 2016, Faz advanced through our organisation, excelling in the 'Learn to Lead' programme. Now a Service Leader, he leads a team supporting individuals with learning disabilities and complex needs. His dedication, leadership, and passion for improving lives make us proud, and we look forward to his continued success.



Festive Celebrations with MP Liz Kendall

The Gilmorton Supported Living Service in Leicester had the pleasure of hosting Liz Kendall, Labour MP for Leicester West, during their festive celebrations. The visit included a tour of the beautifully decorated homes, engaging activities, and heartfelt conversations about the experiences of those supported at Gilmorton. The day was filled with joy, emphasising the importance of community and recognition in our services.



Celebrating Award Success

Our organisation has recently been honoured with several prestigious awards, reflecting our commitment to excellence in care. Notably, we received accolades at the Great British Care Awards across multiple regions,

including London, the East Midlands, North West, Yorkshire, and North East & Scotland. These awards recognise our innovative practices, exceptional teams, and outstanding leadership within the care sector.



Advocating for Fair Pay: Amandajayne Swann represents Care Workers

Amandajayne Swann, Support Worker at Dawson Close in Nottingham, recently attended a key meeting at the British Library in London as part of The Care Workers' Advisory Board and Champions Project, led by The Care Workers' Charity. Attended by CEO Karolina Gerlich, the session featured a guest speaker from the Department of Health and Social Care, discussing fair pay agreements and employment

rights bills. Plans were made for a follow-up session to explore the bill's details, with Gerlich requesting meetings with Baroness Casey and the Minister of State for Care to ensure care workers are consulted.

Amandajayne's involvement highlights the importance of frontline voices in shaping policy, she encourages those in the sector to share their views to help influence these vital discussions.

CELEBRATING Achievements Across our Communities

At Community Integrated Care, our impact is making waves within our communities and further afield. From national recognition, uniting with politicians to join crucial conversations, to leading innovative care, we're proud to share the stories that highlight our expertise, celebrate achievements, and inspire others. Join us as we take a journey across England and Scotland to explore some of our most recent standout moments.



SPRING HAS **SPRUNG** ... MEET OUR **NEW** FACES

Spring is a time of new beginnings – bringing growth, energy... not to mention the longer days! As the seasons change, we want to take the chance to introduce some new faces to our charity in recent months...

JON AKEHURST

Joined September 2024

Jon has extensive experience in the Finance industry, holding senior roles at household name brands such as Hotel Chocolat and Mars.

His passion for the care sector stems from his personal experience of caring for his daughter, who has complex needs.

Jon hit the ground running, visiting our Brook Street and Baingle Brae services in Scotland, where he got to meet some of our fantastic colleagues and the people we support.



DINESH MANGARU

Joined December 2024

Dinesh brings a wealth of experience to Community Integrated Care, with a career as a technology leader, advisor, and social entrepreneur spanning over 25 years.

He also founded Make It Write, a social enterprise that donate stationery to rural schools, broadening possibilities for countless young people.

Earlier this year, Dinesh visited our Burfield Court, Gilda Close and Greenacres services to see firsthand the incredible work of our colleagues and the positive impact our charity has.



TANYA CLARIDGE

Joined January 2025

Tanya, our new Director of Clinical Governance, joins us with vast experience in patient safety, quality assurance and clinical governance and risk, from both the NHS and commission environments.

With a strong personal connection to the charity, much of Tanya's career and voluntary work has

been driven by a passion to make a meaningful difference in people's lives, advocating for inclusivity and empowerment.

Tanya has led the way on many crucial projects already – overseeing the development of best practices and policies that will help us deliver excellence throughout the organisation.

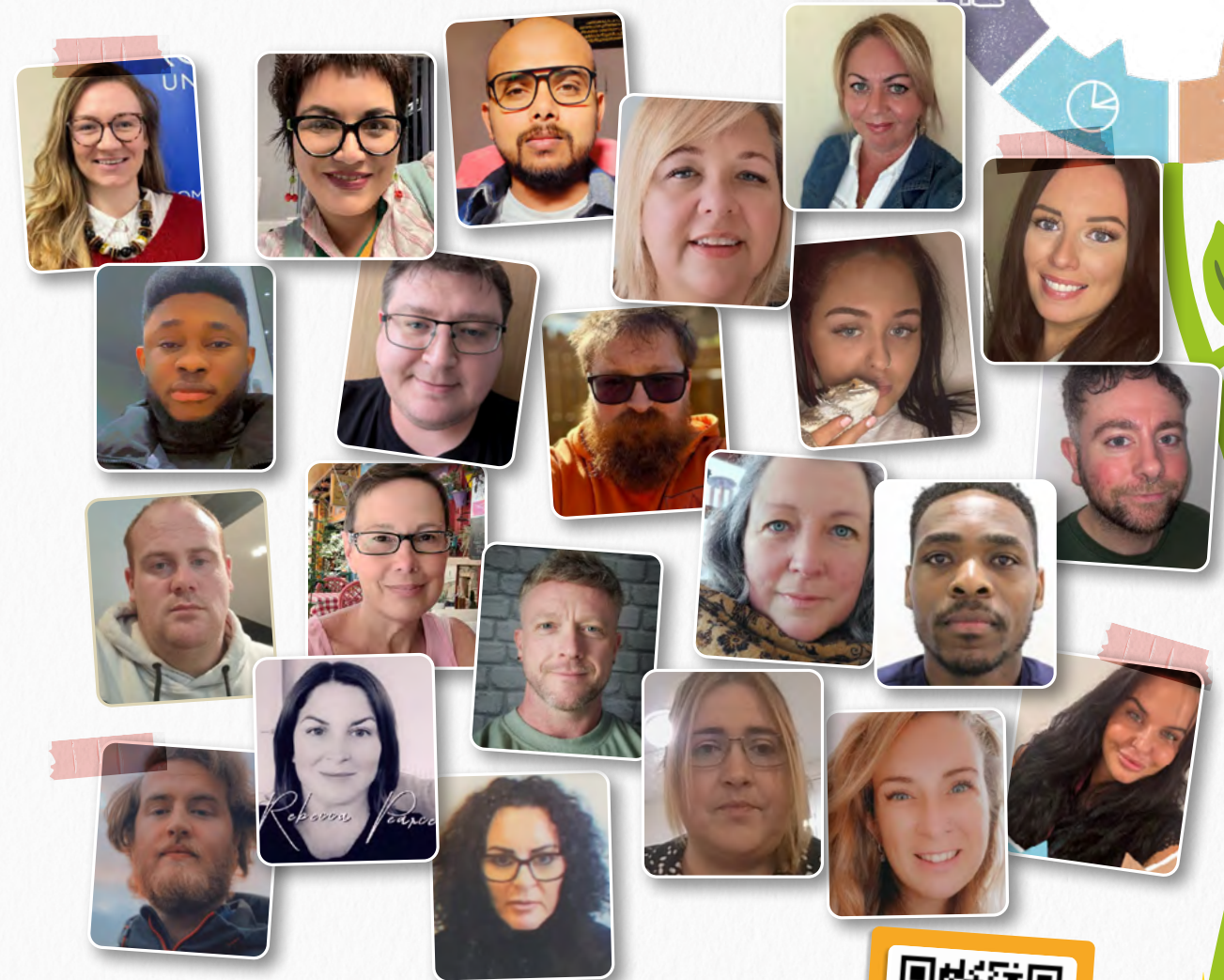


GAMECHANGERS

In October, we were pleased to welcome a new cohort to our GameChangers.

Our trailblazing team of GameChangers are the voice of our colleagues, actively listening to team members and bringing forward ideas, concerns and feedback to our Regional and National GameChangers meetings.

The 22 new members joined our existing ranks of Colleague Representatives, brimming with colourful new ideas to champion change and help shape the future of our charity.



Scan the QR code to get to know the GameChangers in your region and how you can reach out to them.



A Healthy Life = A HAPPY LIFE!

At the core of everything we do is the idea that people with support needs can live their best lives possible. This means different things to different people of course, but key to every great life is good health.

Health is made up of so many things. Our nutrition and diet, movement, mental wellbeing, sleep, access to medical support, and so much more! But these are things that many of us can take for granted.

For people with support needs, the existence of health inequalities mean that a healthy life can be that bit harder to achieve. Health inequalities are unfair and avoidable differences in health across the population, and between different groups within society. These include how long people are likely to live, the health conditions they may experience, and the care that is available to them.

We spoke to Tanya Claridge, our charity's Director of Clinical Governance, to find out why this is so pivotal to our direction as a charity.



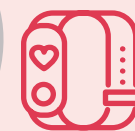
"Our core belief is that everyone should be able to lead a fantastic life of their choosing. It's clear that health is key to this, but it's also the painful truth that health inequalities are a barrier to this. Our mission in this is simple – to break this barrier down."

"There's no one clear answer to this – and lots of our work over the coming months and years is going to be about how we tackle these issues, one by one. From how we influence

for better transport options so that our people can get out and about, how we work together to help people make really informed choices about food, or how we use data and feedback to improve people's access and experience of healthcare."

"There's some things that are in our gift to be creative about and do differently, but so much of this work is about us taking a look at our society and truly challenging it with the question: is there more we can do?"

HEALTH INEQUALITIES FOR PEOPLE WITH SUPPORT NEEDS – SOME KEY STATISTICS:



ONLY 9%
of people with learning disabilities reach the recommended minimum rate of physical activity



The life expectancy of a person with a learning disability is **19-23 YEARS LESS THAN OTHER PEOPLE**

95%
of people with a learning disability are unemployed



25 TO 40%
of people with learning disabilities also experience mental health problems

45%

of people with learning disabilities don't receive an annual health check



Levi's Journey to a Healthier and Happier Lifestyle

Levi, a person we support at Moorshutt Road in Wakefield, faced mobility and energy challenges due to weight gain. Recognising this, his team arranged a dietician referral and provided encouragement to help him embrace change.

Initially resistant, Levi gradually adopted a healthier diet with his team's support. So far, he has lost two stone, significantly improving his fitness and energy levels. He now enjoys his meals and has more time for activities he loves. Levi's journey demonstrates that with the right guidance and perseverance, achieving a healthier lifestyle is possible.



The Power of

Voice Groups

The first Voice Groups of 2025 put this topic into focus – looking at the people we support's experience of healthcare, tied into the NHS Change feedback scheme.

The people we support provided many examples of times when their experience fell short of what any of us would accept, including...

A person we support's hospital passport not being used, resulting in a missed peg feed.

Online services not being accessible or tailored to people with additional needs.

Hospital staff not talking directly to a person we support, instead speaking exclusively to their support staff and loved ones.

Voice Groups provide a powerful opportunity for the people we support to share their perspectives and have their voices heard on the issues that matter the most.

Scan the QR code with your smartphone camera to find out more about Voice Groups and to get the people you support involved.



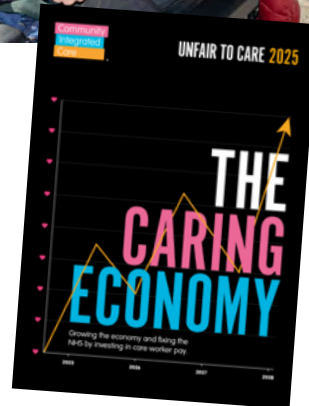
UNFAIR TO CARE 2025:

TIME FOR FAIR PAY IN SOCIAL CARE

At Community Integrated Care, we believe that everyone who delivers care deserves respect, recognition, and fair reward. That's why we're proud to launch the fourth edition of our powerful campaign, Unfair To Care – and we need your voice to help make change happen.

This year's report, A Caring Economy, highlights that the pay gap between social care support workers and NHS Band 3 roles continues to exist. Despite doing comparable work, social care workers continue to be undervalued. This lack of fairness has real consequences

– contributing to over 110,000 unfilled jobs in the sector at any given time, high staff turnover, a growing strain on people who rely on care, and most crucially, an impact on the quality of life of the people we support.



OUR CHIEF PEOPLE AND CORPORATE SERVICES OFFICER, TERESA EXELBY, SHARED:

"It's easy to assume that fixing an issue of this size isn't financially viable for the Government. However, we've demonstrated that not only is it necessary, but it's achievable too. A 50p increase in hourly pay would cost just 2.3% of England's current adult social care budget, so what we're proposing is absolutely possible."

"Whilst we welcome the Government's proposals to review social care policy and create a fairer pay framework, change isn't expected until 2027 at the earliest. That's why we're urging the Government to act now with an interim pay uplift – because this simply can't wait."

"We've seen what's possible when we invest in people. Thanks to our own efforts to improve pay, we've achieved an 80% staff retention rate – far above the sector average. That stability allows us to improve services, grow our work, and support our colleagues to shine. But real, long-term change needs government support."

"THIS IS ABOUT MORE THAN PAY – IT'S ABOUT RESPECT, RECOGNITION, AND GIVING YOU ALL THE VALUE YOU DESERVE."

SHOW YOUR SUPPORT!

You can help by adding your voice to our Unfair To Care campaign by:



EMAILING YOUR MP

Use the simple template on the dedicated Unfair To Care website.



SHARING THE CAMPAIGN

Share graphics from our social media channels, or download and post yourself!

VISIT WWW.UNFAIRTOCARE.CO.UK FOR MORE DETAILS



Our 2025 Colleague Engagement Survey



Huge thanks to everyone who took part in our 2025 Colleague Engagement Survey!

We reached a record

59%

response rate overall, with **over 3,700** of you taking part!

After an exciting race to the finish, the final regional league table was:

1st

Region 2 – **59%**

2nd

Region 3 – **56%**

3rd

Region 1 – **55%**

Support Services and Technology Enabled Care also achieved impressive response rates of 86% and 92% respectively.

Our Headlines

These key measures give us a really great indication of how we're performing overall...



Employee Net Promoter Score has jumped from **+28 to +34** – an incredible improvement!



Engagement Index (measuring loyalty, advocacy, and pride) has increased from **7.6 to 7.8**



Engagement Summary (the average of all responses) has risen from **7.9 to 8.1**

This is a measure of how likely our colleagues are to recommend us as a great place to work!



What Happens Next?

Now the power is in our people's hands! Have you had your Engagement Session with your manager yet? If not – ask them when it is.

This is your opportunity to find out what's impacting engagement in your service, and be part of the plans to make it even better.



Scan here to see our full organisational and regional survey results!





FINALLY...

Tracy's 50 BEFORE 50 LIST!

Meet Tracy, who is supported at King Street in Wigan. Tracy has a big birthday coming up this year, so her team came up with a life-changing idea – a 50 before 50 list!

From holding an owl to experiencing a romantic date, Tracy has been having the time of her life, and we're excited to discover what's next on her list...

We heard more from Tracy and one of King Street's Service Leaders, Emma Whur.

What inspired you to make the list, Tracy?

T Last year, I achieved something special for me – I went to the supermarket independently, which I lacked the confidence to do before. After my trip, I was so excited, because it showed me that I can do whatever I want to do! I had tons of ideas about what I wanted to do next – and Emma suggested the 50 before 50 list to help me achieve it all!

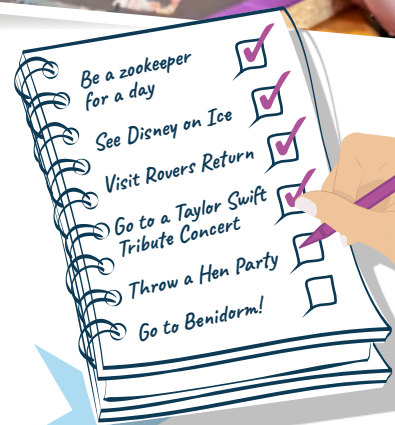


What's on the list, and what have you enjoyed ticking off so far?

T I want to run a 10k, be a zookeeper for a day, and visit Wales – just to name a few! I love animals so when I got to hold a hedgehog and visit London Zoo, I was ecstatic. I'm also a huge Disney and Coronation Street fan so winning free tickets to see Disney on Ice and visiting the Rover's Return at Madame Tussauds in Blackpool were dream experiences for me! Attending my first Pride parade as an ally was such a joy, too.

What are you most looking forward to?

T It might be unconventional, but I'm throwing a hen party even though I'm not getting married. You shouldn't need a wedding to have a once-in-a-lifetime night with your friends! After that, I'm jetting off to Benidorm for some fun in the sun. This month, I'm going to a Taylor Swift tribute concert with a new friend. I can't wait!



Emma, have you noticed a change in Tracy since you started the list together?

E Absolutely! Through these experiences, Tracy has developed so much independence, and she's started using her voice to encourage other people at King Street to believe in themselves and dream big. We couldn't be prouder of her and the things we have supported her to do!

