

# Impact Report 2024





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# Welcome



“  
**A highlight for me has been establishing our Liaise Influencers network.”**

I am delighted to present our Annual Impact and Quality Report for the year 1 April 2023 to 31 March 2024. Reflecting on this second edition, I am proud of our progress in ensuring that every individual we support lives their best possible life. This year, our efforts have driven significant progress across our core goals: enhancing care quality, fostering an exceptional workplace, and achieving sustainable growth.

Throughout the year, we have witnessed remarkable achievements by those we support. From embarking on their first holidays to gaining new skills, securing employment, building meaningful relationships, achieving health goals and living with greater independence, their stories are testament to our team's positive impact.

At the heart of our mission is the delivery of quality outcomes for the people we support. The Care Quality Commission (CQC), our industry regulator, inspected three of our homes and I'm proud to share that each home received a Good rating.

A highlight for me has been establishing our Liaise Influencers network. This dynamic group, composed of representatives from our homes, embodies co-production. By collaborating with our Influencers, we ensure that the voices of those we support are at the heart of our organisation.

Their insights guide our actions, ensuring they align closely with everyone's needs and aspirations. I am thrilled to see how their charter and contributions drive us towards a more inclusive and responsive organisation.

Working in conjunction with the champions network of support workers, we will continue to build our feedback processes to improve the quality of what we do.

Fostering a supportive environment for our colleagues remains a priority. This year, the launch of our Liaise Academy has been a significant milestone, with over 100 team members now in vocational learning. Additionally, our colleague-led award scheme has flourished, with a fivefold increase in nominations. This growth reflects a thriving culture of appreciation and recognition, emphasising our commitment to valuing our talented workforce.

It's been a busy year, marked by increased digitisation of our systems and processes, supporting our vision for sustainable growth. We successfully integrated the Norfolk homes acquired at the beginning of the year, redeveloped two homes, and secured opportunities to develop and open new homes. By expanding our reach and enhancing our capacity, we have been able to support more individuals this year than ever before, furthering our mission to make a positive difference.

We are dedicated to making a positive impact on the lives of the people we support, our teams, and the communities we work in. As we look ahead, we'll continue to share our progress with you.

Thank you for your continued support and commitment.

**David Petrie,**  
Chief Executive



# Our Homes

## Award-winning care and support

We provide high quality residential services and supported living homes across London, the Home Counties, Hampshire, and Norfolk

To view all our homes, scan the QR code and filter by location, specialism and vacancy.



### Homes

45 homes; 9 supported living, 36 residential care.



### People

We support 271 people to live better lives.



### Colleagues

Over 1000 colleagues providing support.



# Introduction



“

**We've invested significantly in quality improvement."**

This year, we have dedicated ourselves to enhancing transparency, inclusivity, co-production, and quality. By collaborating closely with the people we support, their families, and our stakeholders, we've elevated the quality of our homes, resulting in higher ratings and happier individuals and teams.

Our focus on positive outcomes, driven by our values of being Positive, Progressive, and Personal, has had a tangible impact. This report features inspiring stories from those we support, showcasing the meaningful progress we've made together. Our teams' dedication to helping people achieve their goals is evident in each success story.

To further our vision of delivering the highest quality care and support, we've invested significantly in quality improvement. This year, we upgraded our assurance systems with a new Quality Assurance Framework, enhanced our Specialist Support team, and found new ways to hear the voices of the people we support. I am particularly proud of the Liaise Influencers initiative. This group of six individuals with lived experience has guided us on what we need to improve, ensuring we continuously improve.

The Liaise Influencers are part of our newly designed communication, feedback, and co-production framework, which includes Colleague Champions, fortnightly managers' calls, all-Liaise Town Hall meetings, and surveys for the people we support and their families. A robust whistleblowing procedure underpins this process. Enhanced communication with families, carers, and stakeholders has fostered greater transparency, allowing us to focus on the right priorities.

We've embarked on a sustainability journey by introducing a new Environmental, Social, and Governance strategy. Our aim is to lead the sector in reducing environmental impact while increasing our positive contributions to local communities. It is my privilege to be part of the incredible improvements we've achieved at Liaise this past year.



**Debbie Cotton-Soares,**  
Quality Director



# Improving Lives

**As a leading specialist care provider, our approach to quality outcomes combines person-centred care, evidence-based practices, and a commitment to continuous improvement through audits and feedback.**

Our focus on Positive Behaviour Support (PBS) is reinforced by specialist training for our dedicated team. With the expertise of PBS Practitioners, Speech and Language Therapists, and Occupational Therapists, we deliver high quality care and support, ensuring the best possible outcomes for those we support.

**Ratings**  
**100%**

Good Rated CQC  
Assessments This  
Financial Year

**New Starts**  
**30**

New People Moved  
in This Year

**Increased**  
**15%**

Increase In  
Compliments

“

**The ethos, values, attitudes and behaviours of leaders and care staff ensured people using the service lead confident, inclusive and empowered lives.”**

CQC Inspector Feedback (Lulworth)



# Quality Assurance

**This year we implemented a new Quality Assurance Framework, the Liaise ARC (Assurance, Risk & Compliance) which enables us to have greater oversight on quality and risks within our homes.**

Our Quality & Safety group is dedicated to raising quality standards, reviewing data, learning lessons and allocating resources effectively. We are proud of our achievements this year, including, delivering quality of life improvements, developing our assessment and transition processes, and with nearly 30 new people moving in, it has been our privilege to support more people than ever this year.

The Care Quality Commission (CQC) as industry regulator visit and inspect care services and in the year, assessed three Liaise homes. In addition to this oversight, Home Managers and Regional Support Teams conduct routine audits, while the Quality Support Teams mirror CQC inspections and audit homes twice per year. These internal quality audits are bolstered with a range of external perspectives including from our retained external specialist audit consultancy and local authorities and other important partners. Also this year, we introduced Home Risk Profiles to swiftly identify and address emerging themes as part of our over-arching Quality Assurance programme.

## Fostering An Open Culture

We have fostered a more open culture, with the CQC noting, "Relatives and staff can openly make suggestions and raise concerns." In our recent colleague survey, nearly 90% agreed they know how to raise issues, up from 85% last year. Our goal is to surpass 90% next year, continuing our commitment to transparency and open communication.

## Compliments & Complaints

This year, compliments increased by 15%, due to colleagues going above and beyond. We foster a culture of openness, and complaints remained at similar levels to last year. These results demonstrate our commitment to continuous improvement.

“

**People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible.”**

CQC Inspector Feedback (Park House)



Linnet House

“

**The registered manager and staff were committed to the continuous improvement of the service to ensure people received the best care and lived full and fulfilling lives.”**

CQC Inspector Feedback (Linnet House)

## Good CQC Rated Homes

We had three visits from the industry regulator, the CQC, this year and are proud to have achieved “Good” ratings at all; Park House, Lulworth and Linnet House. Reflecting their care, support, and dedication, our colleagues spoke positively and passionately about their work, while CQC inspectors observed the high quality of support being delivered across all three homes.



Park House

## A view from outside

We don't solely rely on our internal audit processes and CQC inspections; we also commission independent audits by a specialist external auditor to assess our quality outcomes. This year we saw an impressive 21% improvement in these ratings.

**+21%**



Lulworth

## Celebrating Success

The Lulworth team celebrated their CQC assessment and inspector feedback, “The ethos, values, attitudes and behaviours of leaders and care staff ensured people using the service lead confident, inclusive and empowered lives.”



# Quality of Life

## Positive Behaviour Support (PBS) focuses on addressing the root causes of challenging behaviours, promoting positive change, and enhancing quality of life.

Our extensive Specialist Support team include experts in Positive Behaviour support, Speech and Language Therapy and Occupational Therapy, all working towards improving quality of life and outcomes for the people we support.

This year we made it easier for managers to access support from the specialist team, with 138 expert advice requests coming through. With the new system the team are supporting more people than ever before, reducing restrictions, improving communication skills, making eating safer and improving mobility.

### Empowering Through Training

Colleagues receive training in Proact-SCIPr, a whole-person approach to supporting individuals whose behaviour may present as challenging to others and can limit their own lives and independence. This training equips colleagues with the skills to manage and reduce behaviours that can challenge, fostering a safer and more supportive environment. As a result, we see improved quality of life and greater independence for those we support, contributing to positive outcomes for all.

### Finding The Right Home

Our PBS team support our admission process for people moving into Liaise homes. They will assess needs and identify any training needed for the colleagues who will be supporting the new individual, as well as developing plans to support their successful transition.

This expert support enabled 30 new people to successfully move into Liaise homes this year.



To see more of positive behaviour support in action, scan the QR code to see how Anny at St James House was able to transform her quality of life...



**Jessica Rhodes-Smith leads our PBS and Specialist Support team, find out what she loves most about her role.**



### What is your background?

I have always been interested in human behaviour, when I studied Psychology during my A-Levels I fell in love with the subject and pursued this with every intention of becoming a Clinical Psychologist. I fell into working with PBS and completely changed my career path as I found this much more exciting and rewarding. I really care about supporting others, and outside of my professional career I also volunteer for Give us a Shout as a crisis volunteer and have worked over 200 hours with this charity.

### What do you like most about working in your specialism?

Supporting individuals to improve their quality of life and find new ways to get their needs met, particularly if they have been previously using behaviours that challenge.



### What impact have your team had this year?

The team have supported individuals with such a wide range of goals and achievements, including co-producing support plans, implementing new communication techniques and learning how to manage emotions. Working together with colleagues in homes, we have made such a difference.





# Listening & Improving

**To create a great place to live and work, provide meaningful support and continually improve, we listen.**

Feedback from the people we support, their families, friends, colleagues, and various health and social care professionals helps us shape our practices. We value both informal and formal insights, gathered through direct feedback, regular surveys, complaints, and compliments. This comprehensive approach ensures we have a cycle of continuous improvement which aims to deliver the highest quality of care and support.

**NPS Score  
+28**

Improved Colleague Net Promoter Score (NPS)

**People Survey  
98%**

Of People Supported Felt Safe In Warm & Clean Homes

**Family Survey  
94%**

Of Family Members Felt Relatives Were Treated With Dignity & Respect



“

**My son is happy and well looked after and as long as that continues I'm happy too.”**

Mum at Marika House



# Dorothy's Story

## A new lease of life

Many thanks to Dorothy and her family who have given permission for us to share her story about moving house this year, previously an unthinkable challenge. However, with great team work and person-centred support Dorothy has thrived in her new home. Here's how...



Dorothy's apartment, at Casarita in Norwich (acquired in April 2023), needed some significant maintenance work which required Dorothy to decide if she wanted to move on a temporary or permanent basis. A huge challenge as her mental health and wellbeing was such that previously she hadn't wanted to leave the property in over three years.



We supported Dorothy to understand, consider and prepare for the changes that needed to be made both emotionally and physically, ensuring she felt in control. A wider network of Liaise homes in the region came together to find the best possible temporary home for Dorothy, while our maintenance team got to work refurbishing her accommodation.



At Dorothy's temporary home, Ashwood House, colleagues swung into action decorating, preparing her suite, and ensuring her favourite sweets were going to be on hand as part of a warm welcome when the day came. Through person-centred support including a safe and well-led transition plan the team were surprised and thrilled that Dorothy happily agreed to leave the house for the first time in 3-years! As Dorothy settled into her new home, colleagues from Casarita were on hand to provide essential continuity of care and support.



Dorothy settled immediately into her new home and got involved in activities and use of communal areas - something she had not done in over 10-years! Her quality of life has improved so much so that Dorothy decided to make her temporary home permanent, and her refurbished Casarita apartment has become a new home for another person seeking care and support.



# Feedback

Over the next few pages we feature a selection of statistics and comments from the people we support, their families, colleagues, and various health and social care professionals.



## Health & Social Care Professionals

### Increased Funder Engagement

New admissions have led to 57 partnerships with commissioners and funding authorities. This year, we saw a small increase in dual-funded placements, a financial arrangement between councils and integrated care boards (ICBs). Through this system, care and support costs are shared, enhancing our involvement in the wider integrated care system (ICS).

“

**Staff have an excellent understanding of all residents' needs. Residents and staff are settled and happy, a lovely environment to work in today.”**

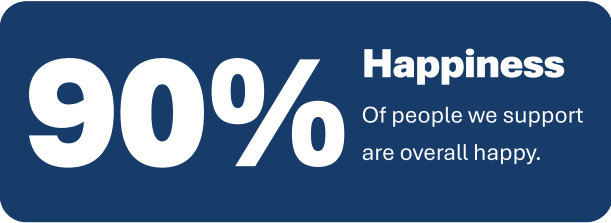
Doctor, Salcasa House Visit.

“

**It takes a lot to impress me regarding a residential care home but that was achieved. Well done on the good work being done at Crossbrook.”**

Quote from Council Head of Service, at LB of Enfield

## People we support

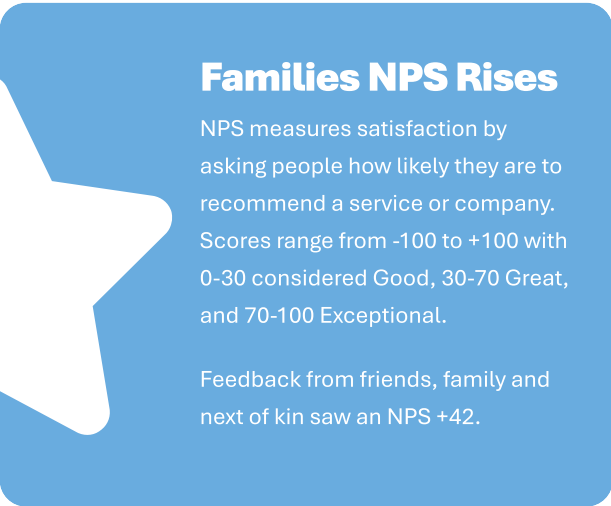
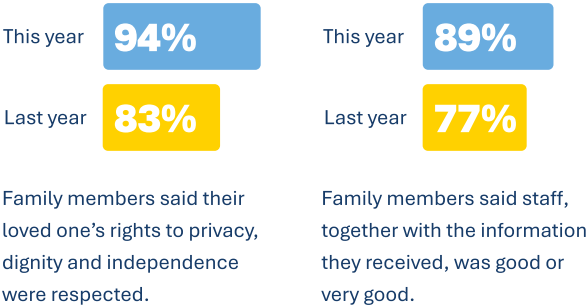


## Involvement & Respect



## Families

### More Information & Respect



“

**We finally have continuity of care and support for our son, which is making a real difference.”**

Quote from Brother at Connington House

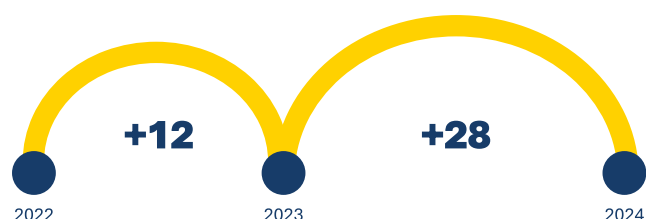


## Colleagues

**+28**  
NPS Score



## Satisfaction Doubles



## Purpose Amplifies

91% of colleagues say they can 'make a difference' in their role, up from 89% last year.



“

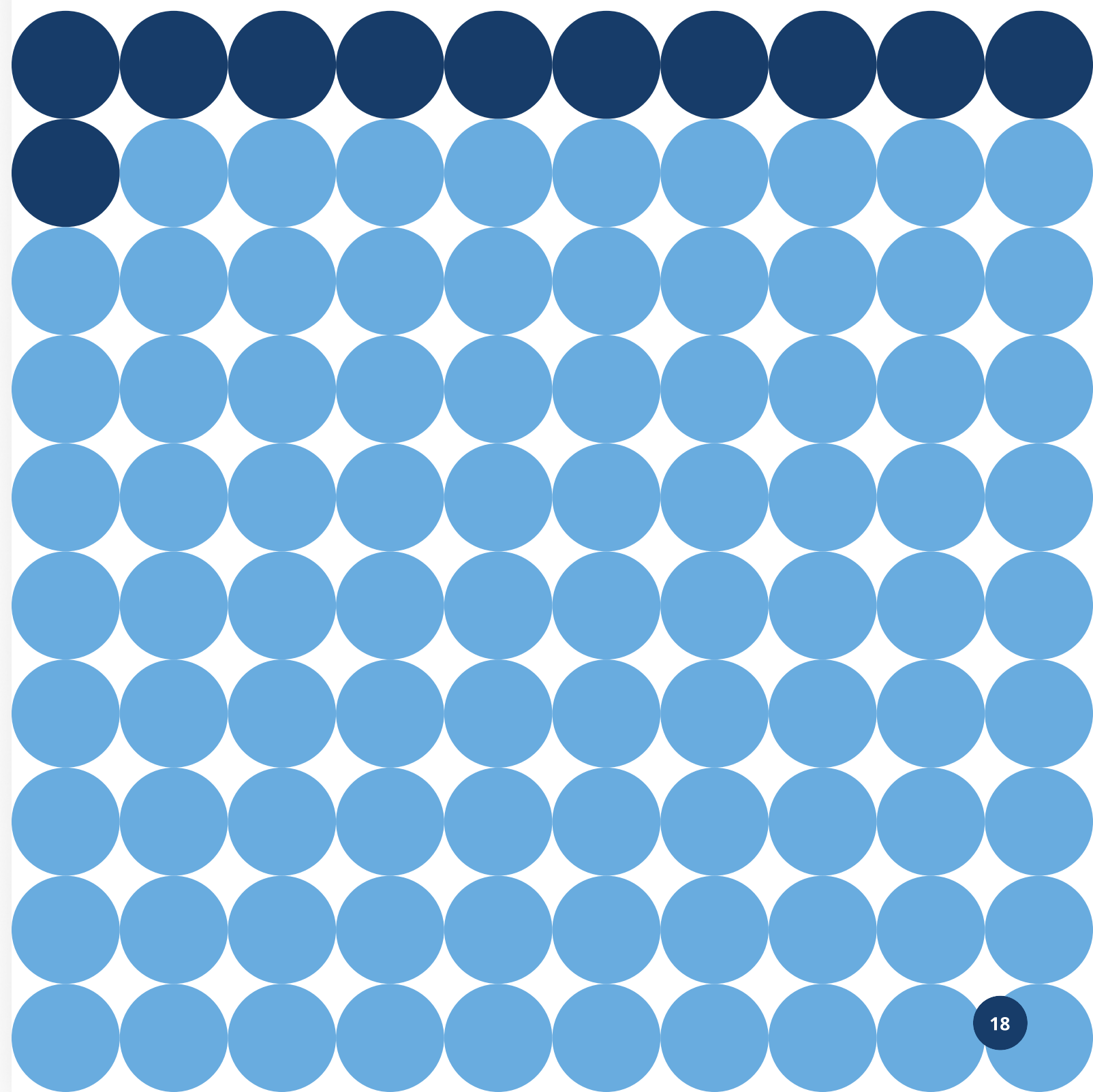
**I love the way work is done here. The teamwork, communication and organisation is second to none. This feels like a home away from home. I really do love it here.”**

Quote From Colleague Survey

# 89%

## Fulfillment Grows

This year, 89% of our colleagues reported feeling fulfilled in their roles and experiencing a sense of accomplishment, reflecting a 5% increase compared to last year. These results highlight our ongoing efforts to create a supportive and rewarding work environment.





# Influencers

**This year, we launched our Liaise Influencers Network, a co-production group consisting of six individuals with lived experience of learning disabilities, autism, and complex needs.**

The network includes Rachael, Tina, Zak, Rachel, Thomas and Rachel from across our regions. Upon meeting the leadership team, these Influencers began sharing their experiences and forming personal connections. Their first initiative is to create an Influencer Charter to ensure the people we support are at the heart of what we do through co-production and wide-ranging influence.

The network will impact future organisational initiatives, including a 'Mind Your Language' campaign to improve communication, advising on the design and layout of new developments, and guiding our recruitment processes. By actively involving the Influencers, we will make meaningful changes that reflect the voices and needs of those we support.



**Rachael**

Somerford Place, London

Rachael has many hobbies, including art, gardening, and exercise. She studies retail at college once a week, and has a job in a local charity shop.



**Tina**

Ashwood House, Norwich

Tina enjoys cooking, football, playing pool and watching golf. Tina is training to be a waitress and on the look out for a new job.



**Zak**

Chantry Road, Worthing

Zak enjoys going to the pub and gigs - his dad plays the guitar for a local band and he is their biggest fan.



**Rachel**

Connington House, London

Rachel loves to go shopping and has a keen eye for fashion. She is also really into technology and loves her computer which she uses to build websites.



**Thomas**

Sansa House, Basingstoke

Thomas likes bowling, pizza and working hard in the garden to keep it looking nice. His favourite thing to do is watch football, never missing a game.



**Rachel**

Coppice Close, Burgess Hill

Rachel works two days a week at a design company where she helps print cards and does print designs on garments. She has a real passion for art, both free hand and on the computer.





# Our People

**The heartbeat of our organisation is created by the dedicated teams delivering compassionate care and support in our homes.**

In recognition of this, we are committed to providing a supportive and rewarding environment that helps people learn new skills, support their wellbeing and make them feel recognised and rewarded.

Over the year, we have made improvements to technology and systems to ensure colleagues can quickly and effectively manage their finances and wellbeing, launched the Liaise Academy to help them develop, as well as enhance a number of reward schemes that promote recognition and improve our overall culture.

**Reduced**  
**83%**

Huge Reduction in Agency Hours Across The Year

**Increased**  
**500%**

Nominations Received For Our Recognition Scheme

**Social Impact**  
**111**

Colleagues Enrolled In Vocational Qualifications



“

**Liaise has been a wonderful place to work. They can practically pick you up at any level of knowledge.”**

Quote From Colleague Survey





## Champions Network

### Career Pathways Unlocked

Over 50 colleagues were promoted, recognising their expertise and providing opportunities to further develop their potential.



### Retained Workforce

**21%**

Our staff turnover rate was significantly below the industry average of 29%.



### Long Service Awards

We celebrated 133 colleagues receiving additional annual leave allowance in recognition of their loyalty and commitment.

### Reward & Recognition

Our 'Above & Beyond' scheme recognised 210 colleagues with cards and vouchers, rewarding their outstanding contributions. This represented a 500% increase this year.



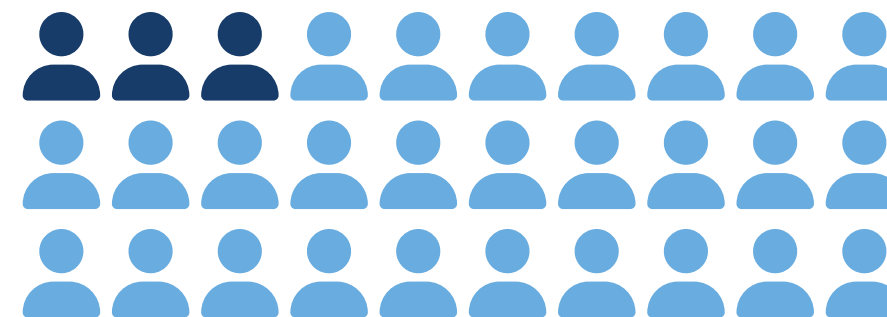
### Learning Academy



We made a significant social impact by enrolling 111 colleagues in vocational qualifications, preparing them for the next steps in their careers.

### Leading on Training

Our team are offered compliance and healthcare training to support them in their roles and achieve an impressive 96% completion rate—significantly surpassing the industry average of 75% or lower, as reported by Skills for Care.



### Agency Use Reduced

Throughout the year, we reduced our reliance on agency-supplied staff by 83%. By year-end, agency use accounted for just 3% of our care and support hours.

### Onboarding Efficiencies

Over 500 new starters joined Liaise this year. We enhanced the candidate welcome experience and cut onboarding from 4 weeks to 3. Furthermore, we created a bespoke induction programme and helped 47 skilled overseas workers settle in the UK.

### Workforce Management

We implemented a new workforce management system, Sona. One benefit of which enabled colleagues to quickly check in-and-out of work and pick up overtime. Over 400 shifts were filled as a result.



### Colleague Assistance

70 colleagues accessed our employee assistance program which offers 24/7 phone support and on-site face-to-face counselling for events that had caused distress that needed further support.



### Colleague Champions

Our Champions, composed of support worker representatives, continued to provide valuable feedback on working at Liaise. This year, their insights informed the development of our workforce management system, the implementation of payroll software, and action planning.



# David's Story

## From hospital stays to scenic holidays

Many thanks to David and his advocate who have given permission for us to share his growing independence and his recent holiday experience. David's story is one of incredible achievement. For the first time, in a very, very long time, he ventured into a new environment...



Building on these improvements, this year David embarked on his first ever holiday as an adult. Previously reluctant to spend nights away from home, the prospect of work at his bungalow needed a creative solution. The Marika team arranged for David to stay in a borrowed caravan brought on-site.



David moved into Marika House, near Southampton in 2014. Previously living in a hospital setting, his life had been marked by restrictions and limitations. Understandably, he was hesitant to venture out, often preferring the familiarity and security of staying indoors. Over time, the team at Marika House worked with David to develop his independence and now David enjoys life to the full.



David enjoyed the experience so much, the team organised David's first holiday in the scenic New Forest. Surrounded by nature, David relished long walks, indulged in delicious meals, and even enjoyed a relaxing soak in a hot tub, in the comfort of his forest retreat.



Sarah, David's family advocate shared: "We were so happy about David's holiday. He's being supported by a fantastic team that thought creatively how to achieve this goal and made it happen. It means so much to know they want to go that extra mile for him. It's a real achievement for David too; being in a different environment and not just coping with that, but very obviously enjoying it!"



# Systems & Buildings

**New systems have been introduced to make life easier for our colleagues.**

Our existing homes have been improved, and we've explored opportunities to develop new ones. Our governance processes and practices have been strengthened to ensure continuous learning and improvement. These ongoing investments in systems, governance and infrastructure reflect our commitment to creating a place where everyone can thrive.

**Data**  
**+30%**

Higher Data Protection  
Than the Industry  
Average

**New Homes**  
**7**

For People with Learning  
Disabilities, Autism &  
Complex Needs

**Systems**  
**5**

New Systems to Help  
Colleagues

“

**Liaise have some excellent and robust systems in place such as RADAR, QUOODA, and YourHippo which have had a positive impact on the service - especially during inspections and illustrating our outcomes.”**

Quote From Colleague Survey



# Systems & Governance

**Underpinning all our work to provide exceptional care for the people we support, are industry-leading systems, governance and communication.**

## Digital Transformation



### Digital Care Upgrade

We upgraded to a digital platform for support plans (Blyssful), ensuring safe, effective, person-centred support with electronic updates for continuity of care.

## Workforce Management

We introduced Sona for managing HR records, colleague rostering, and HR self-service, reducing administrative burdens and boosting efficiency.



Our governance structure is designed to ensure compliance with relevant regulations and standards, as well as building transparency and accountability. A quality focus is embedded throughout the organisation, up to Board level, where there is careful scrutiny of outcomes, care and support and quality standards. A monthly quality and safety meeting reviews all available data across the business and provides oversight and challenge.

Here are a selection of impact related systems, initiatives and statistics.

## IT Infrastructure Upgrades

We upgraded IT infrastructure, replacing devices and implementing Office365 to enhance collaboration between homes and support teams.



## Property Management

For property management, we embedded Quooda for health and safety compliance and an in-house system for maintenance requests.



## Communication



### Newsletters

Following feedback from families our newsletter began to adopt a regional profile with increased frequency and updates from individual homes.

## Connected Managers

Bi-weekly Microsoft Teams calls allow managers to discuss successes, key information, and lessons learned. Fortnightly Managers Meetings embed findings and any actions are shared with home teams for quick and effective actioning. Managers also meet in person twice a year for networking and skill development at Group Managers Days.

## Strengthened Data Protection

We achieved compliance certification on the annual 'NHS Data Protection Security Toolkit' and invested in up-to-date security measures. These measures included new security policies, advanced firewall upgrades, enhanced email protections, and the strategic use of Microsoft Intune. As a result, we earned a Microsoft Secure Score of 87%, compared to the health and social care benchmark of 45%.

## Managers Quality Forum

This year we have implemented a Monthly Managers Quality Forum, delivering workshops on a range of topics including the new CQC Single Assessment Framework, outcomes management and safeguarding.

## New Data Protection Officer

We have an appointed Data Protection Officer who supports and advises on all data protection issues and we have an appointed Caldicott Guardian who has oversight of all personal data risks and actions, reporting to the Board.



**45%**

Industry Standard

**87%**

Liaise



## Increased Colleague Communications

Our workforce management platform's newsfeed function helps share updates and celebrate successes, and our monthly colleague newsletter 'Liaise Life' keeps everyone informed.

In 2024/25 we'll be working in co-production with our Influencers to ensure the people we support have a communications channel for those who wish to connect to the wider company and one another. And finally, we will introduce a regular Town Hall meeting to share updates and information for all colleagues.



# Investment in Homes

**Throughout the year, we made significant investments to enhance presentation, quality, and safety, and refurbished two new properties to create new homes for people in London and High Wycombe.**

Looking ahead, we will continue collaborating with commissioners and our Influencers network to meet the demand for specialist support for people with learning disabilities, autism and complex needs. We are committed to developing the right homes in the right locations with planned developments in South Lincolnshire, Cambridgeshire, Hampshire, and Buckinghamshire.

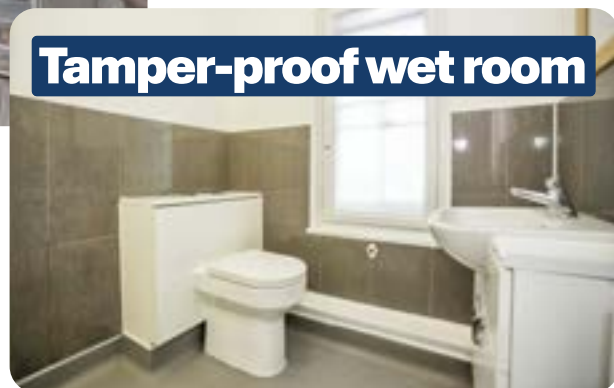
**Upgraded kitchenette**



**Ceiling hoist**



**Tamper-proof wet room**



**St James House**



**Lucas House**



## Existing Homes

We have upgraded various features and facilities, including new bathrooms, kitchens, and other decorative improvements, as well as new furniture, fittings, and hoists where needed. As part of our system upgrades, we invested in new computer systems, devices, and infrastructure to provide all colleagues with improved access to technology.

We also provided new vehicles, allowing those we support to engage in activities with suitable transport options.

Finally, we made extensive upgrades to fire-proof doors, fire compartmentation, and fire safety systems, ensuring the health and safety of everyone living and working in our homes.

## New Homes

In December 2023, we renovated and re-opened Lucas House in High Wycombe, offering a home for three people we support. This created new jobs and career pathways locally. The home features self-contained apartments with access to a shared kitchen, lounge, and garden.

Similarly, we renovated and re-opened St James House in Dartford, providing specialist accommodation for up to four people we support, with a shared kitchen, lounge, and garden.

## Seven new homes for people we support





# ESG Outcomes

**We collaborate across the business to support sustainability, prioritise social responsibility, and uphold transparent governance.**

Our commitment to Environmental, Social, and Governance (ESG) principles drives us to create a positive impact for the people we support, our colleagues, and the communities we are a part of.

**Renewables**

**100%**

Homes Use  
Renewable Energy

**Waste Data**

**75%**

Of Homes Data  
Gathered

**ESG Actions**

**14**

Defined Actions To  
Deliver Against

“

**Environmental sustainability was considered, and recycling was promoted with one person championing in the home. Food wastage was monitored, and electronic systems cut down on paper use.”**

Quote From External Audit, Crossbrook



# ESG: Achieving more

In 2015, the United Nations established the Sustainable Development Goals (SDGs) as a universal call to action to end poverty, protect the planet, and ensure prosperity for all by 2030. We are committed to contributing to this global agenda by aligning our efforts with select SDGs that resonate with our mission and values.

We have chosen to focus on six specific SDGs: Good Health and Well-being (Goal 3), Quality Education (Goal 4), Decent Work and Economic Growth (Goal 8), Reduced Inequalities (Goal 10), Responsible Consumption and Production (Goal 12), and Climate Action (Goal 13).



## ESG in action



# ESG: Our commitment

Our dedication to this global agenda is evident from our impacts across Environment, Social and Governance and we continue to strive further with ambitious goals.

Environment	<b>Impact</b>  100% of our homes are on renewable (green) energy, with waste data collection for 75% of our services. Carbon tCO2 emissions for Scope 1 are 621.46 and Scope 2 - 240.63	<b>Action Plan</b> <ul style="list-style-type: none"><li>• Develop action programme to reduce carbon (tCO2) emissions through whole company engagement.</li><li>• Measure waste for 100% of our services.</li><li>• Produce recycling plan for 100% of homes.</li></ul>
	<b>Impact</b>  Our Liaise Influencers network is set to support us in developing the quality of our homes, whilst a significant improvement has been seen on colleague retention, wellbeing and satisfaction.	<b>Action Plan</b> <ul style="list-style-type: none"><li>• Liaise Influencers shape service design, training and upcoming initiatives.</li><li>• Support more people into education, employment and healthy lifestyle choices.</li><li>• Employ people we support to act as service quality auditors.</li><li>• Develop a Diversity, Equity and Inclusion strategy to increase representation at senior levels.</li><li>• Increase representation of people we support in our governance framework.</li><li>• Engage ambassadors to drive our green ambitions.</li><li>• Create more jobs in more communities through our service growth programme.</li><li>• Launch a Forum for the people we support and a family Forum in October 2024.</li></ul>
	<b>Impact</b>  We optimised compliance and safety systems with new software and training, and enhanced data protection, achieving a Microsoft Secure Score of 83%, surpassing the industry benchmark of 45%.	<b>Action Plan</b> <ul style="list-style-type: none"><li>• Strengthen our Quality Assurance Framework by appointing people we support to become Quality Checkers.</li><li>• Complete implementation and certification of ISO 27001 for information security.</li><li>• Add a Quality &amp; Safety Audit Committee to improve governance oversight on our internal Quality and Safety Committee, actions and improvement.</li></ul>



# Awards



## National Learning Disability & Autism Awards

**Shortlisted:**

Frontline leader - Tamicka Thomas  
The Support Worker Award - Mercy Nwuswingizi



Congrats, Karla!



Himal Gurung



Bravo Jess, Karla & Erica



Congrats, Olakitan!



## Great British Care Awards

**Shortlisted:**

Himal Gurung - Care Newcomer  
Coppice Close - Team of the Year  
Olakitan Adekunle - Support Worker of the year  
People Team - Reward, Recognition & Recruitment  
Jess Lemmon - Registered Manager  
Regina Byrne - Registered Manager  
Rena Campbell - Frontline Leader

**Winner:**

Karla Peatling - Front line leader



## Health Investor Awards

**Finalist:**

Specialist Care Provider of the Year



Bravo, Andy



Well done, Tamicka & Mercy



## Alantra Fast 50

**Runner Up:**

Ranked 2nd Fastest Growing in this annual report of the fastest-growing specialist care businesses.





A leading provider of support for people  
with learning disabilities, autism and  
other complex needs

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