



IMPACT REPORT 2025

Contents

02 Who Are We

04 Dave's Welcome

06 Debbie's Welcome

08 Specialist Support Team

12 ARC Framework

15 Compliments and Complaints

18 South East's Sports Day

20 Lilas and Shulas House

23 How Will Liaise Meet The Goals

29 How Liaise Is Making Their Homes Better

32 Technology In Liaise

35 Employees Learning

40 What Do Families of People Living In Liaise Think About Liaise?

43 Making People Feel Valued

46 The Future of Liaise

03 What This Booklet Is About

05 Liaise's Homes

07 Matthew's Story

11 Michael's Story

13 Audits and Inspections

17 Champions and Influencers Day

19 Nicholas Tremendous Achievement

21 Liaise's Goals

27 Connor's Story

31 New Liaise Homes

34 Adam's Story

38 What Do People Living In Liaise Think About Liaise?

41 What Do People Working In Liaise Think About Liaise?

44 Susie's Story

Who are we



We are Liaise. We help people with learning disabilities and **autism** to be **independent** and live happy lives.



Autism means someone may experience the world in a different way.



Independent means doing things by yourself.



Liaise has homes where people can live and get the support they need to make friends and learn new skills.

What This Booklet Is About



This booklet is the yearly **report** for 2025. A **report** tells you how something is going and how it can be better.



The Liaise report tells you about all the hard work that has been done this year.



The report tells you about some people we have worked with or helped.



The report tells you about areas of our work and how we run to help lots of people.

Dave's Welcome



Dave is the Chief Executive for Liaise.
This means Dave is the Head of Liaise.



Dave is very happy to share what Liaise
has done in 2025 with everyone.



Dave thinks your goals and support is
what everyone in Liaise needs to focus
on.



Dave has made a video to speak about
the report. You can scan the QR Code or
watch it [here](#) (and staff can help you
watch it)

Liaise's Homes



Liaise has homes in London, South England, and East England.



Liaise owns 47 homes.



Liaise has over 280 people living in a Liaise home.



Liaise has more than 1100 people working for Liaise.

Debbie's Welcome



Debbie is the Director of Quality & Governance. This means Debbie makes sure everyone in Liaise gets the best care possible.



Debbie is very happy with how much Liaise has done this year, for Staff and for people living in a Liaise home.



Debbie is very happy the Liaise Influencers (6 people living in a Liaise home who gives advice) helped make choices for everyone in Liaise.



Debbie says they have helped plan important days, and helped with every day things.



Debbie thinks a person going out and learning new things is really important.

Matthew's Story



Matthew really wanted to have a job, but he was scared of talking about himself to new people.



With the help of his Staff, Matthew got an **interview** with **Mencap**.



An **interview** is when you speak with a person to see if they think you can do a job.



Mencap is a Charity that help people with a Learning Disability.



Matthew did not get the job, but the interview helped him be happier about going on more interviews in the future.

Specialist Support Team



We give people a type of support called Positive Behaviour Support.



Positive Behaviour Support helps everyone understand why people behave a certain way.



There is a team of people who work to give support to someone, working on things they can do well.



Positive Behaviour Support also helps people behave in ways to make their life better.



Speech and Language Therapists and Occupational Therapists help as well.



Speech and Language Therapists help people who have problems talking or listening to people.



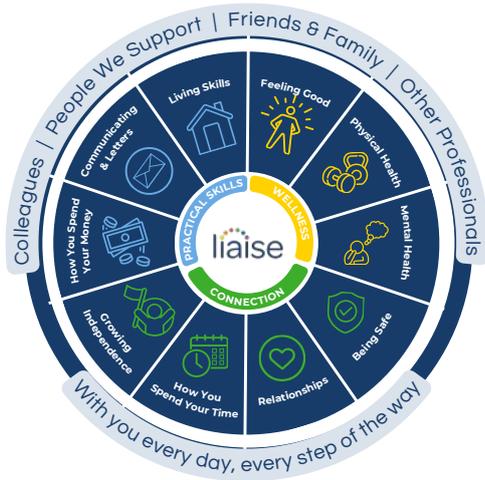
Speech and Language Therapists also help people who have problems eating, drinking, or swallowing.



Occupational Therapists help people do everyday activities, like cooking, cleaning, and getting dressed.



Occupational Therapists can also help people find ways to feel calm.



Debbie, the Director of Quality & Governance, helped to make an outcomes-based model this year.



An outcomes-based model means we look at how someone feels, the relationships they have, and their skills, to see how it can be better.



We want everyone in Liaise to take part in activities as much as they can.



We want everyone in Liaise to live a safe and happy life.

Michael's Story



This is Michael.



Michael lived in a different home for 19 years, and then moved to a Liaise home.



When living in his old home, Michael was hurting himself every day, and took a lot of medicine.



When Michael moved into a Liaise Home, he worked with lots of people to have a routine and safely take less medicine.



Michael now goes outside often, and is happy living in his new home.

ARC Framework



Liaise always wants to make the **quality** of their care better.



Quality of Care means how good the care is for people living in Liaise homes.



To help with this, Liaise started an ARC Framework.



The ARC Framework will make sure Managers and everyone who helps Managers keep Liaise Homes safe and strong.

Audits and Inspections



An **audit** is when we look closely at what we do to make sure the homes in Liaise are as good as they can be.



Almost all of the homes that were checked by external audits were rated as a “Good” or “**Outstanding**” home.



“**Outstanding**” means the home was really good.



The Care Quality Commission are an organisation that do **inspections** on Liaise homes.





An **inspection** is when you look closely at something to check it is good or safe.



2 of Liaise homes had inspections in 2025, one home called Chantry House.



The Care Quality Commission said Chantry House makes sure everyone in the home is very well looked after.



They also said the people living in Chantry House felt like they could speak to the Manager about their problems and the problem could change.

Compliments and Complaints



A **compliment** is a nice thing someone has to say about you.



Liaise was given 347 compliments in 2025.



These compliments came from the family members of people who live in Liaise homes, and from other professionals who work with people who live in Liaise homes.



Someone said everyone living in a home called Ashwood House looked very happy.



Someone else said the Staff working in a home knew the people living in the home very well.



A **complaint** is something that can be worked on to make better in the future.



Liaise was given 57 complaints in 2025.



Liaise looks into every complaint, and makes sure things are changed, so everyone can work better.

Champions and Influencer Day



In November 2024, **Champions** and **Influencers** in Liaise met to share ideas, talk about good things that had happened, and look at the future together.



A **Champion** is a Staff member who wants to lead changes in the home they work in.



An **Influencer** is a person with a learning disability or autism who lives in a Liaise Home, who wants to give help and advice.



They spoke about what makes a Liaise home a good home to live in.



They spoke about how they can make sure Liaise homes are good homes to live in.

South East Sports Day



Liaise homes in the South East of England had a **Sports Day** in 2024.



A **Sports Day** is a day where lots of people do sporty things outside together.



There was a wheelchair race, to see who was the fastest.



There was also a dance-off, to see who had the best dance moves.



Bramshaw House won the Sports day, for the 2nd year in a row.

Nicholas Tremendous Achievement



This is Nicholas.



Nicholas was very scared to use buses or trains.



Nicholas and his Staff worked very hard to help Nicholas, to show him what it would be like to go on a bus or a train.



With their help, Nicholas was able to go on the bus.



Nicholas was also able to go on a train to Bramley and had a nice time in a café.

Lilas and Shulas House



Some of the men living in Lilas House and Shulas House go on a boat trip every week in Norfolk.



On the boat trip, they see lots of nature and wildlife.



On one trip, the men were allowed to steer the boat.



The men have lots of fun on their boat trip and will keep on doing it.

Liaise's Goals



Liaise follows 6 goals to make sure we try to help to stop some of the World's biggest problems.



United Nations

The goals are made by the United Nations. The United Nations is a group of countries that work together to make the world a better and safer place.



These goals are:

1. People are healthy and feel happy



2. People are able to learn



3. People enjoy their work and feel like Liaise care about them



4. Everyone is treated fairly



5. Liaise thinks about how often new things are bought and used, and how this effects everyone.



6. Liaise makes decisions that are better for the world

How Liaise Will Meet The Goals



1. Liaise thinks it is very important that everyone is healthy and they feel happy.



2. Liaise helps people living in Liaise homes to carry on being in College if they want to be.



Liaise also helps Staff who want to learn in College to help people living in a Liaise home.



3. More people working in Liaise are wanting to stay working in Liaise.



4. Liaise finds it very important to make sure people working in a Liaise Home lives close to the home.



5. Liaise bought new bins, so food waste goes in a separate bin.



Some Liaise homes also have a vegetable or wildflower garden, so some people living in a Liaise home can grow their own vegetables to eat.



6. Liaise homes are now using green energy because it is better for the world.



Energy is power you get from heat or movement.



Energy makes things work, like a lightbulb.



Green energy is energy you get naturally from the sun, wind, or sea.



Some people in Liaise homes are also helping the world.



Rachael volunteers at a local charity shop every week.



Matt volunteers with a team to make the woods nicer for animals to live in.



A volunteer is someone who does work for free.

Connor's Story



This is Connor.



Connor found it hard to make his wants and needs known.



Staff worked hard with him to make a new routine, have the same people work with him, and focus on the things he was good at.



Connor used to have a device in his room that would listen to make sure he was ok when he had a seizure. This year, it was able to be taken out of his room, which he was very happy with.



A seizure is when someone's brain stops working for a short time. It can cause some people to shake a lot.



Connor has been able to visit lots of things he likes, like watching tractors work, or going to a Pride parade.

How Liaise Is Making Their Homes Better



Liaise makes sure homes have checks done on time, to make sure they are safe.



Liaise have also spent £2 million to help make some Homes better.



Cornfields have had their bathroom made better.



Totteridge House had their kitchen made better.



Crossbrook had a Summer House built.



Bramshaw House had a sensory room built.



Ashwood House had their garden made better.



Crossbrook Court had a bedroom made better.

New Liaise Homes



Liaise has opened 3 new homes in 2025, 2 in Cambridgeshire, and 1 in Lincolnshire.



Each person living in these homes will have their own kitchen, living room, toilet, and bedroom.



Lisa is the new Regional General Manager. She will look after all the homes in the Midlands and East Anglia.



Beth and Bola will be Managers for 2 of the new homes.

Technology In Liaise



Technology means using computers and the internet in homes.



Liaise thinks it's really important to make sure all the homes in Liaise using good technology.



Liaise have worked to throw away old technology and put in new ones instead, to make sure the homes are safe online.



Being safe online means making sure people who use the internet in Liaise homes are not going on websites that can cause problems.



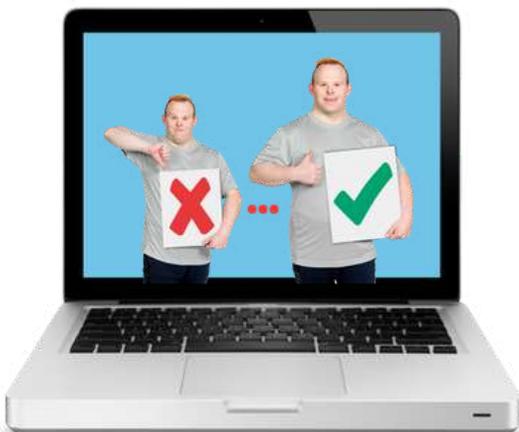
Liaise has also made the **internet stronger** in more than 30 homes in Liaise.



A **stronger internet** means the internet will be faster if you are using it.



Liaise also made a new website, to make it easier to look through and nicer to look at.



Liaise is looking to make it's technology even better in the future.

Adam's Story



This is Adam.



Adam used to need medicine to make sure he stayed calm and happy.



In March, Adam was able to go to Disneyland Paris, which he has wanted to do for a long time. He had a lot of fun.



Adam will start a computer course in College this year.



Adam is planning to go on a Cruise Holiday soon.

Employees Learning



Liaise wants to help people learn new things, or help people be better at things they can already do.



Liaise has helped more than 45 people get a new **qualification**.



A **qualification** is a certificate you get that shows you have learnt how to do something by taking a course.



Russell got an Operational Department Manager (Level 5) Qualification. This means he got more skills and confidence with leading his team.



Elsie and Ian got an Adult Care Diploma (Level 3). This means they feel more confident and know more about **safeguarding** and **person-led care**.



Safeguarding means how to make sure people working in Liaise and people living in a Liaise home keeps safe.



Person-led care means making sure people who live in a Liaise home are at the centre of their own care and support.



Ellie got a Manchester Post-Basic Dysphagia Course Qualification. This means she learnt how to help people with eating, drinking, and swallowing.



Lots of people have taken smaller courses to learn about different things, like a **first-aid course**.



A **first-aid course** teaches someone what to do if there is a person who is hurt.



More than 20 Staff members also got **promoted**.



A **promotion** is when someone gets a better job because they have been doing their job very well.

What Do People Living In Liaise Think About Liaise?



Almost everyone feels safe, and feels like they have **privacy**.



Privacy means you can be left on your own when you want to be.



Almost everyone feels they can choose what they want to do in their day.



Almost everyone feels they live as **independently** as possible.



Independently means someone can do things for themselves.



Almost everyone feels they live in a clean house.



Almost everyone feels they live in a home that has nice decorations and is a happy place to live in.



Almost everyone is happy with how much help they are given every day.

What Do Families of People Living In Liaise Think About Liaise?



Almost all the families said the Staff are good or very good.



Almost all the families said they were listened to.



Almost all the families said they were involved in the care of the person who was living in a Liaise home.



Almost all the families said Liaise did well when someone needed different help.

What Do People Working In Liaise Think About Liaise?



Almost all of the people working in Liaise thinks their role helps the people who live in Liaise.



Most of the people working in Liaise says they are happy at work.



Almost all the people working in Liaise feel they have good **training** to do their job.



Training means a person learns how to do something.



Almost all the people working in Liaise feel they can speak to someone if there are any problems.



Most of the people working in Liaise feel they will stay working with Liaise in the next year.



Most of the people working in Liaise would tell other people to work in Liaise.

Making People Feel Valued



We talk about people in Liaise and their hard work to help them feel mattered and important.



We give cards and vouchers to people in Liaise to say thank you for their hard work.



We gave cards and vouchers to more than 260 people last year.



When people work in Liaise for many years, we give them more time off work to say thank you.



We gave 300 people more time off last year.

Susie's Story



This is Susie.



Susie spent almost 10 years in a **secure unit**, then moved into a Liaise Home.



A **secure unit** is a place that cares for and treats people who could hurt themselves or others.



Susie has had lots of help in Liaise from Staff and the Specialist Support Team.



Susie still finds some days hard, but she is now learning to speak about her emotions.



Susie is also building her own skills, like cooking, reading, writing, and talking with other people.

The Future of Liaise



Liaise wants to focus on 3 areas to make sure everyone living in Liaise have happy lives.



1. Carry on giving good support to everyone living in Liaise. They want to do this by updating the training given to Staff, and use more technology, so Staff have more time to work with people living in Liaise.



2. Be a good place to work. Liaise wants to do this by keeping on helping some Staff get Qualifications, and giving more cards and vouchers.



3. Build new homes for Liaise. This means even more people will live in a Liaise home.



Your goals are our goals

A leading provider of support for people with learning disabilities, autistic people, and people with associated complex support needs

Highbury Crescent Rooms,
70 Ronalds Road, London, N5 1XA

Call 0330 500 5050

Email enquiries@liaise.com

Website liaise.com

 facebook.com/liaiseUK

 linkedin.com/company/liaiseuk