



IMPACT REPORT 2026



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

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Our Influencers Reflect on the Last Year



We've all had different journeys, but being an Influencer gives us the chance to have our voices heard."

Throughout the year, there have been so many moments that have stood out to us. As Thomas shared, "making new friends, being more independent, cooking my own tea, and travelling to London... for our Influencer and Champion Day" has been a real highlight. For Charlotte, it's been about building confidence in the kitchen: "my favourite meal I've cooked was fish with parsley sauce and puff puffs." (You can follow her recipe in our Influencer Cookbook on page 16!)

The Influencers' and Champions' Day was something many of us won't forget. Philip said, "there were so many people there, and it was really nice to meet everyone and hear where they had travelled from."

Others have taken pride in everyday independence and community life. Rachael shared, "spending my money in the local community in my favourite shops," while Tina has loved "going to live gigs - including seeing Blue recently." We've also celebrated incredible personal achievements, like Rachel's: "doing my first craft fair, where I sold cards that I painted with my mouth."

Looking ahead, there's lots to be excited about. From holidays and new adventures - like "going camping this summer" (Philip), "travelling to Clacton-on-Sea in a caravan" (Rachael), and "going on holiday... my first holiday with my keyworker" (Thomas) - to big personal goals like

job applications and even "doing a triathlon in August" (Rachel).

Being an Influencer means something different to everyone, but it's something we're all proud of. Charlotte loved "meeting everyone for the first time and introducing myself as our newest influencer," while Rachael shared, "I like being a celebrity at Liaise." For Thomas, it's about friendships: "I've enjoyed making friends... we've got plans to go bowling and out for a meal soon." Tina added, "I like speaking up for people who can't speak up for themselves." You can find out more on page 14, where these voices are brought to life through videos created by our Influencers, showing what great support looks like in practice.

At the heart of everything is what Liaise means to us. As Philip shared, "I like my home... it's right in the middle of Dartford." Tina values "the home team and the people I live with," and Rachel enjoys "popping to other houses to chat with other staff and friends." Thomas said simply, "I wouldn't want to live anywhere else," while Rachael shared, "it increases my confidence - I'm really happy to be here."

From independence and friendship to confidence and community, this year has been full of moments that matter which you can read all about in this report.

The Liaise Influencers

A Welcome Message from our Executive Team



At the heart of everything we do remains a simple but powerful focus: supporting people to live fulfilling lives, shaped by their own choices, goals, and aspirations.”

Welcome to our 2026 Impact Report, and thank you to our Influencers for their warm and insightful introduction. This year has been one of continued growth, learning, and meaningful progress across Liaise.

At the heart of everything we do is a simple but powerful focus: supporting people to live fulfilling lives, shaped by their own choices, goals, and aspirations. Over the past year, we have strengthened every part of our organisation to support this ambition.

We have enhanced our governance frameworks, improved oversight through Regional Quality and Compliance Managers, and continued to embed a culture of learning and continuous improvement across our homes.

We have also invested in the foundations of high-quality, person-led care. From strengthening policies and introducing our Medication Competency Framework, to rolling out our Nourish care system, we are equipping colleagues with the tools and confidence to deliver safe, effective, and compassionate support every day.

Our Specialist Support Team continues to play a vital role, bringing expertise that improves communication, reduces restrictions, and enhances quality of life. This ensures support is personalised and focused on achieving meaningful, lasting progress that is always led by

what matters most to the people we support.

This year has also seen continued, purposeful growth in our homes and services, alongside investment in existing environments to ensure they remain safe, welcoming, and centred around the people who live in them.

At the same time, we have created more opportunities for family engagement and amplified the voices of the people we support - ensuring lived experience continues to shape how we grow and improve.

We are equally proud of the progress made in supporting our colleagues, creating a workplace where people feel valued, supported, and able to thrive. Alongside this, we remain committed to sustainable, responsible growth for the future.

Throughout this report, you will see how these efforts translate into real impact - supporting independence, building confidence, and enabling people to live connected, meaningful lives.

Looking ahead, we remain focused on growing with purpose, strengthening quality, and delivering person-led support that makes a lasting difference. Thank you for being part of our journey - we hope you enjoy this report and seeing our work in action.

The Liaise Executive Team



Our Homes

- Residential
- Supported Living
- New Services Residential
- New Services Supported Living

Scan the QR Code

to view all our homes, and filter by location and vacancy



<https://liaise.com/home>

Liaise homes are designed to feel genuinely like home - welcoming, familiar and firmly rooted within their local communities. Each setting is shaped around the people who live there, reflecting their individual needs, preferences and aspirations. Our dedicated teams understand that consistency, compassion and strong, trusting relationships are what make the greatest difference to people’s lives.

Our integrated pathway of services spans supported living and residential care across London, the Midlands, the South and the East of England, ensuring people can access the right support at the right time, in the right place.



Residential Care

For those with complex needs who require 24 hour support, our residential homes provide safe, supportive environments with private bedrooms and shared communal spaces, enabling people to live with dignity, comfort and security.



Supported Living

For those seeking greater independence, supported living offers personalised support within people’s own homes, balancing autonomy with the reassurance that help is available whenever it is needed.

Specialist Support in Action

Our Specialist Support Team works closely with colleagues in our homes to help ensure the people we support live the best possible lives. By combining specialist expertise with strong partnerships, the team provides practical guidance, hands on support and ongoing input that makes a real difference every day.

Our approach is grounded in Positive Behaviour Support (PBS) and PROACT SCIPr UK, ensuring dignity, independence and wellbeing are always at the heart of support. Colleagues are supported through specialist PBS training, with input from our in-house PBS Practitioners and Speech and Language Therapists (SLTs). This joined up approach enables consistently high quality, personalised support with meaningful outcomes.

Positive Behaviour Support

PBS helps us understand each person as an individual - including how they communicate, what helps them feel safe, and what might cause stress.

It helps us to:



Understand how each person expresses their needs and feelings



Identify what supports their sense of safety and comfort



Recognise situations that may be challenging



Respond in a way that is thoughtful, respectful, and predictable

A Day in the Life of a PBS Practitioner

Stacey Starr

When people ask what a typical day in PBS looks like, the honest answer is - there isn't one. Every day is different, and priorities can shift quickly depending on the needs of the people we support. That flexibility is a big part of the role.

My time is split between meetings, reviewing and developing PBS plans, analysing incidents, and working alongside teams in services. A big focus is making sure our approaches are consistent, evidence-based, and truly person- led.



The most valuable part of my role is being in homes with teams. I take an “eyes on” approach - observing, listening, and supporting staff to make small changes that can have a big impact. That might be improving communication, increasing meaningful activity, or finding better ways to give people choice and control in their daily lives.

At the heart of PBS is understanding the individual. Behaviour is communication, and it's our role to understand what that communication is telling us. No two people are the same, so support should never be “one size fits all.”

Collaboration is key. The best outcomes happen when we work together - with the person, their family, staff teams, and other professionals. Families bring invaluable insight, and staff teams bring day-to-day knowledge and experience that's essential to getting support right.

PROACT SCIPr UK

Proact-SCIPr-UK training gives our staff the practical skills to put this understanding into action. All staff are trained in non-restrictive approaches, enabling them to support people in a proactive, responsive, and compassionate way.

This helps us to:



Respond positively to each person's communication



Create environments where people feel secure and at ease



Reduce stress by recognising early signs of distress



Provide support that is steady, reassuring, and appropriate to the individual

Speech and Language Therapy

Our Speech and Language Therapists specialise in supporting communication needs, as well as eating, drinking and swallowing. SLT support plays a key role in improving independence, increasing life choices and reducing social isolation.

Using evidence based approaches, SLTs help to:



Support safe and comfortable eating and drinking, including managing dysphagia with dignity and confidence



Develop communication strategies that fit each person's strengths and preferences, making it easier for them to express themselves in ways that feel natural

More Than Words: A Day in the Life of a Speech and Language Therapist

Ellie Charge, Speech and Language Therapist

When people think about Speech and Language Therapy, they often imagine it's primarily about helping people talk. In reality, the role is far broader. It's about understanding communication in all its forms - and ensuring every person has the tools, support, and opportunity to express themselves and be understood.



No two days are the same. My role is varied, balancing collaboration, observation, and hands-on support to meet the diverse and often complex needs of the people we support. A typical day might begin with visiting a service and joining a Tracker meeting alongside managers and the PBS team. These sessions are key to ensuring we are meeting the needs of every individual and identifying where specialist input can make a real difference.

From there, I might spend time working directly with someone - observing how they use a communication approach such as Objects of Reference. This is a system that uses physical items to represent activities or choices, helping individuals understand what's happening next or express their preferences. Reviewing how these tools are being used in practice allows us to adapt and refine support in real time.

Another important area of SLT input is eating and drinking. I may carry out a mealtime observation to assess how someone is managing their current guidelines, ensuring they are safe and comfortable, and



identifying whether any adjustments are needed. This involves not just observation, but conversations with staff to understand both current and past presentation.

While it may sound structured, the reality is that the day requires constant adaptation - balancing clinical judgement, collaboration, and responsiveness to changing needs.

This year, we have expanded the Specialist Support Team by:



Appointing PBS Practitioners based solely in Meridian and Chingford



Appointing a PBS Practitioner for the Midlands, bringing Mental Health Nursing experience



Introducing bi monthly "fresh eyes" visits to strengthen quality assurance



Within the SLT team, a dedicated communication passport caseload is now in place, alongside a dysphagia review list completed every 3, 6 or 12 months based on clinical risk.

Finally, we've introduced a new Case Work Dashboard, giving real-time oversight and stronger reporting. This helps us identify development needs sooner and plan more effectively, ensuring people receive the right specialist support at the right time.



Progress that Matters, Led by the People We Support

Supporting Carol Through a Positive Transition

Moving closer to her family marked an important new chapter for Carol. After spending more than a decade living six hours away from her parents, careful planning, strong partnership working, and personalised support helped her make a successful transition into a home where she feels safe, understood, and connected to the people who matter most.



A Carefully Planned Transition

Carol was referred to us after her parents asked for support to help her move closer to home. Due to previous instability in her living arrangements, careful planning and collaboration were essential to make sure the move was positive and consistent.

From the beginning, Carol, her family, her new home team, and our Specialist Support Team worked closely together to prepare for the transition and ensure her individual needs were fully understood.

Creating the Right Support

Working in partnership with Carol's family, a personalised garden cabin was created at her new home to support meaningful activities in a safe and supportive environment. Alongside this, the Specialist Support Team developed a Positive Behaviour Support (PBS) plan using existing information and the valuable insight of Carol's parents.

Before Carol moved in, joint meetings were held to review the PBS plan, remove approaches that were no longer appropriate, and agree on new strategies that reflected Carol's needs, preferences, and personality.



A Calm and Positive Outcome

Following the move, support remained consistent and collaborative, with regular reviews involving Carol's family, the home team, and the Specialist Support Team. Just three weeks after moving in, a review meeting confirmed Carol was settling well, with only two behavioural incidents recorded during this period.

Carol is now living closer to her family in a home where she feels safe, understood, and supported.

Name and photos changes for privacy

Driving Quality Through Insight and Collaboration

This year, we continued to strengthen how we monitor quality, supported by more robust and insightful data. This has enabled us to introduce key frameworks, review policies to ensure clinical boundaries are clearly defined and educate to guide best practice. Our focus has been on working closely with teams, listening to the people we support, and using clear, meaningful information to help us keep improving.

Supporting Our Homes Regionally



We introduced regional Quality and Compliance Managers to work alongside our homes and teams, offering hands on support, guidance and reassurance. This helps us respond quickly when challenges arise, while making sure quality standards are consistent and reflect the unique needs of each local community.

Putting People at the Heart of Support Planning



To make support planning easier and more inclusive, we’ve introduced Nourish. This allows colleagues and the people we support to easily access and shape support plans together. It has helped people feel more involved and better informed, and ensures plans truly reflect what matters most to each individual.



In the South East, we also welcomed Ali, our new Clinical Quality and Compliance Manager, bringing added clinical expertise, leadership and support to teams across the region.

Using Information to Learn and Improve



We simplified our Radar incident reporting and audit processes, making it easier to understand what’s happening across our services. Clearer data means we can spot patterns sooner, learn from experience and make thoughtful decisions about where support and resources are most needed.

Learning Together and Sharing What Works Well



We now hold monthly regional quality meetings, bringing teams together to talk openly about what’s working well and where we can do better. These sessions help us learn from one another, share best practice and keep improving the quality and safety of our support.

Recognition from External Reviews

Our ongoing commitment to quality is reflected in positive regulatory feedback across some of our most complex services:



Influencers: Shaping Support Through Lived Experience

Our Influencers Network is a group of people we support who share their experiences, ideas and perspectives to help shape everything we do. By listening to their lived experience, we make sure our support continues to grow in ways that really matter - from the everyday support people receive to how our homes look and feel. Their voices help guide our thinking and keep our decisions person-led, meaningful and rooted in real life.

Meet our Influencers



Tina, Representing East Anglia

“One of my hobbies is football; I support Liverpool FC and several other football teams. I got Sky TV to watch all the games. I help out Buxton FC in Buxton, Norfolk. My other hobby is music. I enjoy seeing live music gigs, and I enjoy going to local music groups.”



Thomas, Representing the South

“I love watching live wrestling. My favourite wrestler is called Archie Cole. I am also a huge Manchester United fan, like my Dad and Grandad. I am a Makaton expert and often teach new staff Makaton signs. They always ask me for help, and I really like that as it’s nice to be helpful.”



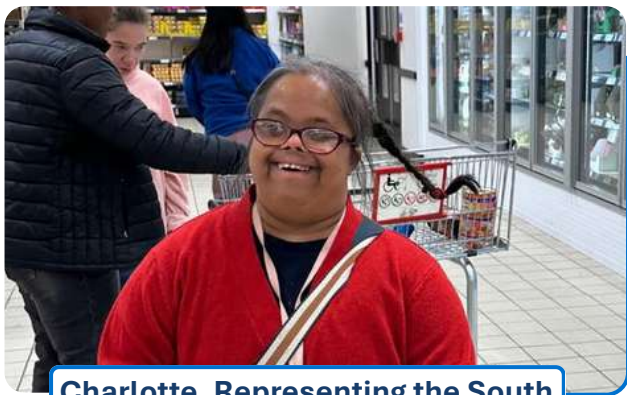
Rachael, Representing London

“I am Princess Rachael, and it’s been nearly 3 years since I have lived at Chingford. I like shopping, blogging, creating digital products, collecting freebies, and going to the arcade. I am an influencer and a blogger!”



Phillip, Representing London

“My hobbies and interests include watching DVDs, playing the piano, and keeping up with what is happening around me, such as programmes on TV. One thing about me is that I am a friendly and helpful person. I enjoy being around people and making sure that I get along well with others.”



Charlotte, Representing the South

“Since the very beginning of my move, I have felt so welcome and supported. The staff and management have been so kind to me, and I always try to be kind back. We have built such lovely relationships, and it means a lot to me that the staff care about me and I care about them.”



Rachael, Representing London

“I enjoy attending college, where I study a health and lifestyle course. I also enjoy spending time with my friends at college, at home, and across other Liaise homes. I have a strong interest in art, baking, cooking, and going to the gym.”



Rachel, Representing the South East

“I enjoy a variety of activities that keep me busy and happy. I love painting because it allows me to express my creativity. I also enjoy shopping, whether it is for clothes, gifts, or things for my home. Gardening is another hobby I enjoy, as I like spending time outdoors and looking after plants.”

As always, our Influencers have had a busy year...

Our Influencers have been working with the Quality Team to create a series of videos for colleagues that bring our quality standards to life through real stories and everyday examples, helping teams understand what great support looks like in practice.

This year, the focus has been on the importance of strong keyworker relationships and the difference they make. These relationships help people feel understood, supported and truly valued.

Scan the QR Code

to hear Thomas, Rachel and thier keyworkers, share what makes their relationship work so well.

<https://liaise.com/thomas-and-rachel-why-keyworkers-are-important/>



Influencers and Champions Day

In April, we held our Influencer and Champion Day, bringing together Influencers, Staff Champions and Support Office colleagues to learn from one another.

Our Influencers led open and honest conversations about what it is really like to live in a Liaise home. They shared what everyday life looks like, what helps them feel safe, supported and comfortable, and how they prefer information to be shared.



As part of Autism Awareness Month, Influencers Tina and Phillip took part in a conversation focused on Phillip’s lived experience of autism. Phillip spoke openly about what helps him stay calm, how staff can best support him when he feels overwhelmed, and what he wishes people understood better about autism.

Phillip shared:



“

I was diagnosed with autism later in life, around 2014. When I was younger, there wasn’t much understanding of autism, so my needs were not recognised at school. This was difficult, and at times I became upset or angry because I didn’t know how to manage those situations.

Over time, I’ve learned more about myself and how to manage my emotions. Now, living in a supportive environment, I feel calmer, more settled and comfortable being myself.”

Phillip’s reflection shows why lived experience matters. It reinforces our commitment to working closely with our Influencers, listening to what they tell us, and using their insight to shape how we support people.

Cooking Up Something Special: The Influencers’ Healthy Cookbook

This year, our Influencers worked alongside the people we support to create a healthy eating cookbook for use across our homes.

The cookbook includes a range of main meals and desserts, with clear, easy-to-follow recipes and practical tips from our Influencers. It celebrates cooking together, trying new foods and building confidence in the kitchen, while encouraging healthier choices.



Charlotte showing her Puff Puff recipe

Scan the QR Code

to download the cookbook and enjoy recipes created and shared by our Influencers and the people we support

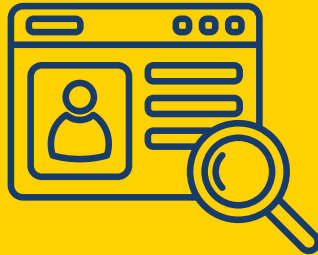


<https://liaise.com/influencers-community-cookbook>

Launching the Influencer Hub

Our Influencers have also launched the Influencer Hub on our intranet, Liaise Life. The Hub creates a dedicated space where colleagues can connect with Influencers and learn directly from their lived experience.

The Influencer Hub brings lived experience together in one place and includes:



Profiles of our Influencers, sharing who they are and what matters to them



Recommendations for days out and places to visit, based on real experiences



Practical resources, including support for learning Makaton and improving communication

Working with Families

Families are integral to the support we provide. We recognise that you know your loved ones best, and we value you as true partners in care.

This year, we strengthened our focus on connecting with families - increasing communication across the organisation, inviting more families to internal events, and hosting regional family days to bring people together, share experiences, and build stronger relationships.

Families as Partners in Care

We welcomed Martin, father of Kieran, to our Manager’s Conference. He shared an honest and powerful perspective on navigating the care system, reinforcing the importance of trust, communication, and recognising families as the experts they are.

Martin spoke warmly about Kieran’s team, and the reassurance his family feels knowing he is safe and well supported. He highlighted Kieran’s growing independence, strong healthcare support, participation in activities, and progress in communication and confidence. He also praised the team’s commitment to helping Kieran thrive through open communication, proactive support, and meaningful opportunities.

Most importantly, Martin spoke about the growing trust - in the team, in Kieran’s environment, and in Kieran himself.



Recent Regional Family Days

We know that strong relationships with families and loved ones are essential to delivering high-quality, person-led support. We are committed to continuing to build open, trusting relationships with families and loved ones, listening to their views and working together to shape the best possible support.

This year, we welcomed families and loved ones to a number of Regional Family Engagement Days, with plans to expand these further across all regions. These events created valuable space to strengthen relationships, share key updates, and - most importantly - hear directly from families about what matters most to them.



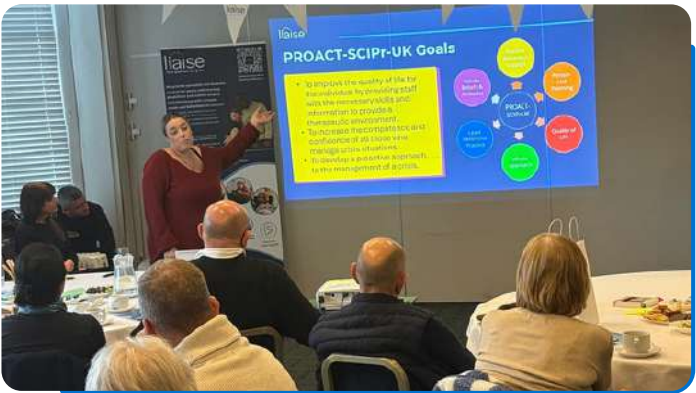
In East Anglia, families heard from local leadership teams and the Specialist Support Team. They were also joined by Tina, our East Anglia Influencer, whose lived experience helped shape open and meaningful conversations. Families spent time with colleagues, met other families and saw first-hand the activities and support taking place in their loved ones’ homes.

“We really enjoyed the Family Event and meeting other parents, as well as you and the team. It was a new and very welcome experience for us, and we appreciated all the effort that went into organising it.”



In the South, families met leadership and specialist teams to hear about new homes, workforce development through the Liaise Academy, and our ongoing focus on high-quality, person-led care.

Open conversation and collaboration were at the heart of the day. We thank everyone who attended and value the ongoing partnership of families and loved ones in shaping support that truly reflects what matters most to the people we support.





Progress that Matters, Led by the People We Support

Working with Ben’s Family to Support his Growing Independence

When Ben first came to live with us, he required a high level of support with everyday choices and understanding his environment. A key concern was food safety, as Ben found it difficult to distinguish between foods and would sometimes attempt to eat items such as raw potatoes or onions, posing a risk to his wellbeing. From the outset, his team worked closely with Ben’s family, recognising their deep understanding of his history, behaviours, and needs.

A Shared Understanding Through Partnership



This collaboration led to further investigation, and with input from healthcare professionals, a previously undiagnosed GAMT deficiency was identified. Ben’s family remained fully involved throughout, ensuring decisions were informed and focused on his needs.

Following diagnosis, a new medication was introduced to better support Ben’s health and wellbeing. Staff continued to monitor his responses closely, working alongside family and clinicians to ensure support remained appropriate and responsive.

Meaningful Progress in Daily Life

Since this change in treatment and ongoing support, Ben has made clear progress in his independence, awareness, and daily routines. These improvements reflect consistent support and strong partnership working. Ben is now:

- Responding when his name is called, showing increased awareness and engagement
- Confidently choosing fruit and recognising differences between foods
- Moving independently to the stairs when he needs support or a change in environment
- Taking himself to bed when he feels tired, rather than falling asleep elsewhere

These changes represent important steps forward in independence, communication, and self-regulation.



Ongoing Support and Shared Success

Ben’s family continue to play an active role in his support, working with staff to review progress, share observations, and celebrate achievements. Their involvement ensures support remains informed by those who know him best. Staff continue to monitor Ben’s progress, adapting approaches where needed and liaising with his family and healthcare professionals to maintain consistency.

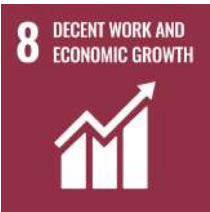
Putting Sustainability and ESG into Practice



Our sustainability and Environment, Social and Governance (ESG) work supports the United Nations Sustainable Development Goals and helps us improve how we care for people, support colleagues and manage our services responsibly.



We carried out an energy and property review to better understand how our buildings perform and identify opportunities to improve energy efficiency. We also benchmarked our carbon and energy performance against similar care and housing organisations, while aligning ESOS and SECR reporting to simplify monitoring and support clear environmental targets.



We reviewed workforce and wellbeing information to better understand how we support colleagues and identify areas for improvement. Alongside this, our policy review helped strengthen people-led practices across wellbeing, learning, and development.



We reviewed procurement and environmental policies to support more responsible use of resources and identify opportunities for improvement. Alongside this, we identified a number of simple “quick wins” - low-cost actions that can be implemented now while longer-term plans continue to develop.



We reviewed key policies and processes to strengthen governance, oversight, and accountability. Alongside this, a clear set of ESG measures was introduced to support improved reporting and more informed decision-making.



We benchmarked ourselves against other organisations to identify and learn from good practice, and aligned our approach with ISO 26000 Social Responsibility principles to support shared standards and strengthen collaboration.



Mitchell enjoys weekly volunteering at Hertfordshire Zoo, where he supports conservation by helping to clean and care for animal environments.



Katerina takes part in gardening sessions, helping with planting and soil preparation. These activities support wellbeing, skill-building and the caring for green spaces.



Ellie and Iain have completed their Level 2 and Level 3 Adult Care qualifications through the Liaise Academy, marking an important milestone in their development.



Toby has rediscovered his love of train travel after finding a wheelchair-accessible route he can use with support from his team.



Connor shared his ambition to find a role where he could dress smartly in a shirt and tie. After expressing this to his home’s Deputy Manager, he was supported in securing a volunteering opportunity as an Office Assistant.



Liam enjoyed a road trip to Liverpool and Edinburgh, where he took in scenic views and visited key landmarks including Edinburgh Castle, Edinburgh Zoo, and The Beatles Museum.

Growing with Purpose

This year, we’ve continued to grow across our regions, expanding our services in response to real local need. By working closely with local authorities, we’re ensuring that new homes are developed where they will make the greatest difference - and that each property is thoughtfully designed around the people who will live there. During the last financial year, we were delighted to open several new homes, including:



Over the coming year, we plan to open a further nine homes across the Midlands, the South and the South East, continuing to grow our presence and extend our reach. Our footprint now spans from Ely in the north to Bognor Regis in the south, from Andover in the west through to Suffolk in the east. Alongside this expansion, we are exploring innovative ways to strengthen our support, including the development of new service models such as Young People’s Transition services, ensuring we can meet evolving needs with flexibility and care.

Types of Developments

The commissioning team have spent significant time engaging with and listening to the people we support and the Commissioners of our services. We are constantly updating and improving the specifications for the schemes we are developing, and this information also shapes types of buildings that we seek.



Bungalows are both our preferred schemes as well as the ones that receive positive feedback from Commissioners, Operators and the people we support alike.



We are seeing strong success in repurposing suitable commercial buildings, including a former Family Assessment Centre and office spaces.



Historically, much of our pipeline focused on large family homes, such as Walker House, which have proved successful. However, planning and construction challenges mean these will form a smaller part of our future pipeline.

Expanding Our Team

To support this continued growth, we have grown our Property Team, ensuring we have the right expertise in place to develop high-quality homes and maintain safe, welcoming environments for the people we support.



Matt Croger,
Property Director

Matt brings extensive development experience, leading acquisition, construction, and refurbishment to deliver high-quality homes that promote independence and wellbeing.



Jacob Holbrook,
Construction Project Manager

Jacob brings extensive construction expertise, overseeing projects from inception to completion. His hands-on approach and industry knowledge ensure developments are delivered to the highest standards.



James Quick,
Transaction Manager

James brings consultancy and development expertise, managing each transaction to ensure new homes meet both industry and Liaise standards.



Hugo Hammond,
Acquisitions Executive

Hugo brings experience across agency, development, and investment to drive growth, overseeing acquisitions from sourcing to completion.

Scan the QR Code

Discover More Developments
Across our Regions and How to
Partner With Us.

<https://liaise.com/growing-with-purpose/>





Progress that Matters, Led by the People We Support

Sunny's Successful Move into his New Home and Community

Peterborough Road opened last year, providing new supported living apartments, and Sunny was one of the first people to move in. Since making Peterborough Road his home, Sunny has settled in well, building confidence, independence, and a stronger sense of belonging within his local community.

Building Confidence in the Community

One recent evening showed just how far Sunny has come. During a waking night shift, he confidently led decisions about his plans, choosing activities that mattered to him.



Sunny and his staff visited a local pub, where he enjoyed drinks and a game of pool, supported in a way that respected his independence. He later chose to go to the cinema, remaining calm, engaged, and comfortable throughout - enjoying a typical social experience with confidence.

Developing Independence Through Person-Led Support

Feeling relaxed and comfortable, Sunny spoke openly with staff about how he has been feeling since moving into Peterborough Road. He shared what helps him feel supported at night and explained that having more evening activities in the local area gives him something to look forward to while helping him build social connections.

Sunny also worked alongside staff to reflect on how he can continue accessing the community safely, completing a risk assessment together. This ensured he remained fully involved in decisions about his support, with his choices and preferences continuing to shape his experience.



Looking Ahead as He Builds a Life in Farcet

Sunny's journey reflects a successful transition into supported living. He has settled positively into his new home, built strong relationships with staff, and continues to grow in confidence and independence. His story is a strong example of person-led support in action, with his voice, choices, and goals at the centre of everything he does.

Investing in our Homes

This year, we have continued to invest in and enhance our existing services, creating additional living spaces that enable more people to join well-established, supportive homes. By building within familiar settings - where trusted teams, routines and community connections are already in place - we are able to welcome people into environments that are already thriving and successful.

Alongside this, we have also:



Upgraded flooring and fully redecorated homes



Refurbished bathrooms, staff areas, and outdoor spaces



Made improvements to IT infrastructure and security systems to support safer, more connected homes



Going the Extra Mile

Our Estates team consistently puts the people we support and their home environments first, ensuring every space is safe, enabling, and truly person-led.

Andy, one of our brilliant Property Managers in the South region, is a great example of this in action. When an individual wanted better access to their garden, Andy responded quickly – travelling specially to the home himself and removing any uneven slabs and levelling the area to create a space where they could move independently and with confidence.

He went even further, returning the very next day to carry out additional improvements and working alongside the individual to install new window sills tailored to their personal taste. This transformed a practical repair into a positive, inclusive experience. It reflects how our teams go beyond basic maintenance, actively shaping homes around the people who live in them so they feel safe, valued, and able to thrive.





Progress that Matters, Led by the People We Support

Charlotte's Journey of Confidence, Connection and Belonging

Charlotte moved into her home at Cornfields last year and has made a highly positive transition. Since then, she has shown significant growth in confidence, independence, and self-belief, fully embracing both her new home and the opportunities available to her.

Finding Her Voice

Charlotte was invited to attend a PROACT SCIPr UK® course, where she spoke openly and confidently about her daily routines, activity schedules, and menus.



By sharing her experiences so confidently, Charlotte showed not only how far she has come personally, but also the positive impact people with lived experience can have when they are given the opportunity to lead conversations and influence change.

Growing as an Influencer and Leader

Most recently, Charlotte has stepped into a leadership role as one of our Influencers. She confidently presented at our Influencer and Champion Day and has made meaningful contributions to both the Influencer Hub and the Influencer Cookbook, helping to share ideas and inform learning across Liaise.

Through her Influencer role, Charlotte has also developed a strong and supportive friendship with Thomas, another Influencer in the South. Together, they have worked collaboratively on plans for upcoming Influencer and Champion events, including taking part in key planning discussions for the Influencer and Champion Day in London.



Using Her Voice to Inspire Others

Charlotte's journey is a powerful example of the impact of high-quality, person-led support. Since moving to Cornfields, she has developed confidence, leadership skills, meaningful peer relationships, and a strong sense of belonging.

How Technology is Transforming the Way we Work

Technology continues to play a vital role in day-to-day life across Liaise. Over the past year, we have introduced new digital tools that bring people together, reduce unnecessary administration and support more consistent, person-led care.

Refreshed Website

We refreshed our website to make it easier than ever to see how we support people to thrive, make meaningful progress, and build fulfilling lives on their own terms. Our updated site makes it easier to:



Stay connected with everyday moments across Liaise



Learn about our Specialist Support Teams, including PBS and SLT



Understand our referral process



Explore career opportunities across the organisation

Liaise Life



We launched Liaise Life, our new intranet for colleagues, bringing key information and resources into one easy-to-use space. Liaise Life is now the central hub for internal policies, organisational updates, guidance and shared conversations across Liaise.

Since launching in October, engagement has been very strong, with over 90% of colleagues actively using the platform. Feedback highlights how Liaise Life has improved access to information and helped colleagues feel more connected. Colleague feedback includes:



Ease of use: 4.3 out of 5



Confidence using the platform going forward: 100%



One colleague shared: “Liaise Life is a very innovative.”

Nourish Care

We have introduced Nourish, a digital care planning and management system, to improve consistency, quality and oversight across our services. Nourish supports our teams by:



Improving Visibility and Governance
Dashboards and automated alerts help track reviews, outcomes, risks and KPIs, strengthening governance and regulatory compliance.



Saving Time and Reducing Administration
Features such as speech-to-text, dropdown options and on-the-go recording significantly reduce paperwork, allowing colleagues to spend more time supporting people. Managers benefit from faster, more tailored reporting.



Strengthening Collaboration
Nourish supports whole-team working across care, activities, housekeeping and maintenance and integrates with systems such as Sona and Radar, with future potential links to NHS systems including GP Connect.

Nourish has already been rolled out to 16 pilot services across all regions, ahead of a wider go-live planned for later this summer. Early feedback from colleagues has been overwhelmingly positive, with the system described as intuitive, easy to use and supportive of day-to-day practice.

Customer Relationship Management (CRM)



Dynamics 365

We have also introduced Dynamics 365, a new CRM system that brings referrals, enquiries and partner interactions into one central system.

The CRM supports a clear, transparent and well-coordinated referral process, helping us work more effectively with the people we support, their families, commissioners and professional partners, while strengthening oversight and accountability.

Supporting, Valuing and Growing Our Teams

Our colleagues are at the heart of everything we do, and we remain committed to creating a supportive, inclusive and rewarding place to work - one where colleagues feel valued, listened to and encouraged to grow.



Above and Beyond Awards

Over the past year, we have shared more than 180 Above and Beyond Awards, celebrating colleagues who go the extra mile for the people we support and for one another.



Length of Service Awards

We were also proud to recognise 51 Length of Service Awards, celebrating long-term commitment to Liaise.

Listening and Responding to Feedback



We want colleagues to feel confident sharing their views and helping shape how we work. This year, our Employee Net Promoter Score (eNPS) reached +33, which is above the sector average and demonstrates high levels of engagement, pride and advocacy across the organisation.



We introduced a new payroll system, resulting in a significant reduction in payroll errors. This has helped create a smoother, more reliable experience for colleagues and provided greater reassurance around something that really matters.

Growing and Staying Together

Our staff turnover rate is 24%, reducing to 15% when bank staff are excluded - both below the industry benchmark - demonstrating strong retention and that many colleagues choose to build and progress their careers with us. This is reflected in an average length of service of over four years, helping to build stable teams, consistent support and strong, trusting relationships.

Together, these insights highlight our continued focus on wellbeing, development and recognition - creating a workplace where people feel valued, supported and able to do their best work every day.

Just Some of our Above and Beyond Winners This Year!



Fasil

“...for his outstanding diligence, proactive approach and leadership, consistently ensuring the safe and accurate management of medication and excelling in his role as House Champion by leading by example and supporting his colleagues to deliver high-quality care.”

“...in recognition of his outstanding contribution to the opening of Walker House. He has worked tirelessly, often around the clock, to ensure the service is fully prepared to welcome the people we support.”



Carl



Sandra & Monika

“...Sandra consistently goes above and beyond her role sharing uplifting stories, meaningful moments, and examples of excellent support being delivered to the people we care for.

Monika consistently demonstrates a strong work ethic and a genuine passion for supporting others to develop within their roles.”

“...for going above and beyond supporting team leaders and always seeking advice and support when needed to enable the best support to her team and the people we support. Chantal is a real team player .”



Chantal

Building Skills, Capability, and Confidence through the Liaise Academy

Launched in 2024, the Liaise Academy is our central hub for learning and development. It brings together vocational qualifications, accredited training (including first aid), manager workshops, and all mandatory and compliance training in one accessible place.

The Academy plays a vital role in supporting colleagues to learn, grow and build meaningful careers at Liaise. Through high-quality training, apprenticeships and clear development pathways, colleagues are supported to feel confident, capable and equipped to deliver outstanding, person-led care.

Learning that Makes a Difference



We also rolled out Oliver McGowan Mandatory Training, so that colleagues are better prepared to support people with learning disabilities and autism, in line with national standards and best practice.



We have consistently maintained over 95% compliance with mandatory training, demonstrating a strong commitment to safety, professionalism and continuous learning.

Growing Skills Through Apprenticeships



Apprenticeships remain a key part of our learning and development offer. This year, 27 colleagues completed various apprenticeships. 100 colleagues are currently enrolled across a wide range of programmes. The current apprenticeship pathways include:

43

Level 3
Lead Adult Care Worker

30

Level 2
Food Production
(Marco Pierre White Academy)

13

Level 4
Lead Practitioner
in Adult Care

6

Level 3
Safeguarding

4

Level 4
Operational
Department Manager

4

Level 4
Leader in Adult
Social Care

From Learning to Leadership: Ruggero's Story

Behind every Liaise home are colleagues who go above and beyond to make a difference. Ruggero, one of our Registered Managers, is a shining example of the dedication and professionalism that define our teams.

This year, Ruggero achieved a distinction in his Level 5 Apprenticeship in Leadership and Management in Adult Social Care - a remarkable accomplishment that highlights both his expertise and his commitment to delivering high-quality, person-led care.



For Ruggero, the achievement represents more than academic success. It reflects a deep commitment to getting things right for the people we support.

As he explains:



Achieving a distinction is a meaningful milestone in my growth. It validated my practice as a Registered Manager and reinforced that my approach to leadership, governance, and person-led care is both effective and aligned with best practice."

Throughout his apprenticeship, Ruggero demonstrated how learning can directly enhance real-world care. By applying theory and legislation to everyday practice, he has strengthened his decision-making and leadership approach.

Balancing the demands of studying alongside managing a complex service was no easy task. Ruggero's journey reflects the resilience and determination shown by our teams every day.



The biggest challenge was balancing academic demands with managing a complex service. I overcame this by being disciplined, engaging with my tutor, and turning challenges into learning opportunities. Also, my line managers, the Support Office, and my colleagues were invaluable."

Looking ahead, Ruggero continues to invest in his development, having already begun an MSc in Clinical Psychology. His drive to keep learning reflects a wider commitment shared across our workforce: to continuously raise standards and deliver the very best care possible.

Ruggero's story is just one example of the passion, expertise, and dedication our colleagues bring every day. It's this commitment that enables us to provide safe, compassionate, and high-quality support - and to make a meaningful difference in people's lives.



Progress that Matters, Led by the People We Support

Turning College Skills into Confidence at Oakdene House

At Oakdene House, Nick, Mark, and Kieran are using the skills they are developing at college in their everyday lives at home. With consistent, person-led support from staff, learning has become practical and meaningful, helping each person grow in confidence, independence, and their sense of contribution within the home.

Building Confidence Through Everyday Skills

Nick has been developing cooking and kitchen skills at college, including meal planning, food preparation, and following kitchen routines safely. As his confidence has grown, he now uses these skills at home to support food preparation for small gatherings and shared mealtimes, helping him feel valued, included, and more confident in everyday home life.



Mark has also developed practical cooking skills through college, learning how to prepare simple meals independently. He has proudly brought meals he has made back to Oakdene House to share with others, gaining a strong sense of achievement. Building on this, Mark now enjoys baking cakes and treats at home with staff support, an activity he looks forward to that strengthens his independence and creates opportunities for social connection.



Creativity and Meaningful Contribution

Kieran has engaged positively in creative learning at college, including drawing, colouring, and art activities. These sessions have supported him to develop focus, patience, and pride in his work.

At home, Kieran continues to build on these skills through arts and crafts and by helping to decorate Oakdene House for events and celebrations.

Learning and Building Together

Together, Nick, Mark, and Kieran demonstrate how skills learned at college can be carried into everyday life when supported in the right way. Their progress highlights the importance of purposeful learning, consistent support, and meaningful opportunities in building confidence, independence, and a strong sense of belonging at Oakdene House.