

Annual Report 2018 – 2019



'Celebrating a year of progress, impact and achievements'



Enriching Lives of People with Disabilities & Maximising Potential
#OneLifeLetsLiveIt

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FOREWORD

Dear Reader

On behalf of Wirral Evolutions Ltd, we would like to welcome you to our annual report for 2018-2019 'celebrating a year of progress, impact and achievements'.

As we reflect and acknowledge the great strides we have made we also embrace the challenges presented, only to see further opportunities 'enabling the people we support to have choice and exercise control over their own lives'.

The last two years have been somewhat turbulent for Wirral Evolutions Ltd resulting in several changes and improvements to be put in place. By appointing a new board of non-executive directors, recruitment of a new managing director and senior leadership team the company is now in a stable position looking forward to a bright future.

Throughout the year we have focused on several areas of improvement however we wish to highlight two areas in particular:

IMPROVED ENGAGEMENT: *We have...*

- ✓ Worked closely with Together All Are Able, a local self-advocacy service, to develop effective ways of gauging the experiences and opinions of the people we support, their families and carers resulting in the co-recruitment of a new managing director
- ✓ Shaped and implemented the 'Making it Real' framework with similar organisations to ours as part of the Think Local, Act Personal and the Coalition for Collaborative Care
- ✓ Co-developed our 5 year strategic framework with our workforce, volunteers, people we support, families, carers, charities, shareholder and commissioner
- ✓ Introduced an open culture of working together to enrich, enhance and enable the people we support to maximise their full potential

IMPROVED QUALITY: *We have...*

- ✓ Invested in improving our settings at Royden, Dale Farm and Pensby Wood
- ✓ Delivered comprehensive training and development programme, upskilling our workforce and volunteers
- ✓ Implemented peer improvement programme raising administrative standards
- ✓ Strengthened our governance arrangements with our four independent Non-Executive Directors (See page 5) who bring high levels of expertise, skills and experiences from across social care, finance and business

We do hope you enjoy reading our annual report and witnessing the positive difference made so far

Thank you for your continued support

WHO WE ARE

Wirral Evolutions Ltd was incorporated in 2015 as a private company limited by shares and trading as a Local Authority Trading Company (LATCo) to provide personalised day services and opportunities for adults with a wide range of learning and physical disabilities.

By placing the people we support at the heart of everything we do, we work hard to ensure that our service delivery is of the highest quality, enabling greater outcomes and benefits for the people we support. Our work ensures that:

- ✓ There is a focus on Physical and Mental Health, to enrich the lives of the people we support
- ✓ Wellbeing is improved, increasing the levels of enjoyment, self-esteem and happiness whilst promoting friendship
- ✓ Life skills are developed, encouraging confidence, choice, exercising control, communications and self-awareness
- ✓ Community integration as a way of life through volunteering, employment, education, training and social connectivity

We achieve this through a wide range of people centred services and activities across our multiple locations in the Wirral. This includes:

- ✓ Creative expression, through arts, pottery, crafts and music
- ✓ Physical Wellbeing through sports and leisure
- ✓ Hospitality and catering
- ✓ Horticulture, conservation and woodwork skills
- ✓ Beauty, sensory and relaxation experiences
- ✓ Information Technology
- ✓ Vocational Qualifications
- ✓ Education and learning
- ✓ Community volunteering and employment life skills
- ✓ Advisory and Advocacy support including travel, health and housing

OUR BOARD



Jean Stephens, Managing Director

Jean has over 25 years' of experience operating at a Chief Executive and Board level within the Public, Voluntary and Commercial sectors. Qualified in leadership, management and marketing, Jean brings innovation, excellent organisational skills and a confident persuasive leadership style.



Mike Naden, Chair

Mike has a broad range of experience as a result of roles within banking, Finance, Retail, Utilities and Engineering. He is an accomplished and experienced business expert who has significant management experience at a senior level. Mike also holds a non-executive role at the Military of Defence



Carey Bamber, Non-Executive Director

Carey has a strong national reputation across Adult Social Care settings for her Chairing of regional policy and practice networks over the past 15 years. These include third sector networks, family and disabled people's organisations, health networks and personalisation leads.



Lisa Knight, Non-Executive Director

Lisa has a clinical background in mental health care and over 20 years' experience of working with the public and voluntary sector within health and social care. She is the Chair of Relate Cheshire, Merseyside & Greater Manchester, a teaching fellow at Lancaster University and a recently appointed Non-Executive Director for St Helens & Knowsley NHS Trust.



Pam Williams, Non-Executive Director

Pam brings over 20 years of experience operating at strategic Director and Board level to the post, most recently as Executive Director of Finance at Tameside Metropolitan Borough Council. She has previously worked as Director of Corporate Services at Ellesmere Port & Neston Borough Council

OUR STRATEGY

PURPOSE

We enrich the lives and opportunities of the people with learning and physical disabilities

VISION

To enable the people we support to have choice and exercise control over their own lives

MISSION

Working together to inspire lives, remove barriers and widen horizons for the people we support

VALUES

Personal ~ Integrity ~ Quality
Openness ~ Accountable ~ Collaborative

OUTCOMES & BENEFITS

Lives Enriched
Wellbeing Improved
Individual Developed
Community Integrated

*Our Strategic Framework is available to download from our website:
www.wirralevolutions.org*

HEADLINE STATISTICS

Our Highlights



- ✓ **407** people we support took part in **544,200**¹ hours of enrichment activities and therapies during 2018—2019
- ✓ **210,000**² hours of community activity completed by the people we support
- ✓ **70** Volunteers gave **465** hours³ per week equating to approx. **14,000** hours per year valued at **£109,620** for activities for the people we support
- ✓ **38** volunteers undertook **114** hours of training and development in emergency first aid and health & safety
- ✓ **1.4K people** clicked to visit www.wirralevolutions.org on a monthly basis, **52.5%** of our searches were organic, **30.7%** were direct, **15.8%** were from social media and **1%** referrals. (Source: Google Analytics 2019)
- ✓ **20 followers** with **3.6k impressions** on @WirralE (*the number of times a tweet shows up in somebodys timeline*) (Source: Wirral Evolutions 2018/19)
- ✓ **505 likes** with **631 followers**, an increase of **19%** from 2018—2019 on Facebook (Source: Wirral Evolutions 2018/19)



¹ Wirral Evolutions activity monitors 2721 x 4 hours x 50 weeks

² Wirral Evolutions activity monitors average number of community activities delivered daily, average no: of people we support taking part (range from 2 - 10) average of hours (morning or all day various) x number of locations)

³155 sessions x 3 hours each week x 30 weeks per year x national minimum wage of £7.83)

HEADLINE STATISTICS

Staff Training and Development

Topic	Number of sessions	Number staff completed
Buccal Midazolium	8	120
Moving and Handling of People	10	101
Manual Handling of Loads (ULearn)	N/A	89
Food Hygiene	3	27
Emergency First Aid	4	44
Refresher Certified First Aid	N/A	3
Fire Safety (ULearn)	4	105
Infection Control	9	118
Cleaning Chemicals	2	19
Administration of Medication	8	108
Medication for Managers—Assessing Staff Competency	4	17
Safeguarding (mostly through ULearn to date)	1	125
Equality and Diversity (ULearn)	N/A	105
Dignity in Care (ULearn)	N/A	84
Responsibility for information (ULearn)	N/A	72
Easy Read and Accessible Information	2	17
Hydrotherapy Pool Operators (Pensby Wood)	1	10
Dignity in Work Advisors	2	17
Minibus Driving Assessment	1	10
Food Allergen (Best Bites)	1	14

HEADLINE STATISTICS

Feedback from Parents, Carers and Workforce

Questions we asked to our Parents and Carers ¹	What our Parents and Carers said	
	Very satisfied & satisfied	Very dissatisfied & dissatisfied
How Satisfied are you with the overall service provided?	83.63%	3.64%
How satisfied are you with the choice and control you have over the services provided?	71.7%	9.43%
How satisfied are you with your level of involvement in planning of support?	67.93%	1.89%
How satisfied are you with the amount of communications you have with Wirral Evolutions?	60.38%	16.98%

Questions we asked our workforce ²	What Our Workforce said?	
	Agree	Disagree
I have a good understanding of the mission, values and goals of Wirral Evolutions as a company	88%	3%
Meeting the people we support's needs are the top priority in this organisation	97%	3%
I understand what I am personally responsible for and how my work directly contributes	95%	2%

¹54 of surveys completed representing 13%. 'Neither disagree or agree' results have been removed

² 53 of surveys completed representing 40%. 'Neither disagree or agree' results have been removed

IMPACT CASE STUDIES: PEOPLE WE SUPPORT

NV's Story

Progress, achievements, impact...

Why NV needed our support

NV was referred in September 2018, with several medical conditions causing her pain. NV had become socially isolated, withdrawn and was suffering from low self esteem and confidence levels. She requested support and encouragement to engage in activities and improve her confidence to travel independently.

Steps taken to support NV

- ✓ Provided an orientation visit and guidance through the referral process with the opportunity for taster sessions enabling NV to make an informed choice
- ✓ Used coaching and mentoring methods to improve NV's belief in her own abilities, encouraging her to take part in new activities
- ✓ Used role play to support NV with verbal discussions, building her confidence to speak up and be heard
- ✓ Working in collaboration with NV's family to enable her to travel and make steps towards living independently

"The sky is the limit, reach for the stars and you can achieve your dreams" - NV

The difference made

- ✓ NV attends more activities, enjoying the social interaction and is less isolated giving her the confidence to travel independently to her day centre
- ✓ NV's confidence has improved so much she can articulate and share her views within meetings with people we support. She had an active part in the 'Making It Real' group shaping future provision
- ✓ NV is expressing herself through singing and has been encouraged to audition for the X-Factor (a **HUGE** dream of hers) which she will be doing this year
- ✓ NV's self esteem has improved significantly which enabled her to start a voluntary placement helping local art classes and supporting young people to express themselves through art. NV has expressed she would like to develop her skills further and look at other placement opportunities

IMPACT CASE STUDIES: PEOPLE WE SUPPORT

KC's Story

Progress, achievements, impact...

Why KC needed our support

KC joined in July 2018, after leaving school with no day time provisions in place, leaving her family struggling to cope. She was scared of the world outside of her home and presented signs of distress such as hitting herself, making herself sick with stress and refusing to leave her parents car.

Steps taken to support KC

- ✓ Allocated KC with a dedicated member of staff to support and build a rapport to gain greater trust levels
- ✓ Encouraged KC to interact with her peers to build her confidence. This led to small goals being set, increasing her interaction with her peers for short periods and slowly increasing to involve leaving the centre for short periods with her key worker to take part in community activities
- ✓ Supported KC in her next goal to use the mini bus and attend more community activities

The difference made

- ✓ KC's distressed behaviours and anxieties, both at home and in the setting have reduced
- ✓ KC is now fully integrated into the setting, she has lunch with her peers and is making many friendships
- ✓ KC's ability to trust new people has increased, enabling her to feel more relaxed and comfortable with new situations
- ✓ KC's confidence has grown, resulting in her travelling to the local library independently. This has given her the opportunity to gain new knowledge and experiences

"I just needed that push or I would always be frightened of everything. It would have been easy to say "oh that's just her and look what I would have missed" - KC

IMPACT CASE STUDIES: PEOPLE WE SUPPORT

TP's Story

Progress, achievements, impact...

Why TP needed our support

TP is a 21 year old male who lives with his parents. He has learning disabilities and is on the autism spectrum, and currently attends Best Bites two sessions a week as well as attending The City Liverpool College two days a week. TP found it very difficult to focus and complete a task. He would require self-stimulation by waving his arms and pacing the area. TP was unable to communicate effectively and provide eye contact to individuals. He was also unhappy working in a team.

Steps taken to support NV

- ✓ Supported TP to gain a placement at The City Liverpool College two days a week on the Customer Service course, and a placement one day a week with Best Bites at Bluebellies where he gains on the job skills
- ✓ Encouraged TP to interact and communicate with customers, staff and colleagues
- ✓ Empowered TP to try new skills within the catering service to build his confidence
- ✓ Upskilled TP's knowledge through training and development

TP told the team that he "feels his confidence, focus and social skills have improved over the last 12 months working with Best Bites at Bluebellies"

The difference made

- ✓ TP is able to follow simple verbal instructions, stay focused and use his own initiative to complete tasks in the tea rooms
- ✓ TP's social skills and confidence levels have improved significantly and now he communicates to customers independently
- ✓ This new found confidence level has enabled TP to successfully:-
 - Achieve 'Student of the Month' award at college, where he was given a chef hat pin
 - Pass his food service assessments in college
 - Travel independently to college on public transport (Train/Bus) and is able to walk to Best Bites at Bluebellies
 - Cope working alongside people for longer periods of time
 - TP is half way through his Open Award Diploma level

IMPACT CASE STUDIES: OUR VOLUNTEERS

Paul McCartan,
Volunteer at Eastham

Lives enriched...

Paul 'Wobbly' McCartan has been a volunteer at Eastham Centre for approximately 12 years. He first came to us as part of Eastham's Taiko Dragons Drumming where he showed a keen interest in volunteering.

Paul had a horticultural/garden landscaping background and has brought these skills to the people we support 4 to 5 days a week, even though he has suffered periods of ill health himself. He has been invaluable, transforming the gardens and sharing his horticultural knowledge with the people we support – this has enabled the people we support to learn new life skills and how to grow and nurture plants and shrubs.

The team at Eastham describe him as happy go lucky and always fun to be around. He has formed many friendships at the centre, and has a fantastic relationship with the people we support.

Paul loves his role as a volunteer, he enjoys sharing his skills and experiences to make a difference to people with learning disabilities. Paul has positively embraced the opportunity to enrol on training and education courses provided.

The Team at Eastham Say:

“Paul is a sociable character who takes part in activities, and even joins in with bingo on Mondays despite his reputation for being terrible at it! He always ensures everyone is having fun and enjoying the activities. He is a valuable asset to the team”

IMPACT CASE STUDIES: OUR VOLUNTEERS

Scott Crebbin, Volunteer at
Highcroft

Individuals developed...

Scott has attended Highcroft for 7 years. He recently took lead on the 'Big Dig' project to encourage volunteers to join in with Highcroft's project to improve their garden. The day was a big success, and has given the centre a great start to their work.

Scott has become a mentor to people we support providing support in completing gardening tasks throughout the year.

During the winter months Scott makes homemade meals from all the fresh produce he has grown in the garden. His passion is gardening and he has worked really hard to produce fresh vegetables and herbs.



The Team Highcroft Say:

“Scott is a caring man who juggles his time between family life and charitable causes, so Highcroft really appreciate his precious time that he chooses to give to them”

IMPACT CASE STUDIES: OUR VOLUNTEERS

Ian Nixon, Volunteer at
Royden Park

Community Presence...

Ian is a valued volunteer at Royden Park, who has made a real difference to the people we support. He regularly attends and contributes to the Volunteer Action Group and events at the park. He has actively undertaken many training courses to keep himself up to date with current practices.

Ian has been recently working to restore an old cartwheel that had fallen in to disrepair in the Walled Garden at Royden Park. By using his wood carving skills to make spokes and a hub for the wheel.

People we support at the park have learned how to paint the wheel under the guidance of Ian before they return it to its home in the Walled Garden for visitors to enjoy.



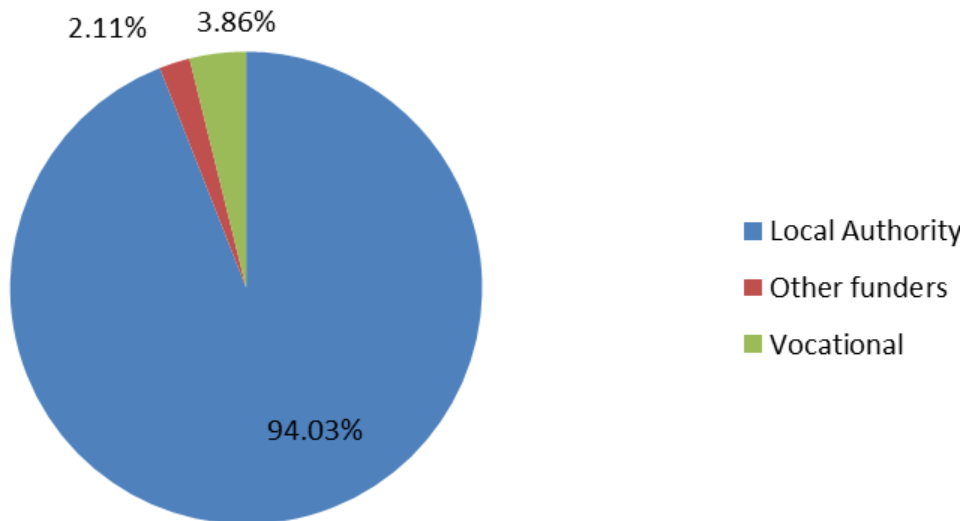
The team at Royden Park are

'very thankful to Ian for his hard work in restoring a feature that will be enjoyed for many years to come.'

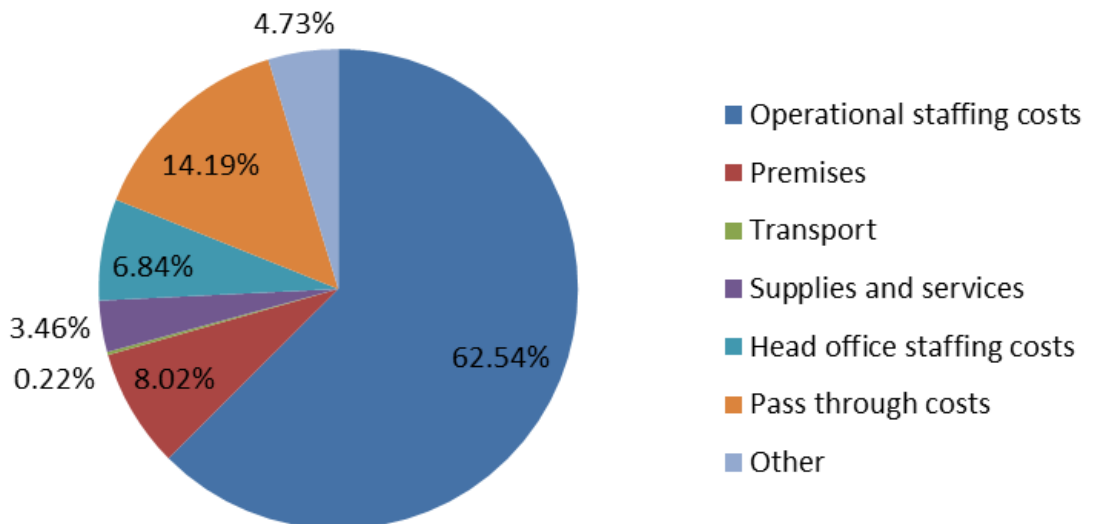
OUR FINANCIAL HEADLINES

Summary of financial statement for year ending
31st March 2019

INCOME 2018-2019



EXPENDITURE 2018-2019



STRATEGIC PRIORITIES 2019 - 2020

Themes	Objectives
People	To provide high quality provision to all the people we support
	To supply a qualified and motivated workforce
	To embed a culture of volunteering, reward and recognition
Place	To deliver opportunities to widen horizons to all the people we support
Profile	To be the provider of choice
Partnership Working	To have strong partnerships that are aligned to our company vision, mission and values

THANK YOU

On behalf of Wirral Evolutions Ltd, we would like to say a **BIG THANK YOU** to all our supporters:

People we support
Parents, carers and families
Our volunteers
Together All Are Able
Local charities and organisations
Wirral Borough Council
The communities around our settings

'Together we enable the people we support to have choice and exercise control over their own lives'



CONTACT US



YOUR FEEDBACK MATTERS

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