

# Annual Report 2020 - 2021 EASY READ



‘Celebrating a year of progress, impact and achievements’

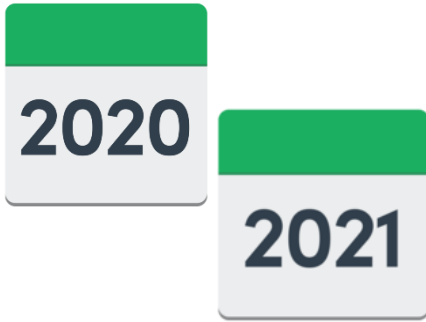


Enriching Lives of People with Disabilities & Maximising Potential  
#OneLifeLetsLiveIt

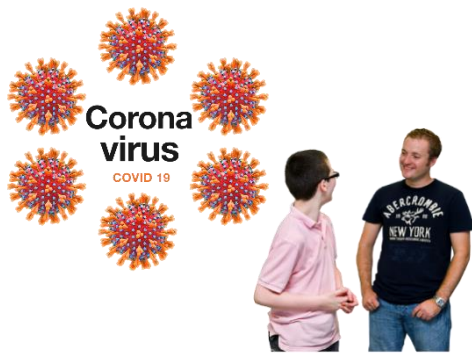
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# Welcome



Wirral Evolutions has written a report to inform people about what has happened in 2020 – 2021



2020-2021 has been a difficult year, running our services through the COVID-19 pandemic

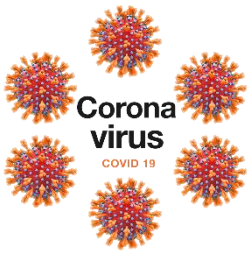


We have worked hard to keep the people we support at the heart of everything we do



We have worked hard to keep staff and people we support safe

# Welcome



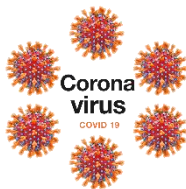
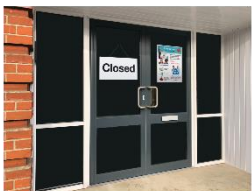
## Highlights of Our Response to COVID-19...



- ✓ Produced a [list of standards](#) that needed to be met before we could reopen



- ✓ Successfully reopened our locations

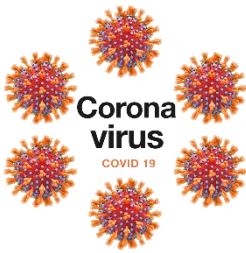


- ✓ Responded quickly to outbreaks of COVID-19, closing 2 locations and following [Wirral Evolutions COVID-19 procedure](#)



- ✓ Use of technology to keep people in touch

# Welcome



## Highlights of Our Response to COVID-19...



- ✓ Provided a team of Mental Health advisors to support the workforce



- ✓ Communication with workforce and the WE family



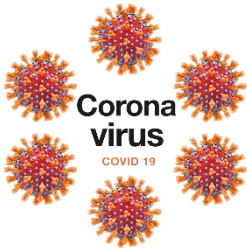
- ✓ Produced Easy Read information for the people we support



- ✓ Responded quickly to each lockdown



# Welcome



## Highlights of Our Response to COVID-19...



- ✓ COVID-19 vaccine offered to all workforce

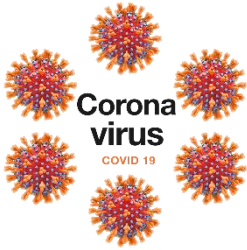


- ✓ Introduced regular COVID-19 for the workforce



- ✓ Continued to follow the Wirral Evolutions Quality Framework

# Welcome



## Highlights of Our Response to COVID-19...



- ✓ Continued to report to Wirral Council



- ✓ 78% of our staff said our response to the pandemic was good to excellent (staff survey 2020)



- ✓ Our workforce other care providers during the pandemic

# Welcome



Wirral Evolutions is still committed to [our mission, vision, values and outcomes](#)



Wirral Evolutions is still committed to our [Business Strategy 2020-2025](#)



**Our focus for the next year will be:**



- ✓ To continue to run a COVID-19 safe service



# Welcome



- ✓ Redesign and invest in our services



- ✓ To put our day services at the heart of the community



- ✓ To work to become the provider of choice



- ✓ To keep strong partnerships and good governance



# Who We Are



Wirral Evolutions was started in 2015 as a Local Authority Trading Company (LATCo)



We provide personalised Day Services and experiences for adults with disabilities



We place the people we support at the heart of everything we do



We work hard to offer a high quality service to allow for greater outcomes and benefits for the people we support

# Who We Are

## 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

# Who We Are



Our 'Guiding Principles' below support our [Business Strategy 2020-2025](#)

## PEOPLE

'we support are at the heart of everything we do'

## QUALITY

'service delivery is of the highest standard'

## CHOICE

'enhances life skill experience'

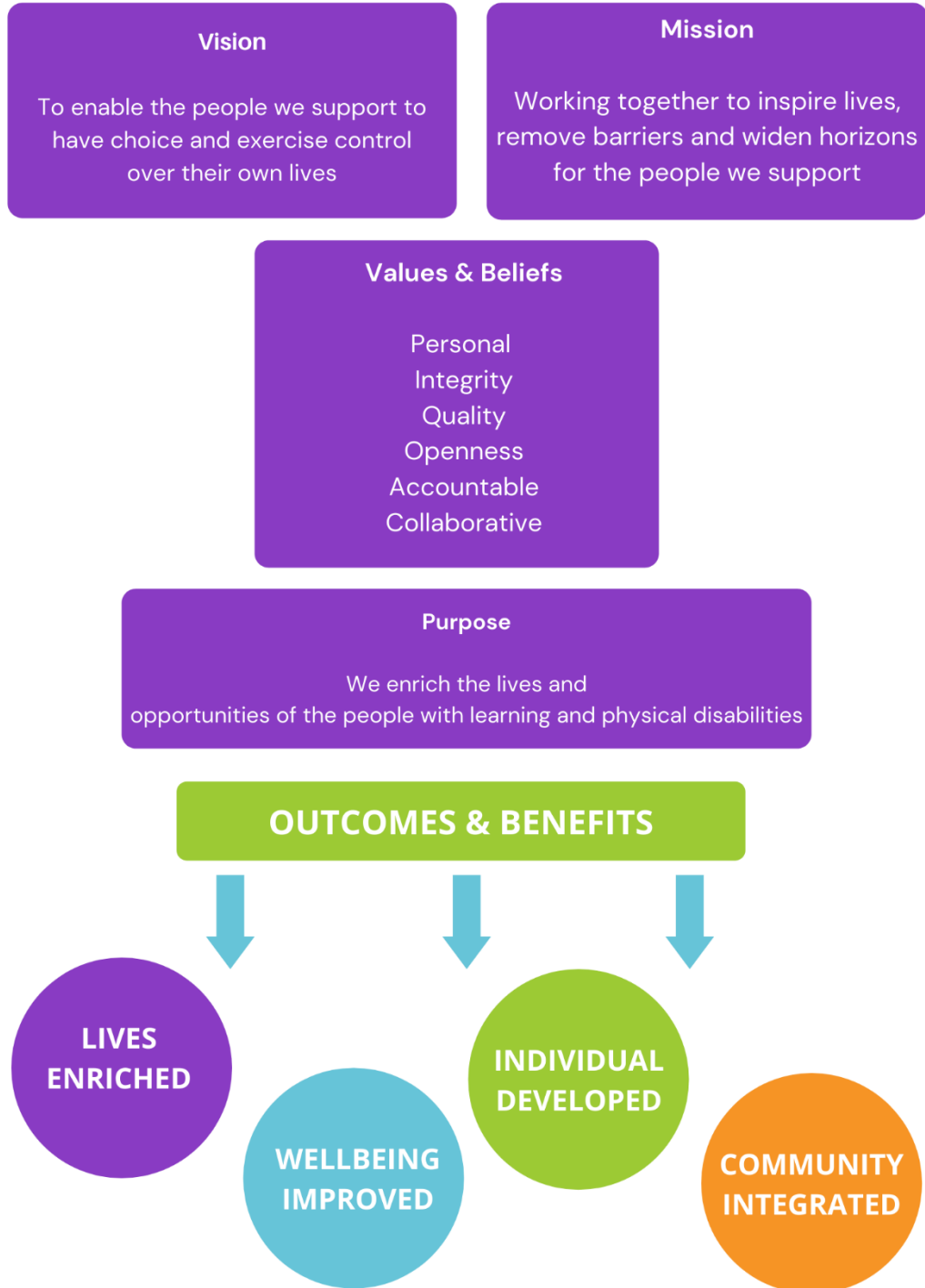
## SOCIAL VALUE

'quantifies the benefits people place on their life experience'

## ECONOMIC VALUE

'operates in an efficient and effective manner enabling growth'

# Our Strategy



# Our Governance

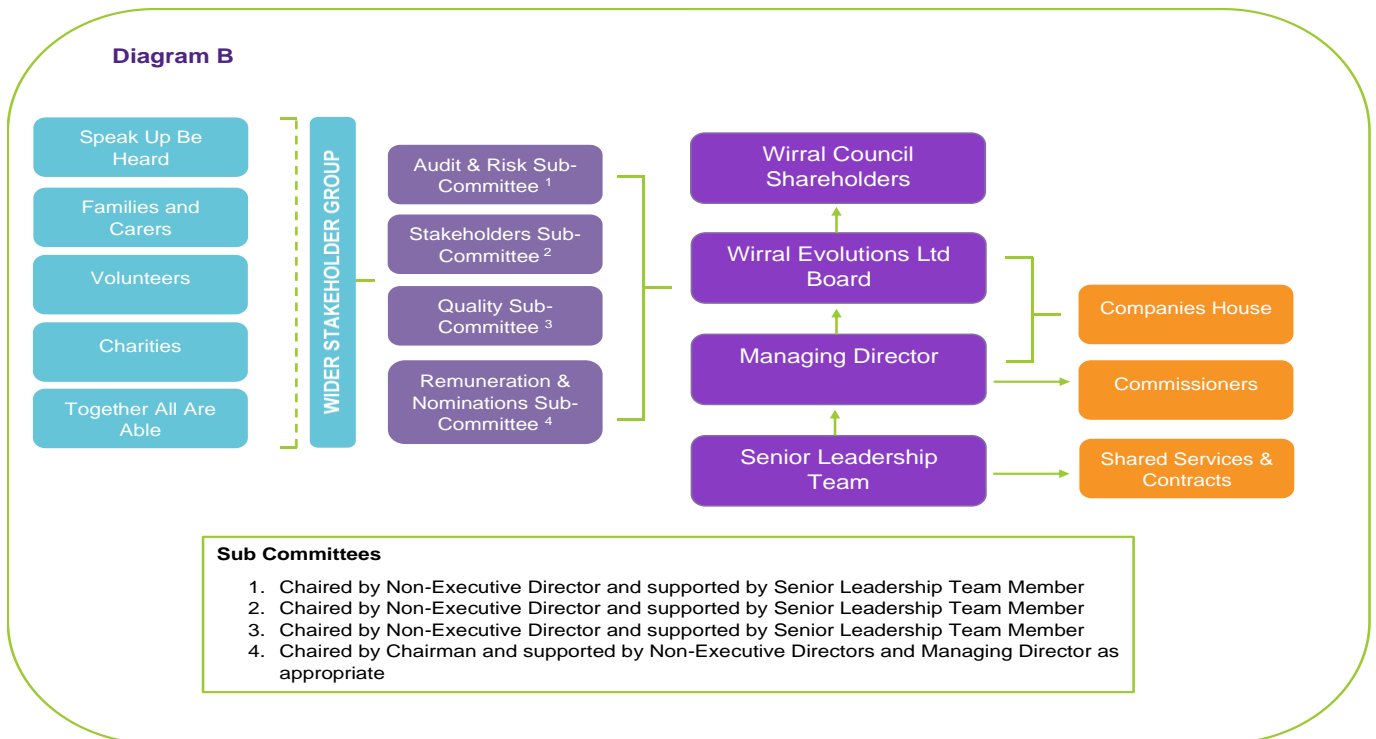


Our [Governance Framework](#) makes sure that we behave as we should and follow key processes and behaviour



We are lead by our Board who set the direction for the company and are supported by sub committees

The diagram below shows our structure:





# Our Board

**Our 2020-2021 Board had four Members**



Mike Naden – Chair



Lisa Knight – Non-Executive  
Director



Pam Williams – Non-Executive  
Director



Jean Stephens – Managing  
Director

# Our Staff Structure



Workforce Development Co-ordinator



**Notes:**

-  Denotes Executive Leadership Team
-  Responsible for Team Leaders, Service Co-ordinators, Service Support & Volunteers at the locations
-  Denotes Business Support Functions

# Headlines and Impact

## COVID-19



**What we did well in 2020-2021...**

(Information from Wirral Evolutions data 2020/2021)



**3897 hours of staff training**



**11 Easy Read documents/guidance produced**



**120 members in the Wirral Evolutions Community Facebook Group**

**51 members in the Wirral Evolutions Staff Group**

# Headlines and Impact COVID-19

**What we did well in 2020-2021...**



(Information from Wirral Evolutions data 2020/2021)



78% of our staff said our response to the pandemic was good to excellent (staff survey 2020)



6695 welfare telephone/video calls to people we support and parents/carers



70,109 enrichment activities provided for people we support

# Headlines and Impact COVID-19

## What we did well in 2020-2021...



(Information from Wirral Evolutions data 2020/2021)



4380 volunteer hours provided



9 Speak Up Be Heard meetings held  
(on Zoom)

# Headlines and Impact People



**What we did well in 2020-2021...**

(Information from Wirral Evolutions data 2020/2021)



70,109 hours of enrichment/life skills activities and personal care provided



7 people we support gaining qualifications



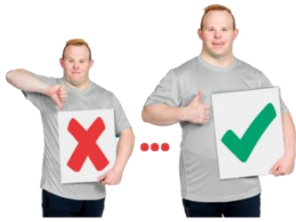
100% of personalised outcome plans quality assured



Average of 365 people supported through enrichment activities



# Headlines and Impact People



## Case Study: BL's Story



BL found going to see the GP stressful and had not been for a long time

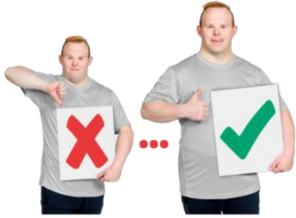


BL was scared about getting the COVID-19 vaccination



BL was given some Easy Read information about the COVID-19 vaccination

# Headlines and Impact People



## Case Study: BL's Story



Staff talked to BL and his parent about the vaccination

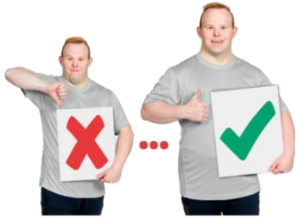


Health workers and nurses spoke to and supported BL



The support from staff and health workers helped BL feel confident to get his COVID-19 vaccination

# Headlines and Impact People



## Case Study: SE's Story



SE lives in supported living

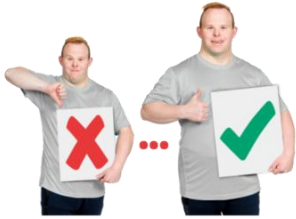


SE was sad that day services were closed during the COVID-19 lockdown



Staff made regular calls to SE to keep in touch

# Headlines and Impact People



## Case Study: SE's Story



Staff talked to SE about the changes to activities once day services opened again

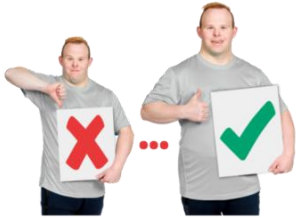


SE was happy in her bubble at the centre and enjoyed the smaller groups



SE feels more confident and has been taking part in new activities

# Headlines and Impact People



## Case Study: MP's Story



MP needed more physical support after an operation

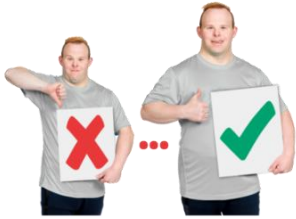


Staff spoke to Social Workers to arrange for MP to attend the centre

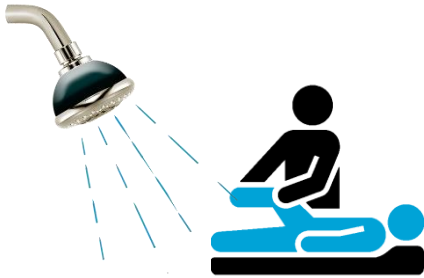


Health workers gave advice about what support MP would need at the centre

# Headlines and Impact People



## Case Study: MP's Story



MP was supported at the centre with personal care and physiotherapy



MP's wellbeing has improved since attending the centre



MP has built new friendships and enjoys attending the centre



# Headlines and Impact People



## Supported Pathways Pilot



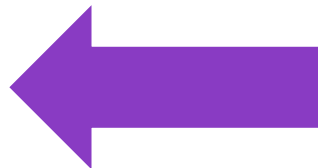
In 2019, Wirral Evolutions started the 'Pathways Pilot'



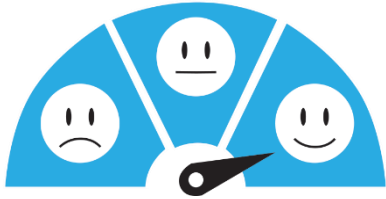
The pilot was designed to help a group of people we support to gain qualifications, and work towards volunteering/employment



You can read the full report about the pilot here (click for link)



# Headlines and Impact People



## Staff Survey

(Information from Wirral Evolutions data 2020/2021)



Most people who did the survey said they felt happy in their role



Most people who did the survey said they felt they were given the chance to give feedback to Wirral Evolutions



Most people who did the survey were happy with the training provided

# Headlines and Impact People



## Feedback from our Survey from our staff...

Being involved with stakeholder groups, especially with people we support and watching them develop and encouraging them to plan and develop their own services

Generally the staff teamwork approach to wellbeing and seeing the enjoyment on the faces of people we support. It is rewarding to provide a fun and fulfilling day

Providing support to people in smaller groups has had a positive impact on their health and wellbeing

Feeling useful in a time of need

Managers have been excellent with support

Working in smaller groups and the impact this has had on the people we support and the team. This has improved quality of the service.

How we have dealt with the current pandemic and being able to offer a service to the people we support has been a great achievement. The organisation should be proud of this.

# Headlines and Impact People



## Volunteers

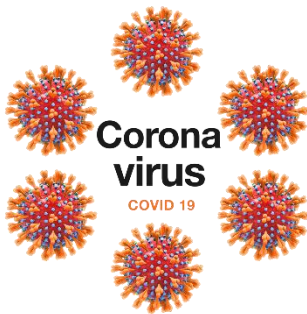
(Information from Wirral Evolutions data 2020/2021)



4,380 volunteer hours given

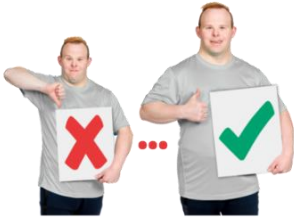


4 volunteer meetings held on Zoom



20% of volunteers stayed active in centres during the COVID-19 outbreak

# Headlines and Impact People



## Volunteer Case Study: Oakenholt Garden Project



3 years ago Oakenholt started a gardening group called 'Mowers and Growers'



Parents, carers and volunteers give time to work on the grounds at Oakenholt



People we support have also been able to gain Open Awards qualifications

# Headlines and Impact Place & Partnership Working



## No Child Goes Hungry



In October 2020, we joined organisations across the Liverpool City Region to help feed local children



Best Bites helped to provide up to 50 packed lunches a day to help children in Wirral



The lunches were taken out into the community by Neo, a local community organisation



# Headlines and Impact Place & Partnership Working



## No Child Goes Hungry



Best Bites worked with a number of organisations in the local community



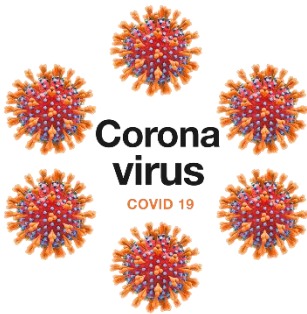
People we support felt proud to be part of a project that was helping people in the local community



# Headlines and Impact Place & Partnership Working



## 2020 'Silver Linings'



This year has been difficult for many people because of the COVID-19 outbreak



At our last Board meeting of 2020, we had a virtual session with people from across Wirral Evolutions



People shared they positive stories from the year

# Headlines and Impact Place & Partnership Working



## 2020 'Silver Linings'



It made such a difference to the families we support at a difficult time. Staff were really determined to make it work.



Activities have been adapted so that people can continue to enjoy them



We are so proud to be a part of Wirral Evolutions. It makes a difference every day



I have been impressed and amazed by the staff who mobilised from the beginning of this process and delivered outreach services, allowing us to deliver a service throughout the pandemic.



Everyone has worked together more collectively, and in some ways been more connected than ever before.



Through the uncertainty we have pulled together to give the best we can offer the people we support and have moved forward with positivity



We have been so impressed and proud of the strength of character that has been shown by everyone.



The people we support are our greatest asset, their personal outcomes and safety have been at the forefront - we should all be proud of what we have achieved this year.



3 people who regularly attend Speak Up Be Heard are now going on to do further self-advocacy training, which is a huge achievement



# Headlines and Impact Profile



## What we did well in 2020-2021...

(Information from Wirral Evolutions data 2020/2021)



More followers and likes on Social Media



Community Groups created during the COVID-19 outbreak to keep people in touch



Improvements and updates made to Wirral Evolutions website

# Headlines and Impact Profile



More Easy Read documents produced for people we support



Technology used to keep people in touch during COVID19 lockdowns



Mail list promoted so that people can ask for communications via email



We are now able to schedule social media posts for future dates

# Financial Headlines



**Where did our money come from 2020-2021?**



Most of our money came from the Local Authority



**What did we spend it on?**

**Our top 4 costs:**



✓ Staff



✓ Premises



✓ Transport



✓ Supplies & Services

# Our Goals 2020 - 2025



To continue to provide our day services in a COVID-19 safe environment



To redesign our workforce as needed



To move forwards with modernising the day service provision



To put our services at the heart of the community



To be the provider of choice



# 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 workforce and volunteers



✓ Together All Are Able



# Thank You



Local charities and organisations



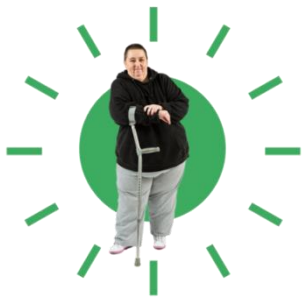
Wirral Evolutions Board



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'**

# Thank You



WIRRAL  
EVOLUTIONS LTD

2020-2021



# Contact Us



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