

Annual Report 2019 – 2020 EASY READ



‘Celebrating a year of progress, impact and achievements’

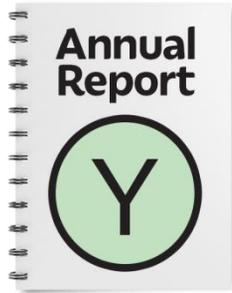


Enriching Lives of People with Disabilities & Maximising Potential
#OneLifeLetsLiveIt

Content

<u>Welcome</u>	2
<u>Who We Are</u>	6
<u>Our Board</u>	9
<u>Our Governance</u>	10
<u>Our Strategy</u>	11
<u>Headlines and Impact</u>	12
<u>People</u>	12
<u>Place & Partnership Working</u>	28
<u>Profile</u>	33
<u>Financial Headlines</u>	37
<u>Our Goals</u>	38
<u>Thank You</u>	40
<u>Contact Us</u>	42

Welcome



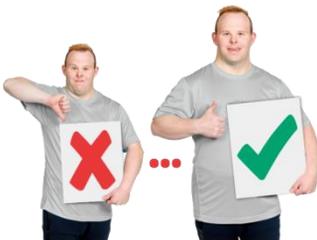
Wirral Evolutions has written a report to inform people about what has happened in 2019-2020



Our vision is to **'enable people we support to have choice and exercise over their own lives'**



This past year we have made huge steps ahead by **placing the people we support at the heart of everything we do**



We are continuing to embrace the challenges and to improve

Welcome

Highlights Include...



- ✓ Produced important documents: our Strategic Intent, Governance Framework, Financial Regulations and Business Strategy



- ✓ Co-developed a Quality Assessment Framework meeting CQC standards and practices



- ✓ Awarded [Wirral Volunteering Standard](#) accreditation for excellent practice in volunteering, development and management



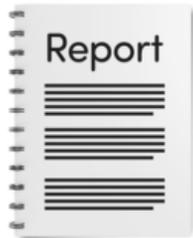
- ✓ Awarded Learning Disability Inclusive Employer status by [My Life My Choice](#)

Welcome

Highlights Include...



- ✓ Continued our National Living Wage Employer status



- ✓ A clear, transparent and structured performance framework with information supporting our [Strategic Framework](#)



- ✓ Speak Up Be Heard, our Self Advocacy Group have worked with people we support to share opinions and experience to help shape our services



- ✓ Strengthened communication with key stakeholders to achieve our mission, vision and outcomes

Welcome

Highlights Include...



- ✓ Our Supported Pathways Pilot helped people we support achieve vocational qualifications and volunteer opportunities



- ✓ Case Studies created celebrating the life experiences of people in our services



- ✓ In our Annual Survey a lot of people said that they would recommend Wirral Evolutions to their friends and family



- ✓ Seeing people we support like Harry (pictured) learning skills and developing confidence taking part in OVO Energy Tour of Britain, making memories for life



- ✓ A positive response to our outreach service for people we support and their families during the COVID-19 pandemic

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 Board

Our 2019-2020 Board had five Members



Mike Naden – Chair



Lisa Knight – Non-Executive Director



Pam Williams – Non-Executive Director

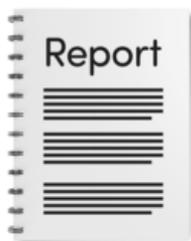


Carey Bamber – Non-Executive Director

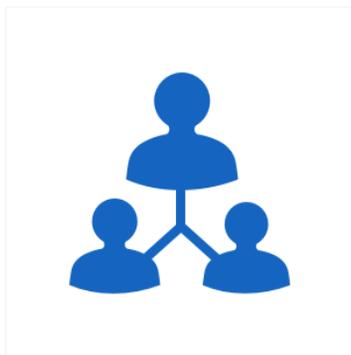


Jean Stephens – Managing Director

Our Governance



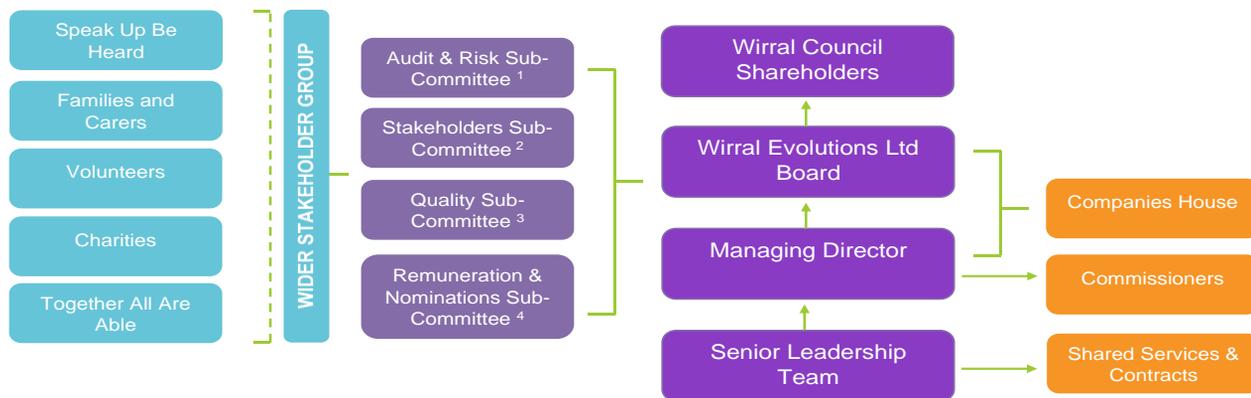
Our [Governance Framework](#) makes sure that we behave as we should and follow key processes and behaviour



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:

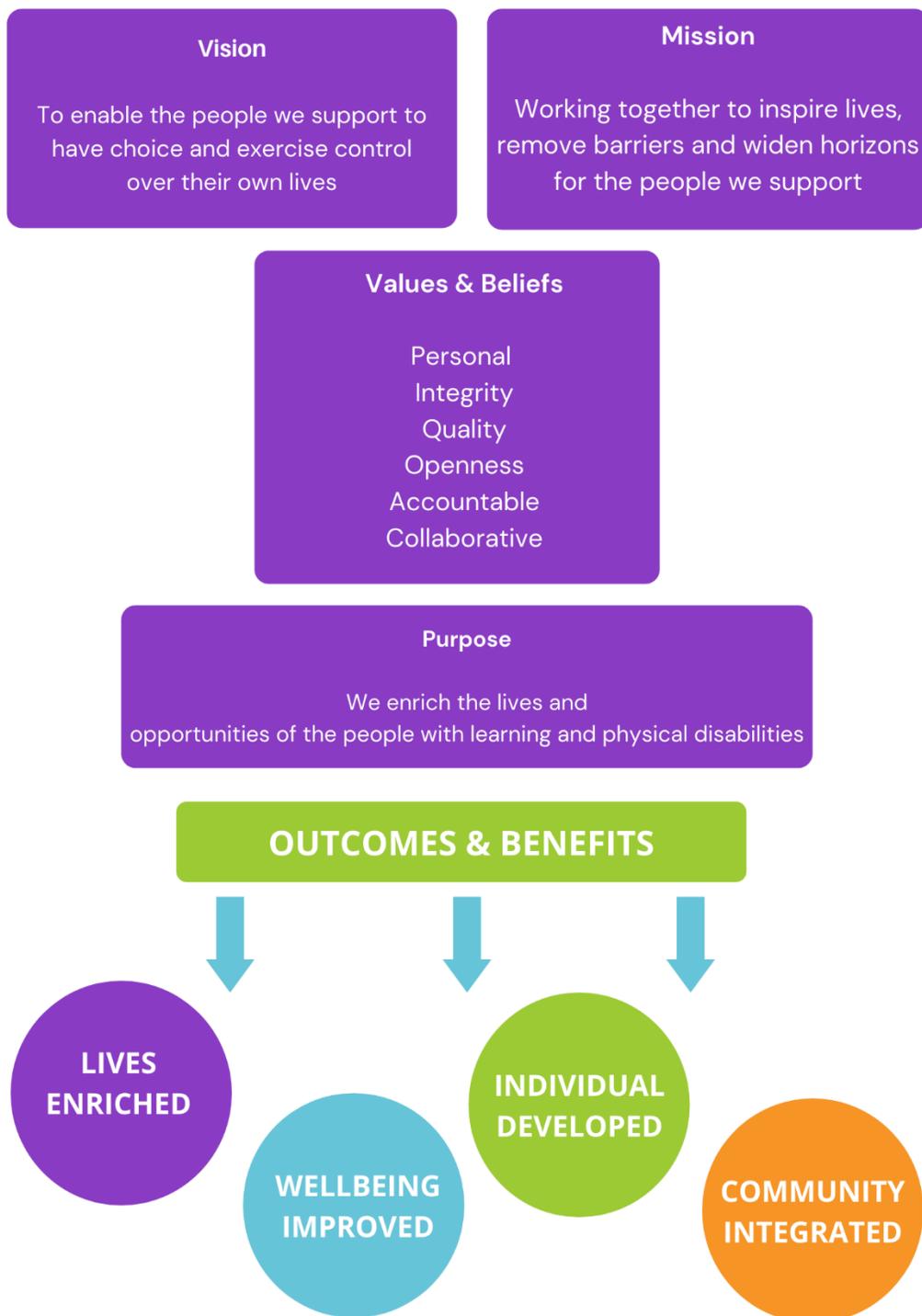
Diagram B



Sub Committees

1. Chaired by Non-Executive Director and supported by Senior Leadership Team Member
2. Chaired by Non-Executive Director and supported by Senior Leadership Team Member
3. Chaired by Non-Executive Director and supported by Senior Leadership Team Member
4. Chaired by Chairman and supported by Non-Executive Directors and Managing Director as appropriate

Our Strategy



Headlines and Impact People



What we did well in 2019-2020...

(Information from Wirral Evolutions data 2019/2020)



Average of 410 people supported through enrichment activities



100% personalised outcome plans quality assured



119 people we support completed a qualification



194,543 hours of activities, life skills and personal care provided

Headlines and Impact People



Feedback from our Survey from people we support...



48% of people said that they knew how to access advocacy support through Wirral Evolutions



70% of people said that they felt they had a say in their own support



85% of people said they were happy with the activities on offer



In our Annual Survey a lot of people said that they would recommend Wirral Evolutions to their friends and family

Headlines and Impact People



Feedback from our Survey from people we support...

I enjoyed my birthday here
I'm more confident to speak up

Getting to know people
Improving my confidence
Learning new skills

I have enjoyed the last 12 months at Bluebells

Passing my level 2 NPTC in petrol strimming

Painting on my own and using different skills like my brothers do at work

Getting out and feeling self worth

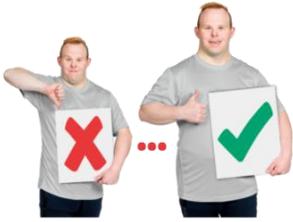
Learning to make sandwiches makes me more independent

I like to meet my friends in a safe environment and be happy so we can talk

My walking and exercise

Football improves my fitness and team building

Headlines and Impact People



Case Study: AC's Story



AC was anxious in social situations



Our staff talked to AC about what makes him happy



AC was offered IT and Art sessions



Headlines and Impact People



AC was given the option to sit in a quieter area to do activities



AC was given a structured routine on the days he attends



AC's anxiety has decreased and his mood has improved

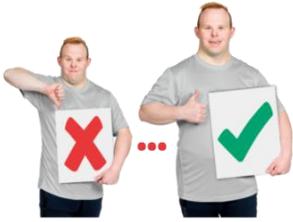


AC's confidence has increased



AC is happier in group activities

Headlines and Impact People



Case Study: GB's Story



AC was anxious and found many situations with other people stressful



Our staff talked to GB about her feelings and built a relationship with her to make her feel comfortable



Staff kept in touch with GB's parent

Headlines and Impact People



GB is more confident



GB has made friendships at her location

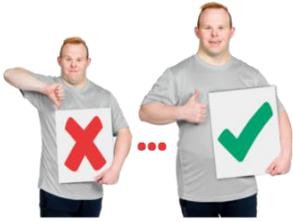


GB's communication skills have improved and she is able to talk more with staff and other people attending the service



GB is happier and less anxious

Headlines and Impact People



Case Study: AB's Story



AB's physical health was getting worse and he needed more support



Meetings were held with AB and his family to discuss a change in the service offered

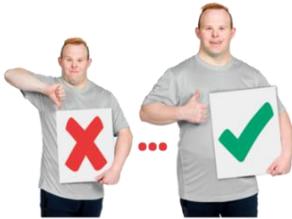


Physiotherapy guidelines and plans were put in place

Headlines and Impact People



Staff, AB, his family, a physiotherapist and other organisations worked together to put the right care in place for AB



AB's physical health has improved



AB was able to take part in more social activity



AB is happy with the support in place and the location he attends

Headlines and Impact People



Feedback from our Survey from our staff...



68% of people said they felt valued in their role



95% of people said that they were 'satisfied' or 'delighted' with the opportunities for training and development



In our Annual Survey a lot of staff said that they would recommend Wirral Evolutions to their friends and family

Headlines and Impact People



Feedback from our Survey from our staff...

Having twilight training
and improving on
learning new skills
within my role

Training has had a positive
impact on the workforce and
standardisation of processes
across services has improved
quality

Being part of the
improvement team and
making a positive
difference to the
company

Management has been
more encouraging which
has improved my
confidence in decision
making

helping individuals
in my cookery
classes achieve
new skills

Seeing
potential in members of
staff and encouraging
them to undertake
challenges

Watching the company
develop and seeing new
opportunities

Seeing
potential in members of
staff and encouraging
them to undertake
challenges

Making a difference
when I have helped
the people we support
to achieve something

Headlines and Impact People

What we did well in 2019-2020...



(Information from Wirral Evolutions data 2019/2020)



6,624 Volunteer hours given



Volunteers Framework 2019 – 2024



Volunteer Framework created



Awarded Wirral Volunteering Standard

Headlines and Impact People



Feedback from our Survey from our volunteers...



94% of people said they felt valued in their role



94% of people said that they were 'satisfied' or 'delighted' with the opportunities for training and development



In our Annual Survey a lot of volunteers said that they would recommend Wirral Evolutions to their friends and family

Headlines and Impact People



Feedback from our Survey from our volunteers...

Seeing how delighted the people we support are taking the items they have produced home and the response from parents

Extremely positive and it's just fun being involved

Friendships, and being able to help people we support learn and improve

Working alongside people we support and watching them develop

Helping my Wednesday group create craft items, we enjoy the time we spend together and there's lots of fun and laughter

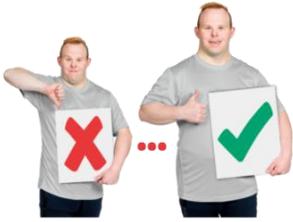
To see happy faces after completing the task I've given them

Being busy, I love volunteering so much

I enjoy building relationships

The satisfaction of working with people we support through to good results at the end

Headlines and Impact People



Volunteer Case Study: John's Story



John joined Wirral Evolutions as a volunteer in 2013 at our Highcroft location



He was nervous to begin with



Now his confidence and personality shines through in his work

Headlines and Impact People



John helps with tasks and every day activities for people we support



In 2015 John received an award from Wirral Evolutions for his work as part of the Wirral Evolutions community



John also works in a supermarket



Headlines and Impact Place & Partnership Working



Case Study: Pathways Pilot



In 2019 Wirral Evolutions started a Supported Pathways Pilot



The aim of the pilot was to enhance skills and independence for people we support



A group of people were chosen to take part in the pilot

Headlines and Impact Place & Partnership Working



Staff mentors helped people through the pilot scheme



Open evenings took place with people we support and their families to discuss the pilot



Training plans were designed for the people taking part – these were split into 4 categories:



1. Work Experience

Headlines and Impact

Place & Partnership Working



2. Personal Development



3. Education and Training



4. Work Preparation



Easy Read guides were created to help people with benefits and employment options

Headlines and Impact Place & Partnership Working



Partnerships were established with other organisations



Staff attended workshops with the Open Awards scheme

The difference made...

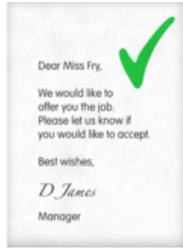


People gained Open Award qualifications



People were helped to create CVs and apply for work and volunteer positions

Headlines and Impact Place & Partnership Working



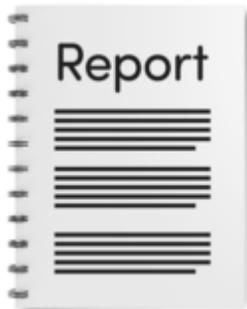
People gained employment and volunteer positions



Staff have trained to become Open Award verifiers



Communication improved with families and carers



Impact report produced in 2020 – 2021

Headlines and Impact Profile



What we did well in 2019-2020...

(Information from Wirral Evolutions data 2019/2020)



Created Branding Guidelines document for the company



New social media accounts launched



Social media and website data collected and reported

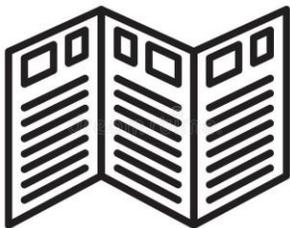
Headlines and Impact Profile



Email newsletter from Chair of the Board launched and shared across the company and mailing list set up



Communication representatives nominated for each centre to share information



Company leaflet and other branded information redesigned



Easy Read documents introduced across the company including key documents

Headlines and Impact Profile



First phase of website redesign rolled out



Satisfaction survey redesigned



Engagement with key groups to work to improve communications



Increase in social media following and interaction

Headlines and Impact Profile

Provider of Choice...



71% of people who completed our 2019 survey responded that they were satisfied with the transparency and openness of Wirral Evolutions



90% of people who answered our 2019 survey rates their relationship with us as strong



In our Annual Survey a lot of people said that they would recommend Wirral Evolutions to their friends and family

Financial Headlines



Where did our money come from
2019 - 2020?



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 for 2020 - 2025



To deliver a safe, consistent and quality standard of care



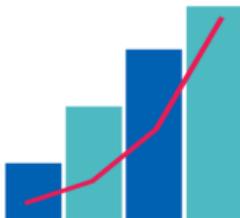
To have strong leadership



To co-produce pathways for independence



To put our services at the heart of the community



Build our business and market position, making Wirral Evolutions more sustainable



To move to using more digital tools to help support our services

Our Goals for 2020 - 2021

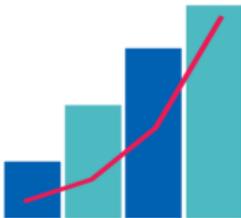
Our 2020 – 2021 Priorities



To continue to deliver a safe, consistent and quality standard of care



To have strong leadership



Build our business and market position, making Wirral Evolutions more sustainable

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'

Contact Us



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2020

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