



Impact Report

2024-2025



One of the UK's leading providers of specialist support for people with learning disabilities, autism, profound and multiple learning disabilities, deafness and hearing loss, and associated complex needs.

achievetogether.co.uk



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Welcome

Welcome from Zak Houlahan, CEO,
and Simon Tobin, Co-chairs of Unity



Welcome

to our 2024/25
Impact Report!

It is with great pride that I introduce our 2024-25 Impact Report. As I reflect on my first year leading this incredible organisation, I am filled with gratitude. This year has been nothing short of transformative, not just for me personally, but for the entire organisation. At Achieve together, we believe in the power of Being Brave, Having Fun, Making Things Happen and Valuing Everyone, and our achievements detailed in this past year's report are a remarkable testament to those values in action. Our purpose, 'ordinary lives, extraordinary people' continues to guide everything we do. It's a promise we make to each and every person we support; to support them to live an independent life filled with joy. And it's a promise we can keep, thanks to the unwavering

dedication of our incredible teams and the strength of the people we support. I couldn't be prouder of the progress we have made as an organisation, and I am thrilled to share this year's report with you.

Putting People First

At the heart of our work as an organisation is a commitment to championing the unique voices of the people we support, listening to their feedback and fostering a culture of continuous improvement. Their voices, and those of their family members and advocates, have never been more central to how we shape our support. With the launch of our new, accessible feedback tool, co-designed with our Unity Representatives, Home Managers can receive real-time feedback and begin creating positive change from the very moment that feedback is shared.

We have always recognised the value of co-production in shaping our approach to person-centred care that truly reflect the needs and aspirations of those we support and, over the past year, continued to create more opportunities for the people we support to get involved with wider organisational decision-making. Our Unity Representatives now attend our regular board meetings, ensuring that their voices are heard at the highest level.

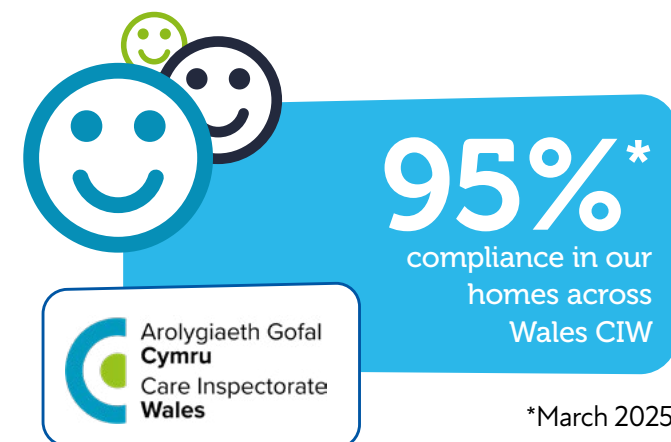
I have been delighted to hear about the amazing things people have been able to experience with our support: from building new friendships and enjoying jam nights, to gaining independence and finding employment. One person shared how they've developed new confidence after previously needing daily emotional support. Another told us how they were supported to go on holiday and make new friends. These are not just anecdotes. For us, they are powerful reminders of the life-changing impact of personalised, compassionate support.

Empowering Our Teams

Our teams are our greatest strength. With over 6,900 team members, we've invested heavily in their growth and wellbeing this past year. This year alone, we delivered more than 4,200 training events, supported 378 apprentices, and celebrated 564 long-service awards. Our Great Manager Academy saw a 46% increase in participation, helping 95 team members take the next step in their careers.

The past year has been a time of change for the organisation, with our reporting lines and overall structure undergoing a significant transformation, to move away from hierarchy and focus more on community within our teams. The right organisational design allows us to collaborate more, make better decisions, develop our team members and drive quality in our homes – which has a notable impact on the care we deliver to the people we support.

We've also expanded our apprenticeship offerings into new areas like housing, HR, and coaching – reflecting our belief in nurturing talent across every part of our organisation. And with nearly half of our workforce now enrolled in Wagestream, we're supporting financial wellbeing alongside professional development.



Lastly, one of our most effective projects from the past year was our focus on simplification for our Home Managers. Our Community Hub team members visited our homes and services to gather feedback directly from our Home Managers, to learn how we can better support them. This led to the introduction of digitised systems and a significant reduction in paperwork (by around half!), by providing digital tools and business intelligence into the hands of our team members, giving them the freedom to perform.

Driving Quality and Innovation

Quality is not a destination – it's a continuous journey that has our full commitment. In the past year, we saw a 4% increase in homes rated Good or Outstanding in England, with 92.1% rated Good or Outstanding for Caring. In Wales, 92% of homes assessed received compliant ratings, contributing to a 95% compliance rate across all homes.

Our internal audit scores rose from 77% to 81%, with standout improvements in the South and Wales & West regions. We completed 785 audits, introduced a refreshed audit framework, and embedded the Care Quality Commission Single Assessment Framework into daily practice. These results reflect our relentless focus on improvement, transparency, and accountability.



Our safeguarding culture remains strong, with over 1,900 notifications reviewed and decisive actions taken to protect wellbeing. We've also launched new training and protocols around suicide prevention, end-of-life care, and forensic mental health, ensuring our support is not only safe but deeply person-centred.

Sustainability and Social Responsibility

In a year marked by record-breaking global temperatures, we've taken bold steps toward our Net Zero 2045 goal. We earned a 5-star sustainability rating from GRESB, piloted energy efficiency projects, and continued to purchase 100% renewable electricity and gas for all managed locations.

Our Unity Environmental Champions led biodiversity campaigns that engaged over 600 people in gardening, rewilding, and environmental education. These initiatives not only support the planet but also promote wellbeing, connection, and joy.

We're proud to align our work with five UN Sustainable Development Goals, from promoting gender equality to advancing lifelong learning and climate action.

We have committed to strategic growth, to bring the high-quality support Achieve together provides to even more people across the UK. Our acquisition of 18 adult residential homes from Options First Group has strengthened local support options for autistic people, and we look forward to working closely with our new team members, people we support and families during the transition over the next few months.

Celebrating Excellence

This year, our team members were recognised by prestigious awards bodies across the UK. From the Chief Nurse for Adult Social Care Gold Award to regional care awards, these honours reflect the passion, innovation, and leadership that define Achieve together.

I am also thrilled to share that we were named one of the UK's top 500 employers by the Financial Times, which is an incredible recognition of our inclusive and empowering workplace culture.

Looking Ahead

As we look to the future, we remain committed to the four pillars of this report: putting people we support at the centre of what we do, inspiring teams, organisational improvement, and sustainable delivery and growth. We will continue to listen, learn, and lead with purpose.

I'd like to take this opportunity to thank each and every person we support, family member, and team member that has made my first full year with the organisation one filled with joy, learning and growth. I am incredibly proud of our teams, whose trust, resilience, and dedication are the foundation of everything we've achieved. Together, we are not just making a difference - we are building a future where everyone can thrive.



“I think it's so important that myself and others with lived experience are directly involved with training team members at Achieve together.”

Unity is a co-production group where people we support work in partnership with different departments and on different projects and initiatives in Achieve together to determine actions. Unity members work with our Executive Team, senior leadership and ambassador teams to determine actions.

To find out more about Unity, see [page 12](#).



Hello! My name is Simon Tobin, and I am an Autism Trainer and Ambassador working in the Co-production team at Achieve together. I am also a co-chair of Unity and a qualified Oliver McGowan Autism and Learning Disability Trainer.

This year has been very busy - both as co-chair of Unity and an Oliver McGowan Trainer. I am so proud that The Big Plan has now been released, created by Unity and Campaign 4 Change to detail our vision for the future of co-production at Achieve together. We have had great interest and positive feedback. My fellow co-chair, Mary Woodall, and I presented The Big Plan to the Achieve together Board and the Senior Leadership Team, which was a great day and opportunity for us to highlight the important of co-production at a senior level. But the work doesn't stop there – we'll now be moving into phase two of The Big Plan, so watch this space...

Unity and Campaign 4 Change have also been very busy with other projects and initiatives in the past year. My team and I have been very involved with the content and design of the new Achieve together website, working closely with our marketing team and external partners to ensure that the website is co-produced by people supported.

Unity also delivered a very successful and well-received training session about co-production to students at Bradford University. This was a great experience, and we have had plenty of positive feedback. We hope to deliver more of these training sessions going forward, to give future Social Workers the tools and skills they need to provide person-centred care, that values the voices of people supported.

I have continued to work very closely with the Learning and Development team, delivering Oliver McGowan Autism and Learning Disability Training. As a person with lived experience of Autism, I think it's so important that myself and others with lived experience are directly involved with training team members at Achieve together. It's been great to deliver these sessions to so many different audiences across the organisation.

Thank you for reading our impact report, and I look forward to the future at Achieve together!

Zak

Simon






How we are making a difference

Supporting

2,300
people supported across
England and Wales

92.1%
of our homes have
a Good rating in
Caring from CQC


95%
compliance in our
homes across
Wales CIW



Developing

4,200
training events


10
new Mental Health
First Aiders



95
in The Great Manager
Academy


378
active apprenticeships


Environmental



3,578 tCO₂e
absolute reduction in
emissions since last year

63%
of owned homes are
rated EPC C and above





652
tonnes of waste
diverted from landfill

For more environmental impact statistics,
[see page 50](#)

Engaging

78%
of team members feel
respected, authentic
and included at work



91%
of family members agree that Achieve
together delivers support that enables
people to live happy, healthy and
meaningful lives

92%
of family members/friends agree that
their family member/friend feels safe


In partnership
with

175
local authorities

500+
community groups
and organisations

40
Integrated Care Boards (ICBs)

Rewarding



12
Team Members
of the month


12
Managers of
the month

564
Long service
awards

0.8%
Gender Pay Gap
(Mean)

1722
team members
building their
savings through
Wagestream

Working together



1
Learning
Disability
England
member (LDE)

16
Equality,
Diversity and
Inclusion Group
members

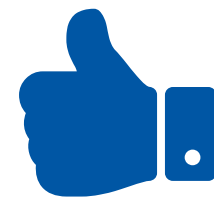
12
Ambassadors

52
Unity and
Campaign
4 Change
Representatives

19
Mental Health
First Aiders

8
AchieveApp
communities





We are achieving more together

What we do

Achieving is believing

Achieve together is one of the UK's leading providers of specialist support for people with learning disabilities, autism and associated complex needs. We seek to provide the best specialist support to over 2,300 adults in over 450 homes and services across England and Wales. We are dedicated to empowering people we support, helping them to live happy, healthy and meaningful lives. Together we are focused on providing a strong foundation to offer the best possible support.



Our Vision

To provide the best specialist support, inspiring a generation to ensure people live happy, healthy and meaningful lives.

Our purpose

Ordinary Lives.

Extraordinary people.

We make a commitment to every single person we support, and we tailor that support so that they can live as ordinary a life as possible, which is full of opportunities and fun. Every person we support is extraordinary. We celebrate individuality, cherish uniqueness, and work hard to create supportive environments that enable every person we support to thrive. We are exceptionally proud of our extraordinary teams, who go above and beyond every day to provide the very best support. We nurture their talents, helping team members to grow and develop so that they can have rewarding and fulfilling careers with us.

Our values



Being brave

We are creative and confident, empowering people we support and our teams to achieve amazing things



Having fun

We get the most out of every day and celebrate our achievements and success



Making things happen

We have the passion, energy and resilience to overcome challenges and give people the tools to achieve together



Valuing everyone

We value the unique talents of every individual and work together to help everyone achieve their full potential

Our company pillars

Pillar 1

People we support at the centre of what we do

Pillar 2

Inspiring teams

Pillar 3

Organisational improvement

Pillar 4

Sustainable delivery and growth



People we support at the centre of what we do

Embedding co-production Co-Production and Unity

Over the past year, we have continued to ensure that co-production is at the core of how we support people, with Unity, our co-production group, offering their knowledge and expertise on a variety of initiatives. Unity is comprised of people we support, who are experts by experience, and work closely with Achieve together teams to ensure that people we support have their say.

Members of Unity continue to co-host and present at our regular Town Halls and are active participants in monthly Team Member and Manager of the month judging panels.

The Big Plan

Unity in partnership with their sister self-advocacy group Campaign 4 Change and Co-production Team, created our first ever organisational strategy for co-production with people we support. 'The Big Plan' sets out our vision and goals for co-production in Achieve together, as well as wider plans on social impact and collaboration with local and national partners.

The future of co-production

People we support shared their vision for the future of co-production:

- People supported to be involved in key decisions
- Everybody working together and having their say
- People across Achieve together to understand co-production
- Everyone trained in co-production
- Unity to be on the Board of Achieve together
- Co-production everywhere - homes, meetings, events
- All support plans are co-produced
- Community hub teams working with Unity
- People always involved in recruiting support team members
- Local support teams working in partnership with people they support
- Most vulnerable people are involved too
- People are actively in control instead of passive recipients



How do we get there?

Promotion: Deliver ongoing initiatives to highlight the importance and benefits of co-production with people supported by Achieve together and their families.

Training & Workshops: Co-production e-learning (developed by Unity) to be incorporated into the induction process for all team members at Achieve together, while co-production workshops (led by Unity) to be delivered to senior team members, including Home Managers, Heads of Area Operations, and Community Hub Team Managers.

Role Models & Co-production Charter: Senior team members to commit to embodying the culture of co-production by signing up to the Co-production Charter (to be developed by Unity) and serving as role models.

Teamwork: Community Hub teams to embrace the culture of co-production and consistently prioritise partnership with Unity for initiatives that directly or indirectly impact people's support.

Link in with organisations & groups: Achieve together, Unity & Campaign 4 Change to build strong networks with other organisations and groups to learn best practice in co-production and exchange ideas.

Recruitment: people supported to be actively engaged in the recruitment process at Achieve together, ensuring that we select the right individuals to join our organisation and fostering a strong partnership between people supported and the organisation from the outset.

Inclusive Communication: Achieve together to commit to communicating in inclusive ways (easy read, BSL) on matters that directly affect or are relevant to people we support.

Feedback: Achieve together to actively seek and act upon feedback from key stakeholders, such as people supported and their families.



Specialising our Unity roles

Time has been spent reviewing the roles of our Unity team members, to allow for specialisation and development of particular skills and areas of interest. People we support that work in our Unity team will attend the relevant training to ensure that they have the knowledge and skills to get involved on projects and initiatives related to their new roles in the team.

- Unity Co-chairs
- Quality and Safeguarding Champions
- Marketing and Media Leads
- Equality, Diversity and Inclusion Ambassadors
- Finance Leads
- Recruitment Leads
- Sex and Relationships Leads
- Employment Ambassadors
- Mental Health and Wellbeing Ambassadors
- Learning and Development Leads
- Specialism Advocates
- Housing and Tenancy Leads
- Environmental Champions
- Positive Behaviour Support Leads
- Technology Leads
- Events and Community Leads
- Physical Health and Sports Ambassadors



Stamp of approval

Projects and initiatives within Achieve together can now receive the Unity stamp of approval – an award given to those that involve people we support. Assessments are carried out by Unity Representatives, who work together to determine whether or not the project or initiative meets the criteria. If it does, it will be awarded one of three stamps.

Unity are now looking to create a toolkit, which can be used by teams across Achieve together to self-assess the level of involvement of people supported in various projects and initiatives. This toolkit will be a vital resource that will ensure people supported are equal partners in decision-making across the organisation, with the hopes that this can be launched nationally to help other organisations.

Orange Stamp: awarded when people supported have been engaged in the decision-making, and their ideas and opinions influenced the outcome - corresponding to 'Engagement' rung of the Ladder of Co-production.



Green Stamp: awarded when people supported have been partners in one or some parts of a project or initiative - corresponding to 'Co-design' rung of the Ladder of Co-production.



Indigo Stamp: awarded when people supported have been equal partners from the conception right through to the outcome of a project or initiative - corresponding to the 'Co-production' rung of the Ladder of Co-production.



Stamp of approval case study – Recruitment team

“

In an effort to create exciting, localised recruitment adverts to entice new team members, the Recruitment team requested the help Unity in the co-production of new adverts, to give candidates a real glimpse into life at Achieve together.

Unity reviewed previous job adverts and were able to suggest changes to better align with the organisation's vision and values, while also making them customisable for each of our homes. People we support were then invited to give suggestions for their home's advert and what they thought candidates

should know about the home and the role, which were then incorporated into new adverts and made live on the careers page of our website.

Unity said: **'We feel that the Recruitment team made sure to make the project very accessible and impactful, and Unity's opinions were fully respected'.**

The Recruitment team were awarded a Green stamp of approval for the co-produced project, which will continue as adverts are updated.

“

We feel that the Recruitment team made sure to make the project very accessible and impactful, and Unity's opinions were fully respected'.

Increased presence – attending Board meetings

“

Unity have begun to attend and actively participate in Board meetings and one-on-one meetings with our CEO, to represent people we support and advocate for their voices at an organisational level. This involvement ensures that their perspectives are considered in key organisational decisions. By attending these meetings, the team brings forward ideas, raises important issues, and helps shape policies and practices that reflect the real needs of people we support. This is a vital step in promoting inclusion, empowering people, and ensuring that everyone has a meaningful say in the direction of our organisation.

Our Unity co-chairs, Simon Tobin and Mary Woodall, had the opportunity to present The Big Plan to the Board, of which Simon said: **“I think presenting The Big Plan to the Board went very well. It was a very interactive session and there**

were lots of great questions and comments. It was great to meet the Board and get to know a bit about what they do – they were very welcoming and accommodating to our needs. It was a very successful meeting, and we had lots of laughs throughout. I feel very proud – it made me feel that people’s voices at Achieve together are truly heard.”

When asked about plans for future attendance, Mary said: **“We plan to join Board meetings as Unity co-chairs every four months, as it’s really important for Board members to know about our campaigns, news and updates.”**

During meetings with our CEO, our Unity co-chairs share updates on Unity and Campaign 4 Change’s activities, achievements and success stories.

Simon said: **“I really enjoy and look forward to our monthly meetings with Zak. I have a**

lot of time and respect for Zak as he does for us. It’s always great to meet with him and have laughs and focus on the great things Achieve together does every day.”

Reinforcing the importance of Senior Leadership Team involvement in co-production, Mary added: **“People we support should be at the heart of everything we do. The meets with Zak make me feel great, and it’s really important that we keep Zak updated on new initiatives and campaigns so that he can share advice and support where we need it.”**

“

People we support should be at the heart of everything we do.”

Campaign 4 Change

Campaign 4 Change’s mission is to advocate for human rights, good lives and the right support for people with learning disabilities and autistic people who draw on social care, through campaigns and collaboration with other organisations and groups. The self-advocacy group campaigns for people with learning disabilities and autistic people to be seen as equal and valued citizens in our society, by engaging with national conferences, delivering training to internal and external stakeholders, hosting podcasts to educate and increase awareness, and attending discussions and demonstrations with key political figures.

Championing representation at national events

Campaign 4 Change member Mary Woodall is a self-advocate member of the Representative Body of Learning Disability England (LDE). As part of her role, Mary’s job is to represent the views of members of LDE at conferences, webinars and meetings. Recently, Mary’s role saw her supporting the My Vote My Voice campaign, helping to ensure people with learning disabilities can participate fully in democracy. Mary is also a part of the All-Party Parliamentary Group on Adult Social Care where she takes part in parliamentary events, influencing political change and the future of social care, encouraging the UK government to keep people we support at the heart of decision-making.



Sharing lived experience through podcasts

In partnership with the Challenging Behaviour Foundation, Campaign 4 Change created a powerful podcast exploring what it's like to live in a hospital versus in the community – and how to provide better support to those who may be facing difficulties around this topic. The podcast was presented at the Challenging Behaviour Foundation National Strategy Group.

Campaign 4 Change created two Wheel of Engagement podcast episodes with guest speakers from other organisations:

Helping people with learning disabilities and/or autism to VOTE!

People with learning disabilities and autistic people are equal members of society and have a right to choose who governs our country. In this podcast episode, we invited Dr Mark Brookes MBE to discuss the My Vote My Voice campaign, the barriers that people might face in taking part in politics and what changes people would make if they were prime minister.

Good Lives Manifesto with Gary Bourlet

In this episode, members of Campaign 4 Change invited guest speakers Gary Bourlet, Membership and Engagement Lead at Learning Disability England, and Zak Houlahan, CEO of Achieve together, to discuss 3 chapters of the Good Lives Manifesto - **“Employment & Poverty,” “Reform Social Care”** and **“Be a champion”**. The Good Lives Manifesto 2024 lays out important changes that people with learning disabilities, family members, and the people who work with them would like to see in this UK government.



Learning Disability England Conference

Campaign 4 Change held a workshop titled **“Tree of a Good Life”**, to promote discussion about things that people need from society, their communities, health & social care services and support providers in order to thrive in their lives and contribute to society. The concept and the presentation were developed by Campaign 4 Change members, with Frankie, a person with profound and multiple learning disabilities, taking on the responsibility of presenting. Voices of people may struggle to speak up for themselves were also included in the discussion. The workshop was a resounding success and highlighted that people with learning disabilities and autistic people can be active and contributing members of their communities.

Promoting education around Co-Production

Partnering with the University of Bradford, Campaign 4 Change delivered a 3-hour lecture to Social Work students as part of their Co-production module. After months of preparation and collaboration with Social Work lecturers, the lecture went off without a hitch, guiding student through the world of co-production and its importance in health and social care.

The lecture centred around an engaging presentation made up of interactive surveys, case studies, thought experiments and videos with the aim of giving the Social Work students in attendance a foundation of knowledge that they would carry with them into their future careers.



Lecturers at University of Bradford said:

“Campaign 4 Change have been brilliant working with the Social Work department at the University of Bradford specifically to deliver a session for students to teach them about Co-production.” Rebecca Hollis, Lecturer in Social Work at the University of Bradford.

“The session was extremely well planned and delivered, the feedback from the students has been extremely positive. Campaign 4 Change delivered the session in an engaging manner and were able to bring the session to life with their own experiences from co-produced pieces of work. We look forward to working with you all again!”

Easy Read consultancy

Campaign 4 Change are proud to offer bespoke training and consultancy on creation of Easy Read documents. The group have been involved in creation of many Easy Read resources and materials and, as experts with lived experience, they can provide guidance on creation of high-quality resources that are accessible to all.

64 Million Artists said: **“We run a national campaign, The January Challenge, which offers 31 days of creative prompts designed to spark imagination, conversation and connection. We worked with Campaign 4 Change to make The January Challenge more accessible than it has ever been, with our first Easy Read resources. Crystal and Elmi worked with us to consult on what an Easy Read should look and feel like, to make our campaign more inclusive, and supported us to bring it to life.”**

We created an Easy Read pack which included all 31 creative prompts ahead of time, for group leaders to download and plan activity in their communities or workplaces. We also worked together with Crystal and Elmi to co-host a webinar to share top tips on how to use Easy Read. There were 120 downloads of the Easy Read pack, with a reach of over 15,000 people using the pack in total!

It was wonderful working with Campaign 4 Change! We learnt so much and it has shifted the way we communicate our work, and how we think about and create more accessible resources.”



Supportive Therapy Day

Our annual Supportive Therapy Day was a great success, focusing on people we support with profound and multiple learning disabilities, their families and support teams. The Health & Wellbeing Team excelled with another wonderful event full of sensory experiences and discovery, fun and laughter. People supported from 14 of our homes attended the event, with 60 attendees enjoying the day in total.

Clifton Hill School provided an excellent venue, with facilities that included a sensory room, accessible swing and hydrotherapy pool as well as spaces for many different therapies. Therapies ranged from hand massages and sound baths, to paint spinning, bug hotels, meeting and stroking animals, rainbow crafts, outdoor wet play, and sensory stories.

The highlight of the day was our Pimp My Chair competition, which saw people supported and their support teams get crafty and transform their wheelchairs into hot air balloon, Elvis in his Cadillac, mermaids, Tarzan, a DJ, a taxi driver, a peace-mobile, Audrey II from Little Shop of Horrors and more!



Supported Loving

Supported Loving is a national network that promotes the rights of people with a learning disability and autistic people to understanding sex and relationships, of which Campaign 4 Change is an active member.

The group have been working with Supported Loving to create resources and training around the topic of 'Friendship Matters'. This is a collaborative piece of work connecting with other self-advocacy group members and people with lived experience across the UK. The training events are online and in person and provide support to those with a learning disability to create and run their own social groups.

“

It was fantastic to see so many people coming together and to receive such support from all areas of the organisation to make it successful.”



Wheel of Engagement

The Wheel of Engagement is Achieve together's person-centred support framework to ensure people are supported in a holistic and individual way, considering various aspects of one's life and best practices in support

This year, our Wheel of Engagement looks a little different! Instead of monthly Wheel of Engagement Themes, we embraced the seasons, and each season focuses on parts of the Wheel of Engagement related to things happening at that time of the year.

Reflection & Motivation (January – March): at the beginning of a new year, this is a time to support people to reflect on their strengths and talents, think about self, personal identity and what is important to them, take care of their wellbeing and set new goals for the year ahead.

Learning & Growth (April – June): to achieve the goals set at the beginning of the year, this is a time to support people to gain new skills and knowledge, try something new, and as the weather gets warmer, get more active.

Connection & Belonging (July – September): in the warm and light summer months, it's a great time to connect with friends and spend quality time with family, create new connections and get busy with community life.

Nurture & Celebration (October – December): as the year is coming to a close, we spend time celebrating people's achievements, nurturing people's confidence, self-worth and self-reliance.



Employment and community

Teams at achieve together continued to support people with their working endeavours, and, with the support of our Co-Production & Employment partner Stephen Brown, people we support continued to receive advice & guidance on where to start when it comes to finding work, alongside resources such as the Work & Benefits Easy Read. As identified in last year's work & volunteering project, many people worry that starting work will affect their welfare entitlements, and this document translates the often-confusing subject into an easily digestible format.

There has been concerns over proposed changes to benefits such as Personal Independence Payments. Stephen, Campaign 4 Change and the Welfare team worked together to create information for the people supported by Achieve together that aimed to ease any worries and cut through the rife misinformation on the subject. Campaign 4 Change also created and shared a letter template that can be sent to local MPs, outlining concerns about the proposed changes to PIP and even inviting those MPs to their homes to meet the people that such changes could affect.

Volunteering at Sunnyside Farm

Mark loves to be active. When he's not being put through his paces by his personal trainer, you'll find him helping at Sunnyside Farm. Sunnyside farm is a horticultural project charity that helps people to gain skills in retail activities, animal care, landscaping, gardening and more.

Mark's support team learned of the opportunity and thought it would be a great fit for him. Mark was able to help out for the day to make sure it was right for him, and Sunnyside were incredibly impressed with his hard work. The rest is history! Mark's team support him to the farm weekly, where he is allocated tasks by the Sunnyside team. He regularly checks on the animals welfare, feeds and grooms them, and helps to maintain the grounds and produce.

"I like that it gets me out of the house" Mark says. **"I like working in the fresh air and of course working with the animals such as pigs, goats, sheep and chickens."**

Mark would certainly recommend a role such as his. **"At the end of the day I feel tired but satisfied with the work I've done!"** He would also love to do some more volunteering work in the future.

Creating art in the community

In December 2024, Campaign 4 Change & Unity alongside Achieve together organised an art exhibition at The Riverhouse Barn gallery, Surrey. With the theme **'What makes Me Smile'**, artists with learning disabilities, autistic artists and their supporters were invited to submit their creative endeavours for display – and Ruth answered the call immediately.

Submitting a whopping 30 paintings, 7 of Ruth's artworks were shortlisted for the exhibition and proved incredibly popular with visitors of the gallery. The expressionist style of atmospheric pieces such as Café rouge en plein air and Three Wondrous Ducks won over many an admirer, with some visitors even trying to buy pieces that had already sold! All 7 pieces were quickly snapped up by eager art enthusiasts, and Ruth made the admirable and selfless decision to donate all proceeds to charity.

Ruth loves drawing, painting and illustration. She also likes writing stories and has written a story with illustrations that she hopes to be published someday.

When describing her background as an artist, Ruth said: **"I love drawing and painting and illustrations. I also like writing stories. I have made a lot of paintings while living at South Hill as I was encouraged to take art lessons at Northfields. I wish to sell my artwork to collect money to donate for charity. Some of my artwork has been purchased and I donated that money to support Cancer Research."**

Supporting local safety

In August 2024, Co-production team member Crystal applied for a Police Disability Advisor position in her local community and was successful in joining the group, with the support of the wider Co-production team. The Disability Advisory group meets quarterly, where they discuss current issues of trust and how to rebuild trust between the public and the police. Crystal has attended meetings online, and says that she likes **"supporting and helping people in the community and the purpose the group gives me."**

Giving back

James volunteers for Age UK every week, giving up his mornings come rain or shine (he walks an hour each way every week!) to work at a veteran's coffee morning. He is trusted as a keyholder and unlocks the gates, letting people into the building, before preparing teas/coffees, serving cakes, and recording an attendee count to share with his supervisor. James then spends his time connecting with the naval veterans and making them feel valued and listened to. At the end of the morning, he locks up and helps to clean the room.

When the Rebecca Easton, Home Manager at Douglas House, joined the organisation, James took her along to be his apprentice for the day as part of her induction – and he made sure he put her to work!

Age UK have facilitated training courses for James, including dementia awareness and first aid. Thriving in this environment has encouraged James to enroll in a college course, the first of which he is due to start in March. Recently, James attended an awards ceremony at Plymouth Aquarium where he was nominated by Age UK for the sunshine award as he brings sunshine to work every Tuesday.

James has a mild learning disability and autism, and with the support of his team, he has overcome much to become the confident, kind and caring man he is today. James' involvement with Age UK is a huge achievement and a testament to how determined he is to take positive risks and master his anxiety.

Age UK Plymouth said: **"James is a fabulous volunteer. He helps with our Veterans Sticky Buns Morning and is always greeting veterans with a smile. James is on hand to help in any way that he can by making sure that the tea/coffee facilities are topped up and carrying the veteran's refreshments to their table. Nothing is too much trouble for James, he is always happy to help. He consistently goes above and beyond in his volunteering role; he has the biggest heart and the brightest smile. His commitment and selfless contributions have made a lasting difference, and we are incredibly fortunate to have him as part of our team."**

Check out our maximising employment guide to see how we are showcasing and supporting with gaining paid and voluntary employment [here](#).





Art Exhibition

Our **'What makes me smile'** art exhibition was a huge hit for people we support, team members and the public. The exhibition was held in a mainstream art gallery, for two weeks, featuring artwork from people with learning disabilities, autistic people and their support teams with 110 pieces on show. The feedback from the public was incredible – we had more than 180 visitors. Campaign 4 Change were integral in the organisation, setting up and daily running of the exhibition. The paintings, sculptures, drawings, collages, prints, ceramics and mosaics represented a profusion of talent, and many pieces were sold. This event showcased that people with learning disabilities and autistic people have valuable talents and skills to contribute to arts & culture.



Wellbeing Festival

The two September Wellbeing Festivals focused on aspects of the Wheel of Engagement that connect mind, body and spirit to improve overall wellbeing. Fortunately, fine weather blessed both festivals – one held in Lincoln and the other set in South Wales – and attendees enjoyed a dazzling array of activities.

There were things to keep hands busy in the craft tent, things to get people active such as walking football or the silent disco, and things to make you feel so relaxed you'd be forgiven for nearly falling asleep. The sound bath tent was a very popular destination!

Festival goers could also choose singing, guidance on living a healthy lifestyle, treasure hunts... the list goes on.

The organising team and Unity representatives worked incredibly hard to make the events happen. Altogether, people we support had a fabulous time – here's what some of them had to say:

"I really enjoyed it, and seeing my friends from other homes. I went on a sensory walk which was good and I loved having my photograph taken." – Clive

"It was a sunny day and we went on a short walk and met old friends. There were pizza and pancake stalls! I had a fabulous time." – Kirsty

"I had a happy smile on my face." – Gillian

"The wellbeing was fun and colourful. I like meeting with my friends from Achieve together." – Steve



England V Wales Football Match

On 18th July 2024, dozens of people from both nations descended on Cwmbran stadium in South Wales to take part or cheer from the sidelines. Fresh from the excitement of the Euros, many had been training for weeks to perform their best on the day. Supporters had made flags which they waved energetically to cheer on those on the pitch.

First up were the English and Welsh teams of people we support who played an excellent game, getting stuck in with enthusiasm and showcasing some excellent dribbling, passing, tackling and shooting skills. The second game of the day, between team members from each country, was just as much fun with plenty of friendly banter and some impressive play.

While England scored the most goals, people from both sides of the border won trophies and medals and everyone had a fantastic day out. They especially enjoyed the camaraderie of meeting new friends, joining together for a memorable day out and being part of a team whether on the pitch or on the sidelines.

One supporter said: **“To be able to see what Achieve together does and just how valuable this is to people we support just warms my heart. Well done to everyone who took part!”**

Another commented: **“It was lovely to have the opportunity to meet so many amazing people from other homes, all coming together and having such a fun day and making new friends!”**

Athletics Championship

With the enthusiasm that symbolises all Achieve together events, more than 100 people gathered to take part in a host of sports at the David Weir Leisure Centre in Carshalton. Despite dark clouds, the rain held off and the sun even shone for a while.

People we support and team members from 18 homes arrived ready to show off their sporting prowess or just enjoy the atmosphere. Some travelled from as far as Brighton. A team of 23 volunteers, many from the Finance Team, helped to keep score and keep the programme on track. The highly successful day was organised by the Co-production Team and Unity members.

Madam Deputy Mayor of Sutton, Louise Phelan, joined us for the second year – putting her strength behind the women's team in the tug of war. She also presented medals together with our sporting hero, Special Olympian Ben Fai Lankshear.



First off, people and Support Workers warmed up on a range of fun bicycles – including trikes, some for use with a wheelchair, and recumbent hand and foot cycles. Next up, people we support and team members competed in a series of running races around the track. Cheers, smiles, high fives and celebrations abounded as each person crossed the line.

Alongside this, bean bag throwing was a popular option as was new age kurling and high jump. Inside the sports centre, people competed in singles and doubles badminton matches. Alternatively, they tested their balance on the surf simulator and took photos at the selfie mirror.

Brave souls donned padded sumo suits and wrestled each other to the ground, while others participated in the more sedate egg and spoon walking races. Many took the opportunity to try long jump, javelin and discus or enjoy parachute games. The camaraderie of the relay race with its mix of people supported and team members in each team, was truly joyful to witness.

Keenly entered by more than 40 people, the tug of war challenge signalled the end of the championship. The day concluded with the medal ceremony, complete with podium.

“

To be able to see what Achieve together does and just how valuable this is to people we support just warms my heart. Well done to everyone who took part!”



Black History Month

The Black History Month celebration was a powerful reminder of the commitment and passion of black team members. It is time to reclaim the narrative, embrace and shout about the tremendous difference they make in social care, to improving the quality of life of those they support.

The celebration at Stanley Art Centre in South Norwood on 8 October was packed. There was a fantastic array of colour from the dresses and costumes worn. Additionally, everyone enjoyed delicious foods from different parts of Africa and the Caribbean, storytelling, music and dance.

One Home Manager who spoke reminded us of the challenges faced by black people and encouraged everyone to ‘know yourself’. Sue Ncube, a Home Manager who was instrumental in the planning of the celebration, told us that black people have come a long way and that we all stand united. While all of our stories are different, we continue to fight, and the power is ours.

What people say about living in our homes...

“ [Team members] are very good and nice and always treat me very well, I have a lot of friends at the community centre.”

“ The home and team have supported me perfectly with my needs and I now feel in a much better place than when I first arrived.”

“ I am very supported here; we are going to jam night tonight where we will be singing and playing music, I really enjoy it.”

“ I have been supported to go on holiday and also went to a quality roadshow where I made a friend [from another home] who has now come to my house for tea.”

“ When I first came to the home, I needed a lot of emotional support and prompting around day to day living skills, now I have an independent job and feel confident.”

And what their families say...

“ If there was a higher rating, then that's what I'd give them. It's not just a home, it's a family - even if there are [team] changes, I don't see any change of team dynamic. [Team members] are committed and the quality is from the top down, filtered down to the team.”

“ I really enjoy the communication with the manager and the team and our weekly phone calls to keep me updated. I would like to say thank you for everything you do for my daughter.”



“ I'm really happy with how [my family member] has settled into the home and the team have been brilliant, very friendly and helpful in facilitating our visits to see him and take him out. He is clearly very happy and well looked after.”

“ I always have great feedback for the home and always feel that I can contact the manager and share any feedback. The manager always keeps me fully updated. The home does a lot with my brother and always encourages him to try new things.”

[My family member] is content and it's the best place he has lived. He is settled at the home and the team are always friendly and happy to help.”

Surveys and feedback

Feedback is key to fostering a culture of transparency and to continuously improve the experiences for those we support in our homes and services. We take every opportunity to gather feedback from the people we support, our team members, families and professional partners. This year, our newly developed survey tool was launched and rolled out to a number of homes for testing and refinement. The tool provides an easy, user-friendly way for our home managers to act on feedback in real time, using interactive dashboards. Unity Representatives played an important role in the development of the feedback tool and provided lots of ideas around wording questions and using pictures to make it accessible for all.

D/deaf homes and services

We support D/deaf people in residential, supported living, outreach and day services across the organisation. Many of the homes and services employ Support Workers who are D/deaf. As with the hearing community, communication is key and BSL is widely used, alongside other communication methods according to need, to help people make informed choices about their support.

Examples of key initiatives from this past year include:

Advocating for BSL interpreters to be present at the Healthy Lifestyles Group programmes to ensure that our D/deaf homes could fully engage. Two of the people we support at our D/deaf homes were able to access the programme in full, which led to both losing weight and living healthier lives.

One of our bank team members, who works as a trainee doctor, creating a new initiative to encourage his fellow medical students to learn BSL, by forming a student's association where they meet once a week to learn together. The aim was to spread awareness for BSL in hospital settings and allow doctors to communicate fully with D/deaf patients.



Taking the stage: the Seven Deadly Sins

From writing their own lines to workshops, designing costumes to performing, people we support at Educational Day Service (EDS) in Bath have fully immersed themselves in The Seven Deadly Sins. On 5th July 2024, all their hard work came together, and families and support teams were treated to a fully BSL signed performance inspired by Marlowe's Doctor Faustus.

The seven-month project began in December 2023 when EDS Bath was approached to become involved in Bath Theatre Royal's Engage programme. This inclusive initiative offers the opportunity for people to engage with the community and create a discovery space. EDS Bath runs a Tuesday drama group, a popular activity for many people who attend the service, so the opportunity was perfect for the people we support!

Support Worker, Jade Wainwright who co-ordinated with The Egg, said: **“For so many people we support the chance to be on stage in front of a real audience with the spotlight on them, is a dream come true. They were all incredible and everybody at EDS is so proud of them!”**

Director Sophie Cottle added: **“Creating The Seven Deadly Sins has been an immensely joyful experience. To our exceptional cast – your unwavering commitment and infectious enthusiasm have infused every rehearsal with life and energy. Engage has indeed lived up to its name, with participation and collaboration in abundance!”**



Inspiring teams

6,900+

team members



564

long service awards

4,200+

training events



378

active apprentices

104

apprenticeship completions



Mental Health First Aid training

The Mental Health First Aid Champions group continues to grow with an additional 10 team members trained. Mental Health First Aiders are using their knowledge and understanding to support team members and people we support, promoting a positive mental health culture.

Apprenticeships

Apprenticeships form a key part of helping our team members progress through our Career Adventures development programme. We support our teams in gaining professional recognition for their outstanding skills by sponsoring apprenticeships across a wide range of levels and disciplines. These include qualifications from Level 2 through to Level 5, which prepare team members for their current and future roles. Our programmes span both Adult Social Care and Leader in Adult Care.

In addition to these core areas, we are expanding into new fields, with our first cohorts of maintenance, housing, coaching and HR apprenticeships, reflecting our commitment to developing talent across all functions. Each year, we enrol over 350 team members on a variety of apprenticeship schemes, tailored to support both career progression and service excellence. In the past year, over 100 team members successfully completed their apprenticeships, gaining nationally recognised qualifications and advancing their careers.

Alongside our Great Manager Academy, apprenticeships provide a robust pipeline of skilled and qualified professionals ready to step into leadership roles, ensuring we continue to grow and nurture talent from within.

The Great Manager Academy

Now in its fourth year and with an additional level as a feeder programme, our management development programme helps advance team members through to management positions and beyond. The new “Next Steps” level develops our Practice Leads to begin their journey into home management with the existing levels taking them further, helping them become great managers who can lead their teams to success.

In this past year, 95 people have taken part in the Great Manager Academy, which is 46% more than in the previous year, helping them to progress their careers with us.



Career development

103 team members were internally promoted, with 30 of those promoted to Home or Registered Manager.

103



team members were internally promoted

30



of those promoted to Home or Registered Manager

Learning and Developing

We're proud to be building a culture where continuous learning is not just encouraged, it's embedded in everything we do. Over the past year, we've delivered more than 4,200 training events and programmes, reflecting our deep commitment to nurturing the skills, confidence, and careers of our team members.

From interactive webinars and on-demand eLearning to rich educational resources and in-person sessions, our learning ecosystem is as diverse as the people it supports. This year, we have continued to develop our onboarding experience with the use of our 90 Day Plan - a structured, engaging induction journey that helps new joiners feel welcomed, supported, and set up for success.

And the results speak for themselves! Team members rated their induction experience an impressive 9 out of 10, a testament to the care and quality we put into every learning moment.

“Apprenticeships form a key part of helping our team members progress through our Career Adventures development programme”





Oliver McGowan

The Oliver McGowan training continues to be rolled out with 91.42% of our teams completing the eLearning portion of the training in the past year.

myRewards - team member benefits

Our Team Member and Manager of the month awards continued to be a pillar of our recognition initiatives this past year, with an average of 55 nominations per month. We celebrated 12 team member and 12 manager winners from our operational and Community Hub teams, selected by our panel of Executive Team members and Unity Representatives.

Our Shining Stars thank you wall continues to thrive, with peer-to-peer nominations pouring in each month. Submissions were consistently fantastic,

celebrating our team members' achievements aligned with our four core values, from which 47 winners were selected by our Achieve together Ambassadors.

Winners of Team Member and Manager of the month and Shining Stars receive myRewards points to spend on goods or vouchers on our myRewards benefits platform, which also offers team members a wide range of discounts on popular retailers, restaurants and supermarkets.

Our team members also have access to financial wellbeing platform Wagestream, which allows them to track their earnings, draw down on their pay before payday, get financial advice from dedicated coaches and start savings for their future with high-interest savings pots. 49.24% of team members are now enrolled, with 1,439 team members building their savings to plan for the future.

“In this past year, 95 people have taken part in the Great Manager Academy, which is 46% more than in the previous year, helping them to progress their careers with us.”

“We're proud to be building a culture where continuous learning is not just encouraged, it's embedded in everything we do.”

“47 winners were selected by our Achieve together Ambassadors.”



91.42%

of our teams completing the eLearning portion of the training in the past year.



49.24%

of team members are now enrolled, with 1,439 team members building their savings to plan for the future.

Connecting Our Journeys - leadership conference

In January, we held our very first conference for our senior leaders at the London Transport Museum, to strengthen our partnership approach for 2025 and beyond. The “Connecting Our Journeys” theme reinforced our commitment to putting homes at the heart of everything we do, with an emphasis on creating a supportive, simplified environment where managers have the freedom to perform and thrive.

Our teams presented a range of important updates and plans for the year ahead, including:

- **Safety First** – safety remains our top priority.
- **2024 Achievements** – we celebrated our successes and recognised the hard work of our fantastic teams.
- **2025-26 strategy** – we remain focused on simplification, creating a learning culture, pushing for sustainable growth and providing quality care.
- **Quality and governance** – we renewed our focus on proactive governance and driving quality performance.

• **People** – we introduced new Business Partner roles to strengthen our partnerships across teams and improve engagement.

• **Finance and IT** – strategic team transformations ushered in a renewed focus on security and collaboration.

The conference closed with a call to action: We listened. We simplified. Now it's over to you! Our leaders were encouraged to reflect, connect, and take ownership of the journey ahead, with our full support and confidence.

Zak Houlahan said: “**Today was really important, getting our senior leadership together to talk about the culture change we want, and how they're the change-makers – we're putting homes at the heart and putting the heart back into our organisation.**”

Jane Neil, Head of Area Operations, said: “**I loved connecting with everybody again, and I'm looking forward to our journey, working together to see how we progress for the future.**”

Your Voice Matters

We engaged with a new engagement survey provider, Culture Amp, to bring our team members a full Your Voice Matters engagement survey, gathering feedback on a range of topics such as wellbeing, change management, leadership and more. 45% of our team members responded to the survey, and we found that 62% of those that responded are engaged, committed and connected to the organisation. Our overall engagement score was 3 points away from the overall UK benchmark – a gap we aim to close over the coming year. We are proud to share that team members feel that management, diversity and inclusion, enablement, teamwork and wellbeing are being handled well at Achieve together, achieving an engagement score of 74% and above.

We are also grateful to have areas with potential for positive change, such as action, feedback and recognition, and change management.

The results of the survey were shared with all team members and used as a foundation for discussion groups and action plans in our homes and teams, with regular updates on improvements and changes being shared on the AchieveApp.



A Financial Times Best Employer

Achieve together was recognised as one of the UK’s top 500 employers in the Financial Times Best Employers 2025 list. This recognition highlights our commitment to creating a workplace where every team member feels valued, supported, and empowered to thrive.

The Financial Times Best Employers list, compiled in collaboration with Statista, is based on independent employee feedback from organisations across the country. The survey explored key areas such as workplace culture, career progression, pay, and wellbeing. Achieve together’s inclusion reflects the passion and dedication of our team members, who go above and beyond every day to support people to live happy, healthy, and meaningful lives.



Equality, Diversity and Inclusion

In the past year, the Equality, Diversity and Inclusion (EDI) Group continued to build on its objectives of embedding a culture of belonging, driving initiatives to promote inclusivity, and providing oversight and reporting for underrepresented groups. Our #thisisme spotlights continued to showcase diverse voices across our organisation, highlighting experiences related to faith, neurodiversity, cultural background, disability, sexuality, and more. This year, we extended these spotlights externally to showcase how young men can create careers in care.

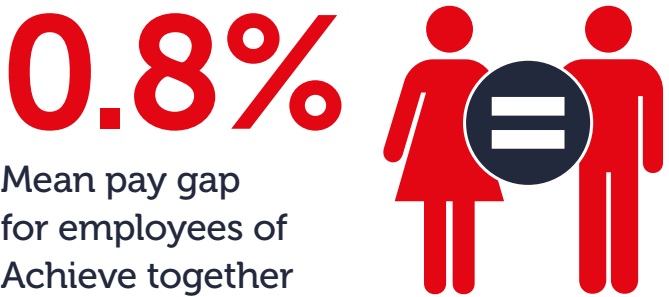
The group maintained its focus on wider awareness campaigns, with in-person representation at Pride London and a successful Black History Month celebration that included activities involving our team members and people we support. Additionally, the launch of an Inclusion Calendar enabled teams to proactively engage with more localised events, fostering greater awareness and participation across the organisation. Achieve together also partnered with Diversity Jobs Group, a suite of 10 job boards dedicated to promoting Diversity, Equity, & Inclusion in hiring practices.



“We have a really diverse set of team members from all different backgrounds, cultures and experiences.”

A significant milestone this year was the release of our online communities, laying the groundwork for spaces where team members can connect, network, and share experiences as extensions of the EDI group. The intention for these communities going forward is for them to evolve organically, providing both support and a platform for underrepresented voices.

Our revised EDI dashboard, launched in early 2025, reflects a more aligned and sensitive approach to the information we collect from team members. The group critically assessed the necessity and appropriateness of the data we request, with a renewed focus on communicating how sharing this information can drive impactful change. We have seen an increase in team members contributing to this data over the past year. Alongside these efforts, we emphasised wellbeing as a key focus, actively supporting team members through challenging events, such as the UK riots in late 2024. This reinforced our commitment to inclusion and acknowledging that fostering a culture of belonging extends beyond the data.



Gender pay gap

We remain committed to creating and maintaining an inclusive culture where everyone is rewarded fairly for their contribution and ensuring equal pay. We are proud to be ahead of the curve, with a 32% male and 68% female workforce, compared to the average in the UK adult social care sector of 21% male. Our mean gender pay gap has almost halved and is now 0.8% (reduced from 1.4% last year and 2.1% in 2022). The median gender pay gap is 3.4%, which is something we will continue to work to reduce. We are extremely proud of our female progression to management within the organisation, with 78% of our managers now women (up from 75% last year). We will continue to develop and grow our Equality, Diversity and Inclusion network and increase support and programmes to close the gap even further.

Organisational improvement

Leading with quality and transparency

Our unwavering focus on quality, safety and continuous improvement has led to measurable progress across the organisation. This year, the average overall score from our internal quality audits rose from 77% to 81%, with particularly strong gains in the South region (84%) and Wales & West (up 9%). A total of 785 audits were completed between 1 April 2024 and 31 March 2025 – clear evidence of our commitment to robust quality assurance. These findings help drive real-time improvement, shaping better experiences and outcomes for people we support.

To support inspection readiness, the Quality Team also delivered targeted guidance and frameworks aligned to the new Care Quality Commission (CQC) Single Assessment Framework (SAF), embedding this new model into everyday practice.



Average overall score from our internal quality audits rose from 77% to 81%



A total of 785 audits were completed

Quality Audits

Our approach to internal audits has been refreshed to ensure that the tools we use reflect regulatory need, while streamlining questions to make auditing our internal systems and processes simpler for our teams. A requirement to source family feedback during audits has also been implemented, to strengthen quality assurance and ensure feedback is actively sourced and acted upon.

Our new format gives clearer oversight of organisational compliance, providing clearer direction for our managers and teams, identifying areas that are performing well and areas that may require additional support.

Previous Quality Audit Groupings	New Quality Audit Groupings
Safe	Safeguarding Systems
Caring	Health & Safety
Effective	Team Overview
Responsive	Support Documentation
Well led	Quality of Life
Rating Outcomes	Observations
	Governance & Communications



Internal audits take place based on a range of different factors, including risk, compliance, team-related concerns and safeguarding. Additional priority quality audits have been introduced based on new risks identified or to review progress against existing improvement plans. These priority audits have resulted in positive outcomes for locations rated as ‘high’ risk, with a higher portion achieving regulatory compliance.

Putting safety first

Significant investment continues to be made in our approach to health and safety, with a planned appointment of three new key roles with the aim of achieving gold standard safety performance. Our teams have set challenging improvement targets around health and safety training completion,

accident reduction, audit completion and near miss reporting and we look forward to seeing how our work in these areas continues to aid the development of a safety-first culture.

It is important that our efforts and resources are directed to the places where they’re needed most, and with our new health and safety risk register, we are able to focus our work on high priority homes and services. Improvements made to how we report and act upon near misses aim to reduce accidents and incidents in the slips, trips and falls category.





Making an impact: quality in care

We have ensured that support documentation and guidance is consistently accurate and up to date.

Our support is delivered by trained, knowledgeable teams, and is consistent across our homes and services. There is evidence that we have clear pathways in place for people we support to achieve independence and their wider goals.

We have shared lessons learned and key themes of the improvements made.

There has been a reduction in incidents and complaints as we have embedded positive reflective practice to support continuous improvements.

We have implemented a proactive approach to risks, by using quality governance systems to identify, escalate and resolve risks before they become a safeguarding concern.

Regulator inspections are regularly confirming that good quality support is being delivered, following implementation of a more consistent approach to risks.

Regulatory success across England and Wales

We've seen a positive uplift in inspection outcomes across both CQC and CIW jurisdictions. In England, the percentage of homes rated Good or Outstanding increased by 4%. Notably, 92.1% of homes are now rated Good or Outstanding for Caring, 86.2% for Responsive, and 80.4% for Effective.

Under the Single Assessment Framework, 20 inspection reports published this year assessed 507 individual quality statements. Of these, 69% met or exceeded the standard. Standout areas included:

- Infection Prevention and Control (91%)
- Freedom to Speak Up (87%)
- Safe systems and pathways (86%)
- Independence, choice and control (84%)
- Kindness, compassion and dignity (83%)

We've implemented focused actions such as:

- Enhancing our 'Safety Culture Club' and reflective practice frameworks
- Accelerating estates improvements via Joblogic
- Strengthening outcomes planning through person-centred quality of life tools

In Wales, 12 CIW inspections were completed this year with 92% achieving compliant ratings, contributing to an overall 95% compliance rate across all homes.



A journey to 'Good'

Little Orchard, our residential home in Hampshire, was rated 'Requires Improvement' by the CQC in April of 2022. The team have since been hard at work implementing changes to improve the overall care experience for people we support - and what a difference hard work makes!

Following a recent inspection, Little Orchard has received a Good rating across all areas.

The report found that people living in the home feel secure and well cared for, with tailored care plans and support during medical appointments. The home is clean and welcoming, relatives expressed confidence in the care provided and felt supported during outings. The CQC also found a proactive and positive culture of safety, openness and honesty within the home.

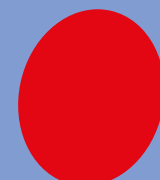
Relatives of people supported said: **"Team members at Little Orchard have been so good and extremely caring towards our relative. They think of new activities to do, and more doors have been opened. Our relative is super happy living here."**

"My relative moved here as an emergency placement as the previous home was unsuitable. We were involved; communication and care needs were looked at. Little Orchard was brilliant."

Darryl Cole, Registered Manager at Little Orchard, summed up the achievement saying: **"We focus on fun, learning and equal opportunities for everyone. I'm grateful that our efforts have been recognised and proud to lead such a fantastic team."**



92.1%
of homes are now
rated Good or
Outstanding for Caring.



80.4%
80.4% for Effective.

RADAR Governance

Our quality team have placed additional focus on RADAR, our risk management system, to ensure records of events are detailed, fit for purpose and accurate. These checks ensure that actions have been identified and recorded, and teams are focused on creating positive change to mitigate future risk. RADAR is also monitored for any homes and services that have no events logged, to ensure that events are not being missed and avoid lack of escalation.

Brilliant Basics New Format

Our Brilliant Basics training has been reformatted to include 22 training modules, with the aim of providing all managers in the organisation with accessible, practical resources. Team members from Practice Lead level all the way through to Head of Area Operations attend the training to increase understanding of organisational systems and processes and share best practice with their teams and colleagues.

Progress through our Brilliant Basics training is monitored with weekly attendance reports and a module progress tracker. Managers that complete all 22 modules are celebrated at our Town Hall meetings and receive a certificate to mark their achievement.

Overall, locations where managers have actively engaged in Brilliant Basics have seen improvements in compliance.

Well done to Joseph Scaife, our first manager to complete all 22 modules!

Quality Governance

By implementing monthly Quality Board meetings, we have created a culture of transparency and accountability, sharing data relating to operational systems and processes and keeping our teams informed of discussions and outcomes. The data shared in these meetings has been used to review and continuously improve our systems, processes, policies and procedures.

Quarterly governance meetings have also been held, in partnership with key internal stakeholders, to encourage collaboration on best practice. Teams have worked to ensure complete organisational oversight in compliance and performance, ensuring risks are mitigated and focusing on improving quality outcomes for people we support.



“Brilliant Basics is the first set of training programme I’ve seen designed with managers in mind. It focused on real-world leadership, quality, and core standards, bringing consistency, clarity, and confidence to managers at all levels. It’s exactly what’s needed in our roles.

Having been with Achieve together for over five years, I valued the opportunity to revisit the essentials. For me, it wasn’t just training, it was a space to reflect, connect, and raise standards across leadership, teams, and homes.

It gave me direct access to leaders from the Quality and Health & Wellbeing teams and provided a space to ask questions that I otherwise may not have.”

Safeguarding Board

We are passionate about making sure the people we support feel safe and supported in their homes. We have implemented quarterly Safeguarding Board meetings as an additional layer of governance.

Made up of members from our Community Hub and Operations teams, the Safeguarding Board works collaboratively to review safeguarding events and establish lessons learned to support organisational improvements and prevent recurrence.

With the help of our Campaign 4 Change members, we plan to create a formal Safeguarding Board strategy to embed best practice for safeguarding across the organisation.

Specialist expertise that makes the difference

Our successes are built on our team's unparalleled expertise in providing quality support. Kevin Taylor, our Head of Forensic Mental Health, brings a wealth of experience in forensic risk management, mental health crisis support, and enabling people we support to transition safely and successfully from secure settings into community life. Kevin ensures that all homes and services supporting people with forensic needs at Achieve together are underpinned by evidence-based practice, strong clinical governance, and best-in-class training.

Achieve together transforms forensic mental health support for autistic adults and people with learning disabilities. We enable safer transitions from secure settings to community living through expertise, compassion, and person-centred care. We believe every person deserves the opportunity to live a safe, meaningful, and fulfilled life — including autistic people and those with a learning disability who have experienced mental health challenges or contact with the criminal justice system. Through our specialist forensic mental health support pathways, building on the Good Lives Model and trauma-informed Positive Behaviour Support, we are proud to enable people to successfully move into their communities, reduce risk, and build brighter futures.

A life worth living: Our vision for forensic support

At Achieve together, we provide specialist community-based support to autistic people and those with a learning disability who have an offending history or are assessed to be at significant risk of offending. Many of the people we support have come from secure settings, hospital environments, or unstable placements, often under Ministry of Justice restrictions or Mental Health Act conditions.

Our forensic model is rooted in the internationally recognised Good Lives Model, which focuses on building on each person's strengths, aspirations, and potential — not simply on managing risk. It is about enabling, not restricting; about building a positive future, not endlessly revisiting past mistakes.

Key elements of our approach include:

- **Person-centred planning that prioritises wellbeing, strengths and dreams.**
- **Robust forensic risk assessment and management plans, crafted through multidisciplinary collaboration.**
- **Skilled Positive Behaviour Support (PBS), trauma-informed care, and mental health expertise.**
- **Support that promotes relationships, meaningful activity, independence and inclusion.**

Every person we support is seen first and foremost as a person — not an offender, not a diagnosis — and this respectful, empowering approach underpins every aspect of our work.

Our teams undertake comprehensive, bespoke training, covering areas including:

- **Good Lives Model and desistance-based support.**
- **Supporting people with autism and complex mental health needs.**
- **Self-harm and suicide prevention and robust risk management.**
- **Understanding and managing forensic needs, including fire-setting behaviours.**

Real lives transformed: Evidence of our impact

We are proud to have witnessed extraordinary journeys of change over the past year:

People once living in secure hospital wards are now living independently in supported living homes, engaged in work or volunteering.

Risks have been dramatically reduced through empowerment, meaningful occupation, and rebuilding of positive peer networks.

People who once felt invisible are now leading advocacy groups like Campaign 4 Change, sharing their voices to influence national policy and practice.

Holistic plans have been tailored to each person, addressing both dynamic risks and broader wellbeing, including mental health resilience, community inclusion, and building self-advocacy skills.

Our outcomes include improved mental health, reduced incidents, increased independence, and above all, enhanced self-worth and happiness.



Forensic mental health: a case study

Penelope* came to Achieve together directly from prison, after struggling with the lasting effects of trauma and ongoing forensic mental health challenges. Before coming to us, Penelope had not received adequate mental health support but has since shown significant improvements under our care.

Having struggled with mental health challenges since the age of 12, Penelope has had a difficult journey in life, and her support team had one goal in mind: **“to show her that her life is precious, and that it is okay not to be okay”**.

Working collaboratively with our internal Forensic Mental Health teams and external agencies, the team supporting Penelope fought tirelessly for the appropriate support. Taking the good days with the bad, the team have remained resilient and focused on finding the best solutions for Penelope,

engaging with training around early intervention and ensuring that the right resources and relationships are in place to navigate the challenges Penelope faces day to day.

With the support of the commissioning team, the social services complex learning disability team, South Wales Police and safeguarding teams, and putting risk assessments in place where necessary, we have seen a notable reduction in harmful and forensic behaviours and a marked improvement in Penelope’s overall mental health.

The feedback received from Penelope’s family members has been overwhelmingly positive, with her parents stating that they don’t know what would have happened to their daughter without the team’s support.

“We have the deepest respect for the organisation for what they’ve allowed us to accomplish in supporting someone we truly care about.” Dominique Twose, Supported Living Manager



Suicide prevention

We have fully embraced the National Suicide Prevention Strategy and the Nice Guidelines NG225 on suicide prevention and have developed a suite of supporting documentation for our Managers that support people where there is a known risk of suicide or self-harm.

Supporting people through end of life

We believe in supporting people to have both a good life and a good death. This year, we supported individuals to die in familiar, loving environments surrounded by people they care about. Thoughtful planning, including the use of accessible language and responsive care plans, has ensured dignity, comfort and peace during end-of-life care.

Health, wellbeing and meaningful lives

This year, our Health & Wellbeing Team delivered sector-leading training and support, including:

- **A dedicated Medication Matters conference exploring STOMP and person-centred medication reduction**
- **The relaunch of our PMLD Forum, advancing best practice in complex needs support**
- **The first cohort completion of our Ofqual-registered national qualification in PMLD care**

We’ve also developed a new Hospital Discharge Checklist to mitigate unsafe or premature discharges and expanded Emergency First Aid at Work training across homes, tailoring it to meet diverse needs.

Our Healthy Lifestyles Group delivered three additional 12-week programmes, empowering people to make healthier choices. A BSL interpreter made these sessions accessible for D/deaf people – another example of our inclusive approach.



Specialist Support Team (SST)

On occasion, our local teams require additional support to ensure that people we support are able to thrive in their homes. To address this need, we mobilised a specialised support team, consisting of team members at all levels in other roles in the organisation. The team, having completed specialist training, offers proactive support to local teams and people we support when the need arises.

In the North, the team has delivered safe support, consistent coaching and positive role modelling for teams that were experiencing culture challenges. All SST input continues to be tracked during weekly progress meetings to identify any barriers that require additional Community Hub support and ensure positive outcomes are achieved.

“Members of our specialist support team said...

Becoming a member of SST has supported my development”

“My confidence has grown greatly, and I feel I have learned more transferable skills”

“Our managers said...

We can see measurable improvements and a positive cultural change”

People we support are now accessing the community more and having a better quality of life”

Simplification Strategy

Simplification remains a priority for the organisation, with quality taking the lead in overseeing our Simplification SteerCo, focusing on proactively streamlining systems and processes in partnership with key internal stakeholders.

A simplification email address was created for team members to share their feedback on initiatives implemented, and ideas for further simplification. Processes have been put in place to reduce email traffic, simplify RADAR recording of events and streamline Home Manager tasks. This has further supported our inspection ready campaign, freeing up time for our home managers to be ready for regulatory inspections and easily evidence compliance.

Positive Behaviour Support (PBS) and reducing restrictive practice

Our Positive Behaviour Support team continues to lead best practice through our unique **PASS+PORT™** training programme. This evidence-based approach is enhancing understanding of behaviour, promoting preventative strategies, and fostering supportive team cultures.

Further support has been implemented to help monitor and minimise the impact of self-injurious behaviours that cannot always be readily or easily reduced, by increasing monitoring and reporting protocols to better understand the behaviours and inform support strategy moving forward.

In addition, we’ve launched two key audits to align practice with **STOMP/STAMP** guidance and ensure that all restrictive interventions are justified, proportionate and regularly reviewed.

Feedback from families

Family feedback is a cornerstone of our quality approach. This year, our responses from family members more than doubled that of the previous year, with more than 548 families contributing to our internal survey process.



91%

of respondents agreed that Achieve together delivers support that enables people to live happy, healthy and meaningful lives



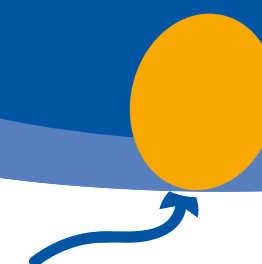
87%

of people surveyed say their family member/ friend is supported to live a meaningful life



92%

of relatives/friends agree that their family member/ friend feels safe



87%

87% of relatives/friends agree that that their family member/ friend has support delivered by competent people



94%

of respondents said their relative is treated with dignity



88%

88% of respondents felt that their family member lives in a homely environment which is well –suited to their needs and preferences

88%

of people surveyed said that they are involved in decisions about support their family member receives



88%

88% of those surveyed said that it was easy for them to provide feedback to staff



Sustainable delivery and growth

Climate change is a global crisis with very real and growing consequences for communities here in the UK. In 2024, the world recorded its hottest year yet, with global temperatures temporarily exceeding 1.5°C above pre-industrial levels – the threshold set by the Paris Agreement to avoid the most dangerous impacts (Climate Change Committee, 2025).

This acceleration in climate change is already affecting the UK. Winters are becoming warmer and wetter, increasing the risk of flooding to homes, infrastructure, and farmland. Summers are trending hotter and drier, raising the likelihood of heatwaves, droughts, and flash floods. Sea levels around the UK are projected to rise steadily for generations, adding pressure to coastal communities and infrastructure.

As an organisation, our biggest environmental impact is on climate change, through the release of greenhouse gas emissions. Our emissions arise from the consumption of raw materials and water, generation of waste, transport of team members and people supported, and energy use across our estate.

We recognise that caring for the environment is essential to delivering sustainable support. Environmental health is vital to the health of our communities and people we support. Things like air pollution, rising temperatures, and extreme weather events all have effects on health and wellbeing. That's why we are committed to reducing our emissions, transitioning to net zero, and adapting our buildings and services to a changing climate.

CQC statement: We understand any negative impact of our activities on the environment, and we strive to make a positive contribution in reducing it and support people to do the same.

Our commitment...

In 2021, Achieve together pledged to reach Net Zero emissions by 2045.

'Net Zero' means balancing the greenhouse gases we emit with the emissions we remove from the atmosphere. Over the next two decades, Achieve together will work to reduce emissions as close to zero as possible. For any remaining emissions, we will invest in carbon offset programs to neutralise our impact. This involves measures such as reducing energy consumption, investing in renewable energy, improving the energy efficiency of our homes, minimising waste, and optimising our operations to be efficient and environmentally responsible.

Five United Nations Sustainable Development Goals supported

Goal 3 – Ensure healthy lives and promote wellbeing for all ages

Our company model supports the health and wellbeing of people with learning disabilities, autism, and associated behaviours. We are dedicated to empowering people we support, helping them to live happy, healthy and meaningful lives.

Goal 4 – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

We empower and encourage those we support to develop skills for life, promoting lifelong learning opportunities and enabling each person we support to reach their potential.



Goal 5 – Achieve gender equality and empower all women and girls

Our mean gender pay gap sits at 0.8%, and we are proud to empower women in our organisation to reach their potential in their careers, with women making up 78% of managers at Achieve together.

Goal 8 – Decent work and economic growth

We are committed to ethical business practices supported by provision of development opportunities for local communities.

Goal 13 – Take urgent action to combat climate change and its impact

Achieve together is dedicated to being a sector leader in the clean energy transition and embedding sustainable operations to meet our Net Zero 2045 goal.

This year we...

Our 2024–2025 sustainability strategy focused on three key areas: improving the quality of our environmental reporting data, preparing for future investment in energy efficiency measures, and supporting team members and the people we support to take part in meaningful, everyday sustainable actions.

Here are some things we accomplished:

Achieved sector leadership recognition with a 5-star rating for sustainability performance from the Global Real Estate Sustainability Benchmark (GRESB).

Delivered a series of energy efficiency pilot projects across our estate, including loft insulation, colour-changing LED lighting upgrades, electric vehicle charger installations, solar panels, and smart meter conversions. The results of these pilots will be assessed in 2025 to guide future investment.

Shared seasonal energy-saving advice at Town Halls and through digital resources to team members and the people we support to keep homes warmer in winter and cooler in summer.

Partnered with the Unity Environmental Champions to create accessible, easy-read resources on environmental topics such as recycling, saving energy, biodiversity, climate change, and sustainability.

Rolled out a refreshed Environmental Sustainability Policy designed to support team members in delivering care services with an understanding of our environmental responsibilities.

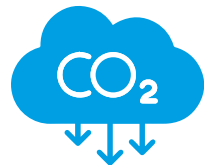
Conducted a home working and commuter travel survey to inform emissions reporting for how people get to work.

Continued to purchase 100% renewable electricity and gas for all locations where we manage utility contracts.

Commissioned a climate risk report across our estate to improve planning and resilience to a changing climate and extreme weather events, including flooding, drought, and extreme heat.



652 tonnes of waste diverted from landfill – resulting in 324 tCO₂e avoided. This is equivalent to 27,542 trash bags of waste recycled instead of landfilled.



tCO₂e avoided by procuring renewable gas and electric



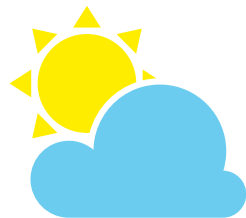
2669 tCO₂e avoided by procuring green electricity



6,001 tCO₂e avoided by procuring green gas
Combined, this is equal to the volume of emissions sequestered by 143,359 tree seedlings grown for 10 years.



63% of owned homes are rated EPC C and above



3,578 tCO₂e absolute reduction in emissions from 2023-24



12.6% reduction in absolute emissions year on year



Investing in the energy efficiency of our estate and sustainability of homes is a key part of our Net Zero strategy. EPCs are a measure of energy performance and a required KPI for social housing providers. The government has set a target for all privately rented properties to be EPC C by 2030.



Next steps

To continue our pathway to Net Zero 2045, we are working on:



Continuing to enhance understanding of our GHG inventory, close data gaps and improve data quality.



Increasing the number of properties on renewable electricity and certified green gas tariffs.



Maintaining 100% renewable electricity and certified green gas tariffs on properties already transitioned.



Delivering a capital investment programme focused on energy efficiency measures and home retrofits.



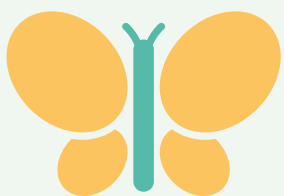
Investigating a cycle to work scheme and support for low-carbon travel.



Supporting biodiversity through gardening

Over the past year, our Unity Environmental Champions have been encouraging team members and the people we support to take action for biodiversity in their own gardens. In our regular meetings, we've shared stories about the joy we find in nature, from noticing new birds stopping by for an evening meal to watching wildflowers appear after a dreary winter. The health of plants, animals, insects, and soil is something our group cares deeply about, and that value is shared widely across the Achieve together community.

Yet the wellbeing of our natural world is under threat. In fact, the UK is considered one of the most nature-depleted countries in the world. Since 1970, species populations have dropped by an average of 19%, and nearly one in six species now face extinction (State of Nature Partnership, 2023). This loss of biodiversity is a serious challenge, but it's not irreversible. Research shows that by restoring habitats – whether in woodlands, wetlands, or even your own garden – we can start to turn things around.



This knowledge sparked an important question in our group: **How can we protect the nature we care so much about, and what could we achieve if everyone across Achieve together got involved?**

We decided to act. Our Champions came together with ideas for how to make a difference in our homes, armed with strategies to support native plants and animals. We launched two biodiversity campaigns that invited people to get their hands in the soil and start making change, right outside their doors.

To mark Earth Day 2024, we launched our Gardening Gatherings campaign. We invited homes to host gatherings in their own gardens, where they could plant wildflowers or vegetables, build bug hotels, hang bird feeders, and create spaces where wildlife could thrive. To help make this accessible for everyone, we provided participating homes with a B&Q voucher to buy gloves, trowels, seeds, and other supplies. We also created an easy-read gardening party pack, complete with activities like a wildlife quiz and simple instructions to support everyone taking part. Over 30 homes signed up, and more than 200 people took part in Earth Day Gardening Gatherings this year.

But we didn't stop there. Knowing that meaningful change takes time and consistency, Environmental Champion Mark Bates came up with the idea for a follow-up campaign: Return to the Wild. Launched in August 2024, this campaign encouraged people to continue the momentum from Earth Day by doing more to re-wild their gardens and outdoor spaces. We sent out another round of B&Q vouchers and added new activity resources, including a video tutorial on how to build a bird feeder using recycled materials. This time, we reached even more people. Over 60 homes took part, with more than 400 people joining in to sow wildflower seeds, plant herbs in pots, and even paint landscape murals to brighten up garden walls.

These activities didn't just support biodiversity, but also bring health benefits. Gardening is known to reduce anxiety, ease stress, and improve physical health. The projects created opportunities for connection to nature, learning, and joy for both team members and the people we support.

“Lots of people we support were engaged and happy to be involved in making a change. We all were proud of our efforts to make the local environment better.”



Preserving history, enhancing lives: Achieve together's investment in historic homes

At Achieve together, we believe that the homes where people we support live should be more than just buildings - they should be places to thrive. That's why we are committed to maintaining and enhancing the homes we provide, ensuring they are not only safe and fit for purpose but are also truly special environments.

Among our diverse portfolio of homes, four stand out, not just for the care and support they offer, but for their rich history and architectural significance. These homes are located in Merseyside, Wales, Shropshire and Norfolk and are all Grade II listed buildings, each with a unique past and a bright future. While these historic homes present challenges in terms of upkeep and restoration, we embrace them wholeheartedly,

investing significantly to protect their legacy while ensuring they meet modern standards.

Our Merseyside-located home is a beautiful stately home in the Wirral, it is surrounded by a 300-acre park, which has a Golf Club and tennis courts.

Our supported living home in Norfolk is based around an old windmill – hence the home's name. The windmill was built in 1826, and many of the original building's features have been incorporated into the individual flats.

Caring for a Grade II listed building is not just about preserving bricks and mortar: it's about maintaining a sense of place and identity. These homes have stood the test of time, and with careful investment, we are ensuring they continue to serve as warm, welcoming environments for the many people we support.



External recognition: Honouring excellence, inspiring others

We're incredibly proud of the achievements of our team members and homes recognised by prestigious sector awards this year. These moments not only shine a light on individual brilliance – they highlight the compassion, innovation and impact that define Achieve together.

Our Head of Health and Clinical Governance, Erren Wheatland, received the Chief Nurse for Adult Social Care Gold Award – the highest national honour in social care nursing. Meanwhile, Rachael Hawkins was celebrated for her leadership and management skills at the Wales Care Awards, and the Registered Manager at West Dean, was shortlisted for the Lincolnshire Care Awards for their outstanding leadership and the positive transformation of the home. Three team members were shortlisted for awards run by the Surrey Care Association.

Lauren, Deputy Manager at Bradwell House, was a finalist for Residential Support Worker of the Year at the Kent Care Awards, and our incredible team at Ty Nant became finalists for Care Home of the Year at the South Wales Health and Care Awards, following a moving nomination from a family member.

Strategic growth: acquisition of Options Autism adult residential homes

The past year, we reconnected with our commitment to growth, further reinforcing our dedication to providing compassionate support across the UK and ensuring even more people receive high-quality care from our Achieve together teams.

Options Autism has built a strong reputation for supporting people with complex social, communication and sensory difficulties and behaviours which may challenge. All its residential care homes are rated

Compliant, Good, or Outstanding by the Care Quality Commission (CQC) and Care Inspectorate Wales (CIW), highlighting its commitment to excellence.

Achieve together will welcome 18 new adult residential homes, bringing new expertise and perspectives while we work together to ensure a seamless transition for team members, people we support and families.



Zak Houlahan commented:

“We are delighted to welcome these new high-quality adult residential services into the Achieve together family. This acquisition is a perfect alignment of expertise, values, and commitment to delivering outstanding support for people with complex needs. By coming together, we are ensuring that even more people have access to high-quality, person-centred support that enables them to live happy, healthy, and meaningful lives.”

Connecting teams and information

The AchieveApp, now in its fourth year, is our primary communication tool. Over 99% of all team members use it to connect digitally. During the year, we collaborated with our Home Managers on simplifying the app, making it more accessible for policies, documents, and news, using their feedback to drive positive change and put homes at the heart. Over the past 12 months users have engaged with 92% of published content across news and social channels and returned to the home page over 2 million times. The app saw over 9000 posts, with 96% coming directly from our team members on our social wall, sharing updates from our homes and services and interacting with their communities.

These accolades reflect the everyday excellence of our team members.

Behind every nomination is a person supported, living a better life because of the people around them.

Chief Nurse for Adult Social Care

Erren Wheatland – Head of Health and Clinical Governance (Gold Award)

Surrey Care Awards

Julie, known as JJ, is Practice Lead at Combe House near Woking - Care Worker of the Year: Care / Nursing Home

Juliet is Practice Lead at supported living accommodation in Whyteleafe for adults with an acquired brain injury - Care Worker of the Year: Supported living / Day & community services

Kitty, Home Manager of Chandon - Registered Manager of the Year

Team of the Year – Large Provider

Kent Care Awards

Lauren Costelloe – Finalist, Residential Support Worker of the Year (Bradwell House)

Lincolnshire Care Awards

Finalist, Manager Leading from the Front (West Dean)

South Wales Health and Care Awards

Ty Nant Team – Finalist, Care Home of the Year

Wales Care Awards

Rachael – Leadership and Management Award Winner

Systems improvements

We are now a Cloud First organisation, allowing for seamless connection for new homes and services, and flexible working for our team members. The last 12 months have seen a dramatic improvement to the way that our teams access our network and how we protect them and their data. We now have automated processes that score every connection, suspend any connections that are considered unsafe and warn the IT team of any that need a further review. A recent Penetration Test (Pen Test) confirmed that there are no external weaknesses to our network and our teams' laptops and desktops conform to a high standard of security.

Our focus continues to be simplification, primarily for our Home Managers. Our property and asset maintenance platform, Joblogic, now gives our teams

a real-time view of any maintenance requirements in the home, highlighting works that are of a higher risk and tracking planned preventative maintenance. Our Estates team can also log into Joblogic to confirm when they have carried repairs out..

Looking ahead, we are preparing to implement an electronic rostering application this year. This will further simplify for our managers, by allowing them to roster team members more easily and giving a central overview of rostering to ensure that the correct support is provided. Team members will also be able to view rosters and use the system to pick up additional shifts on a self-service basis.

Our IT team remains committed to simplifying processes for our team members, so that teams can spend more time delivering high-quality care to the people we support.

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