



Creating quality choices for communities

Purpose

Independence Trust joined the Herefordshire Housing Group in April 2014 to become a pioneering provider of Total Wellbeing services; building a revolutionary Health and Housing partnership. The group structure aims to support and challenge individuals, families and communities to achieve their potential for sustainable wellbeing and independence – at its core – Total Wellbeing. Independence Trust provides Total Wellbeing and support services across four counties; Gloucestershire, Herefordshire, Shropshire and Worcestershire. Our Careline service operates nationally with around 27,500 connections.

This business plan summary sets out what we have achieved so far, what we want to achieve and our priorities for 2015. These priorities support our goal of growth without detriment to our core services or dilution of our group culture. Across the group we have the experience, skills and reputation which will be built upon in the coming year.

Strategic Direction

Our Aspiration

To be the preferred provider of Total Wellbeing and support services across the four counties and nationally for telecare services.

To grow our services and work efficiently, offering value for money and continuing to build on our reputation and improving customer satisfaction.

Our Role

To co-produce and build sustainable independence for individuals, families and communities that supports their Total Wellbeing across the four counties.



With the help of the Independence Trust I have been given a new lease of life. I'm enjoying being in the community and getting to know lots of people. I might have a mental health problem but I feel part of my community and am seen as a person – not as a mental health case.



What's gone well 2014/15?

It's been an amazing year of growth and development.

Some key highlights have been:

- Joining a group structure that brings with it access to skills and knowledge to support Total Wellbeing
- Transforming our wellbeing services across Gloucestershire through the active involvement of clients
- Launching the Falls Responder and Reablement services
- Successfully securing a 3 year contract to provide Living Well services across Worcestershire from April 2015
- Further establishing Henffordd Gardens, our dementia enhanced living scheme, with its busy cafe and welcoming atmosphere
- Instrumentally developing social prescribing pilots across Gloucestershire with partner organisations- a model for the future
- Continuing to provide a range of service choices to support families and individuals
- Recruiting a wide range of people who want to contribute to the community by becoming volunteers
- Moving out of buildings and into the community to build everyday experiences for people
- Moving with the times - receiving great feedback from our customers about their experiences
- Creating and continuing the thriving partnerships with commissioners and like minded organisations

Ambitions for 2015

We have 3 main ambitions for the coming 12 months:

1. Ensuring that service and customer choices are maintained and broadened

By:

- Securing future funding for the Responder service
- Exceeding all targets for the Living Well service
- Exceeding all year 2 Wellbeing targets

Growing Careline self-funders

BY 5%



90% of customers recommending us to a friend

2. Achieving measurable growth, increased efficiency and the working environment where people can feel confident to create more innovation

By:

- Agreeing a 3 year strategic view on growth
- Developing 2 social enterprises for the benefit of clients and communities
- Achieving a cost saving of 3% through the use of technology

3. Creating, maintaining and nurturing confident and competent teams of colleagues; including volunteers

By:

- Using the colleague survey to ensure behaviour competencies are embedded
- Agreeing a group plan for volunteering
- Recruiting 8 apprentices



50 Additional volunteers recruited

To support the delivery of these 3 ambitions we have developed a complete action plan that sets out what we need to do in the next 12 months. If you would like to know more about our current plans or would like a full version of our **Business Plan** and **Action Plan** please contact a member of the management team.

Finally - thank you

We would like to thank all of our colleagues and volunteers for their contributions in supporting people to experience better levels of Total Wellbeing. We would also like to thank our commissioners for their support and guidance in supporting our communities.



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