



2023-2024

Impact Report



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Our Year in Summary:

16,731

customers supported to be more independent.

99%

would recommend ECL to friends or family for the fourth consecutive year.

835

adults with learning disabilities supported towards paid work by ECL Inclusive Employment.

728

customers supported to maintain or increase their independence thanks to our day services.

97%

of all those receiving ECL reablement support had improved outcomes.

1,054

customers referred to our Sensory service.



Awards Success

We achieved numerous finalist positions showcasing our excellent services on a national scale.

LaingBuisson Awards

ECL Ward-led Enablement was a finalist in the Best in Healthcare Outcomes category.

National Learning Disabilities and Autism Awards

Sue Wray, Inclusive Employment Business Manager was a finalist in the Employer Category.

ERSA Employability (Employment Related Services Association) Awards

Caroline Giess, Inclusive Employment Consultant was a finalist in the Frontline Advisor of the Year category and received a 'highly commended.'

Social Care Leadership Awards

Faye Harburt, Head of Sensory Service was a finalist in the Executive Learning Disabilities and Autism Leader category.



Caroline Giess
Inclusive Employment Consultant finalist.



Sue Wray
Inclusive Employment Business Manager finalist.



Managing Director's Welcome

Peter Fairley | Managing Director

Welcome to our review of 2023 – 2024. ECL continues to deliver great outcomes to people who receive services from us in Essex, London and South East England. We consistently challenge ourselves as we continue to strive to be the best organisation we can be.

The past year can be considered a year of change and a year of success. We have delivered record hours in our Essex Reablement services and continued to have all our services rated as Good or Outstanding by the CQC.

Our Inclusive Employment service surpassed the milestone of supporting more than 350 adults with learning disabilities and autism to find paid employment, reaching a total of 385 people at 2023-24 year end.

Our Ward-led Enablement service expanded to cover all hospitals in Essex, as well as Queen's Hospital in Havering. We also started new in-reach reablement services in some care homes in Essex, helping people that have been placed there for an interim period after hospital, to return back to their own homes.

We also launched new reablement services in Barking and Dagenham and retained the contract to deliver reablement services in Havering through to 2029.

We started a new five-year sensory contract in Essex, working closely with our sensory action alliance partners in the voluntary and community sector.

Significant changes include our new collaborative relationships with the NHS; the successful exit and transition out of the community equipment services; and the winding down of our private pay home care service, ECL Care Solutions.

Our employees truly embody our values of excellence, teamwork, caring and integrity consistently going above and beyond to make a positive difference to our customers. This is reflected in our higher than ever workforce engagement levels which increased by 4% in our 2023 workforce survey.

As we look ahead, we will continue to focus on making a difference to people's lives through the delivery of excellent care and support.



Chairman's Statement

Michael McDonagh | Chairman

I am proud that ECL continues to deliver excellent outcomes for the people of Essex, London and West Sussex. This year we have made significant progress with the expansion of services into the London Boroughs, with the start of new contracts in Barking and Dagenham as well as the extension of our contract to provide reablement services in Havering. Our growth reflects the quality of all our colleagues at ECL and the fantastic work they do every day. I am proud to be associated with such an amazing organisation.

ECL's employees and services have once again epitomised our core values of caring, excellence, integrity and teamwork, supporting more than 16,700 people to be more independent.

For the fourth consecutive year, 99% of ECL customers have stated that they would recommend us to friends or family. Not many organisations can demonstrate such high levels of customer satisfaction – this is not only a statistic to be proud of but one we should strive to retain in the years ahead. We will never be complacent and will always aim to be the best organisation we can be.

We continue to explore innovative ways to meet unmet needs in the localities in which we operate. This is already being demonstrated in the GP and care home pilots that began in 2023. These pilots are a great example of how ECL is strengthening its relationships with key partners such as the NHS and community healthcare providers in order to expand the ways that we can support the people who need us.

As always, our performance has been sustained by the commitment of our employees. They continue to be the heartbeat of our organisation; they epitomise our values and the Board are appreciative of everything our people do.

As I enter my sixth year as the Chair of ECL, I continue to be proud of our organisation, our people, and services we provide to the communities we serve.



ECL’s Inclusive Employment service supports adults with learning disabilities and/or autism to achieve their ambitions of obtaining paid and meaningful employment.

Each individual is supported into employment by identifying their talents, skills, qualifications and interests, matching them to ECL’s established network of partnership employers.

Every step of the individual’s journey towards paid employment is supported by developing their CVs, arranging interviews and work trials, as well as work experience if required. The team provides on the job coaching for the employer and employee to maximise success.

Inclusive Employment is not just a checkbox for us; it’s a fundamental principle we uphold. Our partnership with ECL is a testament to this...Together, we’re breaking down barriers and creating a more diverse, inclusive, and prosperous workplace for all.”

Douglas Field, Chief Executive Officer East of England Co-op

How we performed:

- 835** adults with learning disabilities and/or autism supported towards paid work.
- 82%** candidates remaining in post for 11-12 months, improving workforce sustainability.
- 127** more adults secured paid employment in 23-24 - approx. **£27,736,800** local authority lifetime savings.

- 385** adults in our service secured paid employment since 2020.
- 263** businesses in Essex now disability confident employers thanks to ECL!



Zach’s story

When Zach left college, he was anxious about what his next steps would be. His mother contacted ECL see what opportunities were available to help him discover his sense of purpose and boost his confidence.

With the support of Beth Durling, Inclusive Employment Team Manager, Zach was able to find paid employment with the East of England Co-op.

Beth and Zach worked together initially to explore what type of work interested him and what skills he required. Beth helped Zach explore training courses and job placements that would build on his skills and give him the experience he needed.

Almost a year on, Zach’s confidence has soared and he is thoroughly enjoying working life. Zach’s favourite aspect of the job is helping the people that he interacts with daily, including regular customers and colleagues. He credits starting work for improving his confidence and helping him manage his anxiety.

Saying it has made it possible for him to embrace new challenges such as learning to drive and travelling. He plans to save-up and buy a car and is exploring the idea of becoming a delivery driver for the East of England Co-op in the future.

“Zach has come such a long way. When I first met him, he didn’t want to go out much. He was very anxious, so we started from the very beginning and took a phased approach. He’s flourished since starting work!”

Beth Durling, Inclusive Employment



Scan QR code to watch Zach’s video



Our Day Opportunities Service provides tailored activities in the local community for older people living with Alzheimer’s, dementia and Parkinson’s as well as adults with learning disabilities and/or autism. Our day centres offer a range of engaging activities designed to help maintain independence and encourage greater connection with the community.



ECL Colchester Older People’s Day Service awarded Gold Accreditation for Excellence in Dementia Care from the University of Sterling Dementia Services Development Centre (DSDC).

Barry and Julie’s story

Married for over 50 years, Barry and Julie were devastated when Julie was diagnosed with Alzheimer’s disease in 2020. The couple, who live close to ECL Loughton Day Centre popped in for a visit and immediately felt at home.

Julie now attends the centre four days a week. Barry said: “I was worried at first, as I didn’t know how she would be, and if she would settle. I have this thing where I walk into a building and I just get a sense for the place. When I walked into ECL I just got this great feeling, and I could tell Julie did too.

“She just walked in, and it was like she’d been going there forever. Straight away she seemed to be at ease, and to me that is worth its weight in gold. I might as well have not existed, she was gone! She was in there chatting to people and didn’t even look around to see if I was still there.”

The team have discovered the thing that makes Julie the happiest, is keeping her busy. Barry said: “We kid Julie works at ECL, I help her get ready for her ‘shift’ and walk her to ‘work,’ she goes in, hangs up her coat and gets

going. She’ll help make cups of tea and toasted crumpets, she waters the plants, she’ll set the table and even goes with one of the staff members to the supermarket on Mondays.

“Julie spent her career in various roles caring for others, so it makes sense that continuing to do that makes her feel calm and content. The team at the centre are so great at adapting their care to what Julie needs.”

While Julie is at ECL, Barry can take some time for himself. He said:

“When she’s at home, I am constantly on edge, so those four days a week she’s at centre are a lifeline for me. To sit back, and properly relax knowing she’s truly happy and safe is priceless. It’s a win-win situation for us, Julie gets something out of it and so I.”

How we performed:

728 customers supported to maintain or increase independence, preventing the need for residential care.

81% of customers met the outcomes they were aspiring to. Including: remaining independent, travel training and ASDAN qualifications.

Service breakdown:

427 customers with learning disabilities and/or autism supported.

305 older people supported.



Scan QR code to watch Barry and Julie’s video

ECL has an in-house clinical team which consists of clinical practitioners including Physiotherapists, Occupational Therapists, Speech and Language Therapists and Positive Behaviour Advisors, to provide specialist support to people with clinical needs who are accessing ECL day centres and reablement services.

The clinical team also work in conjunction with local NHS professionals, adult social care services, family members and carers as part of a multidisciplinary approach to making sure each person using our services can do so as independently and as safely as possible.



Joint working gives Noah a new perspective

Noah, aged 21, has Down’s Syndrome and a profound learning disability, he also has a cheeky sense of humour and a GCSE in art! He attends ECL Saffron Walden Learning Disabilities Day Centre. Noah spends most of his time in a wheelchair, but he now has an alternative view of the world thanks to his new standing frame and the support of ECL’s Clinical team.

The team collaborated with ECL Clinical Physiotherapists Fiona Storkey, Ilona Bojaczuk and Clinical Occupational Therapist Sarah Bellringer to support Noah in using his standing frame.

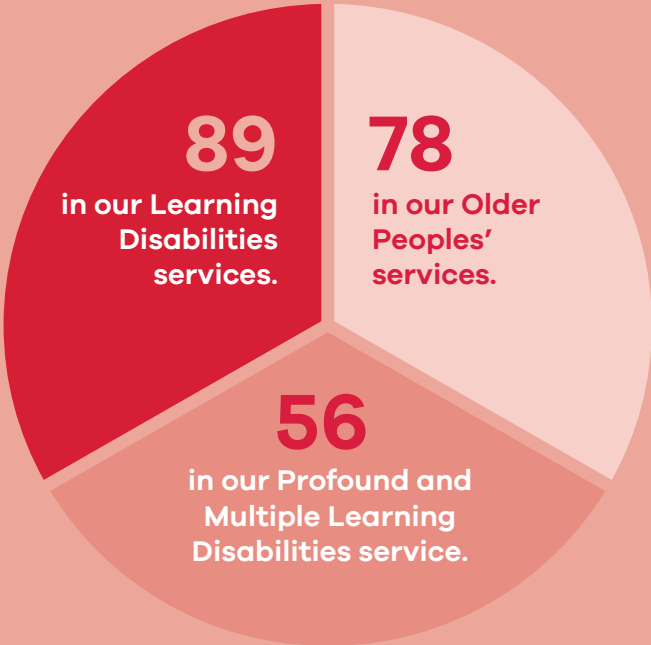
The Clinical team trained Noah’s Support Workers on how to help Noah use and get the most from his frame. Both the Clinical team and his Learning Disabilities Support team stated that seeing Noah out of his wheelchair and exploring the world from a standing viewpoint was a heart-warming experience. This collaborative approach has helped improve his quality of life and has had a big impact on his experience at the centre.



How we performed:

- 222 customers referred.
- Of these:
- 41 required Speech and Language Therapy.
- 64 required Physiotherapy.
- 46 required Positive Behaviour Support.
- 71 required multifaceted support.

Service split:



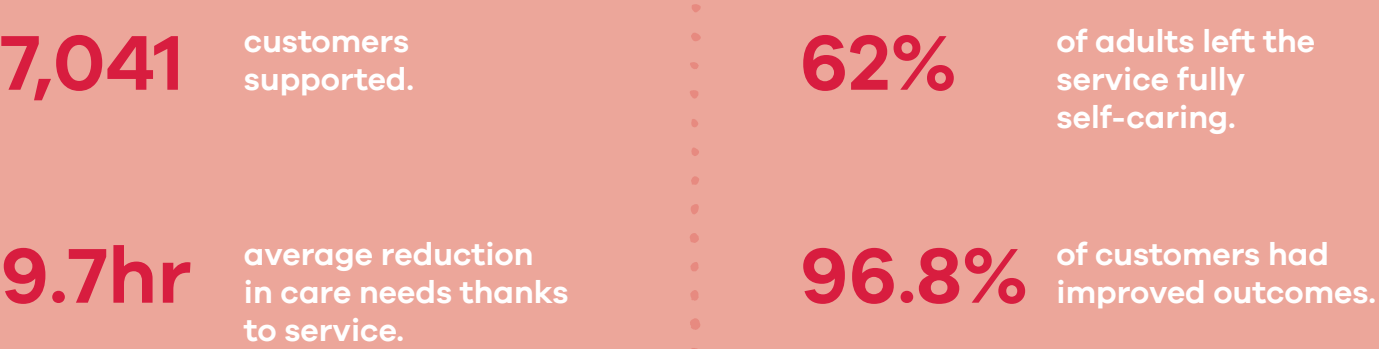
Our Reablement Service within Essex provides short-term support of up to six weeks for individuals to regain the skills to live independently or with reduced care. Essex County Council has calculated that following ECL Reablement, individuals do not need additional social care services for an average of 72 weeks.



ECL’s Rapid Response Services

ECL supports people who have had a fall at home to be able to get up or get the medical attention they need 24 hours a day, 365 days a year. The service is delivered across mid, south, and west Essex. Over the past year it has helped 1,115 customers (739 following a fall). The service has received 1,632 calls in the last year and for 97% of these, we have arrived within one hour of the call time.

How we performed:



Gill’s Story

Former teacher Gill, 74, was admitted to Broomfield hospital following an injury to her knee. When she was discharged, she received support at home from ECL’s South West Essex Reablement Service.

The team helped with personal care and meal preparation as well as supporting her with working towards becoming more mobile. On the first visit from ECL, Gill discovered she had connections to her care team beyond ECL - one of her carers was a former pupil! She also knew another one of her carers from a previous job she’d had at Basildon Hospital.

Gill said: “I was so down about having my knee in a brace when I came out of hospital. I was so independent before and I felt so frustrated and depressed about going from being able to do everything for myself to needing so much help. I cried a lot and the ECL team were so kind, they told me it’s OK to have a cry and gave me lots of encouragement and praise as I progressed which made such a difference to how I felt.”

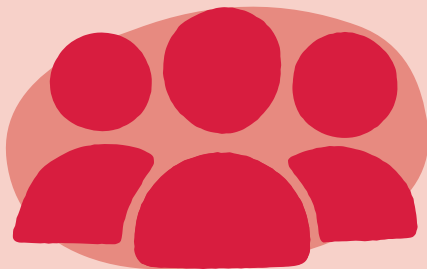
“You feel like your dignity’s been taken away from you when you lose that independence and need help with personal care and the ECL carers managed to provide care without any embarrassment on my part which I really appreciated. The ECL team were so lovely, I felt like we almost became friends. They were all very kind and offered lots of encouragement. I know

that I would have not reached the stage of independence I have so far without their support as well as the support of my family.

“My carers were absolute angels. They made me feel like I mattered. They gave me hope and encouragement to know that I was going to get through it and get my independence back.”



Our Reablement Service within the London Borough of Havering provides short-term support of up to six weeks for individuals to regain the skills to live independently or with reduced care.



Graham’s story

Thanks to ECL’s reablement services, Graham, who faced a health challenge after a stroke, was able to regain his confidence, his mobility and enjoy the hobbies he had to give up.

Graham, aged 79 suffered a stroke, which led to his hospitalisation. As a result, he was bedridden and dependent on others for his daily activities.

Prior to discharge from hospital, Graham was referred to ECL’s Reablement service.

Initially, he required the assistance of two dedicated care workers who visited him four times a day. Their primary focus was to support him in regaining mobility, stability, and maintaining personal hygiene.

As Graham made progress with his recovery, the frequency of visits decreased, and he eventually needed just one care visit, once a day.

Graham’s care team played a crucial role in helping him regain his ability to move around safely.

They worked diligently to ensure Graham could maintain his balance and reduce the risk of falls and provided necessary support to help him maintain his personal hygiene and wellbeing.

One of the most significant aspects of Graham’s journey was his remarkable transformation from a quiet and dependent individual to the confident, independent chatty person he was before his stroke.

Stella Rowe, Graham’s Community Care Assistant said:

“When we first started going in to see Graham he needed double handed care. He was very quiet and lacked confidence. Gradually Graham became more confident as we encouraged him to be more independent. By the time our service ended he was able to manage his personal care tasks independently and was a lot chattier with us.”

How we performed:

1,320 customers supported. 77,254 visits completed.

44 of these were from our new GP referral pilot. 98% of customers had improved outcomes.

ECL launches reablement services in London Borough of Barking and Dagenham

Our new pilot with the London Borough of Barking and Dagenham began in November 2023 and runs until the end of October 2024. The first four months have proven incredibly successful with 90% of customers having improved outcomes at the end of their care package.

How we are performing so far (November 23 - March 24):

66% of customers self-caring at the end of their package. 4,255 visits completed.

90% of customers had improved outcomes. 8hr average reduction in care hours needed per customer (72%).





Our Community Reablement Service within West Sussex supports customers in their own home for a period of up to six weeks. This short-term support allows individuals to regain the skills to live independently or with reduced care.

"It's been a great year for the West Sussex Reablement team we've supported 254 more customers this year to be independent and stay in their own homes for longer. We hope to expand upon this next year and help even more people."

Joe Coogan, Chief Operating Officer



How we performed:

1,754 customers accessed service.

97% of customers had improved outcomes.

71.5% of customers reached their goal of being fully self caring at the end of their package.

98% customer satisfaction.

Pung's story

Following the death of her husband, Pung who is blind was referred to ECL's West Sussex reablement team by a social worker to help her adjust to living alone.

Pung's husband was her primary support and did most things for her, so when he passed away, she needed some help developing her confidence to do things on her own. She began initially with two visits a day, which reduced to one evening call as she progressed towards her goals. The care team supported her too with meal preparation, local errands and working with her to improve her outdoor mobility with the aim of helping Pung live independently. By the end of her time with ECL she was able to get out and about locally and get the bus into town by herself.

She said: **"The carers were wonderful. They were professional, friendly and were all really nice. Natasha and Joe in particular made an impression on me. Joe made me a lovely curry for dinner one evening! When I began with the service I was frustrated as I needed to get out and about and do errands but they helped with that and showed me ways to manage these jobs on my own. Initially I had wanted them to take me into town on the bus, but they weren't allowed, instead they developed a plan to progress my independence so that I could do it by myself which was better for me in the long run."**





ECL's Ward-led Enablement (WLE) programme is a groundbreaking way of looking at how to get older hospital patients up and moving around as soon as possible to help improve their recovery time.

The programme launched at Colchester hospital in October 2022 in partnership with Essex County Council (ECC) and the East Suffolk and North Essex NHS Foundation Trust (ESNEFT), following a successful six-month pilot in 2021.

It was so successful that it attracted interest from the Mid and South Essex NHS Foundation Trust (MSE) and The Princess Alexandra Hospital NHS Trust (PAHT). The mid and south Essex WLE programme launched at the start of 2023 in Basildon, Broomfield, and Southend hospitals.

The west Essex programme began in April 2023 at the Princess Alexandra hospital in Harlow.

Our Ward-led Enablement model has gained interest on a national scale through numerous finalist positions in industry awards and received a Gold Medal at the NHS Reconditioning the Nation Games, part of the Reconditioning the Nation initiative.

This recognition by the NHS, led to us being invited to record an episode for the Emergency Care Improvement Support Team (ECIST) Bitesize podcast series. We were also asked to host an NHS Learning Lunch and have subsequently attracted interest from other NHS Trusts keen to adopt this model of care.



Roy's story – one year on

One of the first patients of the pioneering Ward-led Enablement programme, 80-year-old Roy was admitted to hospital following the sudden loss of feeling and control of his legs. He was put on a stroke ward and following many brain scans, spine scans, and MRIs, doctors were unable to work out why he had experienced this. He has made a remarkable recovery thanks to the fact this reablement care started while in hospital rather than once he was discharged.

One year on, Roy still doesn't know what caused him to experience the issues with his legs, but thanks to ECL's reablement support both while in hospital and at home, he is fully mobile and is even back cycling which is his passion.

Roy said: **"I've improved 100%. I've gone from being totally disabled to nearly normal thanks to ECL. Now I'm walking normally, doing everything around the house that I would normally do. My sport was always cycling, and I'm back on my bike and can ride 30 miles quite comfortably and I thoroughly enjoy it. I don't think I would be where I am today without that initial support in the hospital from your team."**



Scan QR code to watch Roy's video



How we performed:

North Essex

Colchester hospital

662 customers supported.

Of these:

302 were discharged with reablement services.

258 improved their care support needs while in hospital.

71 went home with no further care needs.



Mid and South Essex

Southend hospital

524 customers supported.

Of these:

125 were discharged with reablement services.

316 improved their care support needs while in hospital.

194 went home with no further care needs.

Broomfield hospital

299 customers supported.

Of these:

122 were discharged with reablement services.

144 improved their care support needs while in hospital.

55 went home with no further care needs.

Mid and South Essex

Basildon hospital

294 customers supported.

Of these:

61 were discharged with reablement services.

125 improved their care support needs while in hospital.

67 went home with no further care needs.

West Essex

Princess Alexandra hospital

352 customers supported.

Of these:

105 were discharged with reablement services.

159 improved their care support needs while in hospital.

114 went home with no further care needs.



ECL's sensory service supports people who are partially sighted, blind, hard of hearing, deaf or deafblind to live independently. It is the first point of contact for everyone needing sensory support in Essex and provides tailored rehabilitation and one to one specialist support.

ECL's sensory service also supports businesses and organisations to be more sensory aware and inclusive through the provision of CPD accredited training, accessibility audits by a specialist sensory access auditor, and through its Sensory Action Alliance which empowers organisations to work together to create a more accessible community.



Scan QR code to watch Essex fire service video

We now understand and recognise the barriers that exist for people with sensory loss. I would really encourage other organisations to join the Sensory Action Alliance and become Sensory Champions. By making small changes you will open the door to a wider part of our Essex community."



Paul Pemberton,
Inclusive Prevention and Partnerships Manager, Essex County Fire and Rescue Service

How we performed:

1,054 customers referred to our sensory service.

179 customers provided with independence enabling sensory equipment.

1,787 people offered advice, information, guidance and emotional support*.

*including signposting, and referral to ECL or another organisation.

Caroline's story

Mother of two, Caroline lives with Deafblindness after losing her hearing as a result of ear problems when she was young. She subsequently lost her vision due to idiopathic intracranial hypertension.

Caroline uses a combination of her cochlear implant and lip reading to understand people speaking. ECL's Sensory Service provided her with specialist equipment, rehabilitation assistance, and access to additional services to help her live more independently.

The ECL team worked closely with Caroline, identifying what equipment and support would best help her at home as well as enable her to get out and about without assistance.

This included cane training to enable Caroline to go out on her own as well as support from the Hospital Guide Service so that she had access to help attending her hospital appointments.

Caroline said: **"Before my training I hardly ever went out. I certainly never went out by myself. Going shopping would cause me to have anxiety attacks. I really didn't think that I'd be able to get on the bus by myself, but I can, and it has made such a difference for me!"**

"The cane has helped me both physically and emotionally. Because I can now hold my head up, I can use the bit of vision I've got to look where I'm going rather than down at the ground, so my posture has improved."

"I wouldn't have been able to achieve this without ECL. My Rehabilitation Worker Gill has been fantastic."



Scan QR code to watch Caroline's video



We have over 1,210 colleagues working for ECL, each striving to provide person-centred care and supporting our customers to achieve their aspirations of independence. Our employees live our values of Excellence, Integrity, Caring and Teamwork every day; the great feedback we regularly receive through our Trustpilot reviews, direct communication from customers and their loved ones is testament to the amazing work that they do.

ECL wouldn't be the success it is without such great people and our focus this year has been on investing in more efficient systems to make it easier for employees to be the best that they can be.

During 2023-2024 our Learning and Development team launched a new Learning Management System called Learn (November 23) which has streamlined all internal training courses and has been well received by all employees.

In January 2024, our Recruitment team launched a new Applicant Tracking System called Eploy. This new system has much more functionality, is mobile compatible, more user-friendly and has a better search function. There is a self-service portal for applicants which allows users to track their application, book interviews and upload all their new starter documentation for onboarding.

Our employee engagement survey results demonstrate that our employees love what they do. In 2023 engagement was 86% which is a 4% increase compared to the 2022 survey.

93% of employees intend to be working for ECL in 12 months' time.

94% of employees have good relationships with their colleagues.

94% of employees understand how their work contributes to the success of ECL.



93% of employees feel their work contributes to making a difference to the local community.

93% of employees find their work is interesting.

I love working for ECL because...



"They are an age friendly employer. I am 64 and this job fits me perfectly. Years of working in the healthcare sector have helped me to develop my knowledge of all aspects of care, including the reablement process for customers being discharged from hospital to recover at home. It's great to have found an organisation which seems to really understand the huge benefits that come with employing skilled, mature people like me. ECL is committed to making sure that everyone, customer or colleague has the best possible experience."

Kim Bundock, Trusted Assessor



"The job satisfaction is second to none. In addition, the training ECL provides is great, so if there are any areas where you wish to extend your skills there is the opportunity for that professional development. It is so rewarding. Once you start to support someone and see their personal growth it's phenomenal, you can't put a value on it; it's amazing. I think that the ability to care and help people in the way that we do is just an incredible gift to be able to give someone."

Jason Martin, Sensory Trusted Assessor



"They provide lots of opportunities for career progression. In my time at ECL I've gone from Community Care Assistant to Care Planner, then Trusted Assessor and now I am a Local Business Manager. I've been so well supported throughout my time with ECL. It's nice to know that the people around me believe in me and are happy to see me flourish. They have given me the confidence I need to keep moving forward. I'm so proud of how far I've come. I've really grown as a person since joining ECL, it is a great company and I'm so happy that I can now support others as they begin their careers in care."

Donna Hampson, West Essex Local Business Manager



One of our key focus areas in 2023-2024 has been seeking innovative ways to meet unmet needs in the areas in which we operate. The success of our Ward-led Enablement programme encouraged us to explore additional ways we can make a positive difference to the people we support through collaborative working and innovation.

Over the last year we have launched a number of reablement pilots designed to help people return to living independently at home sooner and help ease the pressure on our social services and healthcare colleagues.

Recovery to Home

In November 2023 ECL launched its Recovery to Home service in response to the unmet need for those individuals that are discharged from hospital but that are not ready to return home and live independently. ECL's reablement teams work with individuals that require an interim care home placement, and care home staff, to support people back to independence and get them back in their own home as soon as possible. This service is available in partnering care homes across our Essex reablement regions. It is significantly reducing the average length of these care home placements as well as vastly increasing the number of adults returning home.

Delegated Full Care Act Assessment

The Delegated Assessment pilot in South East Essex launched in February 2024. The Delegated Assessment pilot allows for appropriately trained ECL Trusted Assessors to complete assessments for

ongoing home care needs for adults exiting ECL Reablement and make a referral to the placement team in place of a social worker. The view being that the ECL Assessor can make a more informed recommendation on what that individual needs having worked with them for six weeks as opposed to a social worker who would not know them as well. This is not only better for the person we are supporting, it also eases the workload placed on the social worker. The pilot has been progressing well and the recommendation is to extend the pilot to ECL's other reablement regions across Essex in a phased approach.

GP/self-referral

ECL customers in the London Borough of Havering can now self-refer into ECL Reablement services directly or via their GP. The service is designed to support Havering residents at risk of hospital admission or in crisis, struggling to manage at home. It is a short-term service to help people to live at home as independently as possible. The aim is to avoid hospital acquired deconditioning by preventing them from being admitted to hospital by delivering care at home.



Our partnerships

ECL has a wide range of partnerships ranging from commercial, health and public sector alliances to local community and voluntary sector collaborations.

We only work with organisations that share our passion for enabling independence and delivering high quality services. This year we have worked hard to cultivate our relationships with our NHS colleagues to ensure successful delivery of our reablement pilot programmes; forming collaborative partnerships with a number of NHS Trusts across Essex and the surrounding London Boroughs.

Our Ward-led Enablement and Reablement teams have forged strong working

relationships with East Suffolk and North Essex NHS Foundation Trust (ESNEFT), Mid and South Essex NHS Trust (MSE) and The Princess Alexandra Hospital NHS Trust (PAHT).

In addition, our Inclusive Employment team has been working closely with both ESNEFT and MSE to increase the employment opportunities available to our inclusive employment customers.

In the private sector, the Inclusive Employment team has developed a highly successful partnership with the East of England Co-op which has resulted in 10 ECL candidates finding paid employment to date.





Over the past six years ECL has delivered **£6.5 million total** dividends to Essex County Council (ECL's shareholder) which have been reinvested back into Essex public services.

Income remains high - despite the end of the equipment contract - **£48.5 million.**

Surplus for reinvestment is the highest it has been in 15 years - **£3.68 million.**

Projected dividends to Essex County Council are our highest ever - **£1.87 million.**



Customer feedback



ECL Basildon (Ashleigh) Older Peoples' Day Centre

What a wonderful place for older people to go. It's been a godsend for my mum who has recently been widowed and moved to a new area. The team there are absolutely amazing caring supportive and genuine. She loves going to the Ashleigh Centre and the change in her is truly noticeable, she is uplifted happy and more chatty. Thank you Ashleigh Older People Centre.

ECL Colchester (Woodlands) Learning Disabilities Day Centre

I visited Woodlands in Colchester recently. I would like to feedback how impressed I was with all I saw. The manager, Taleena showed us around and made us most welcome. It had such a warm, inclusive and happy atmosphere. The staff have developed wonderful relationships with all the customers, I really enjoyed the visit and so did my companions with a view to attending in the near future.

Fantastic Inclusive Employment

The Inclusive Employment support my son received from ECL has been a success. His employment consultant Mark, is supportive, friendly and understanding of my son's needs. With the help of the ECL team and Mark's optimism and encouragement my son has his ideal job, which he never thought he would. They have given him a chance to succeed in life.



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