



Environmental, Social, and Governance

2024 REPORT



About us

We're one of the largest adult social care providers in the UK today – and we plan to keep growing and benefiting more lives.

Our support is dynamic, person-centred and fulfilling, so people can enjoy a flourishing life. We deliver care and support with energy, passion and positivity.

Through our Residential, Supported Living and Complex Care services, we support people's interests and inspire new ones. We do this through a mix of bigger planned activities and smaller everyday goals and tasks. We really understand each individual, so we create a person-centred plan to help them Strive every day.

ESG at involve

We recognise the crucial role that Environmental, Social, and Governance (ESG) principles play in our work. Our commitment to these principles drives us to enhance the lives of the people we support, protect our environment, have a positive impact on our communities and wider society, and operate with integrity and transparency.

Our colleagues are dedicated to providing exceptional care and support, led by our values of passion, kindness and resilience, putting the people we support at the centre of everything we do. These values help us embed ESG into our day-to-day operations.

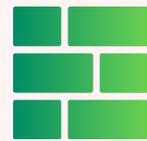
This report outlines our current activities and progress and sets the stage for our future plans as we continue our ESG journey. Together, we can build a brighter, more sustainable future.



We are kind



We are passionate



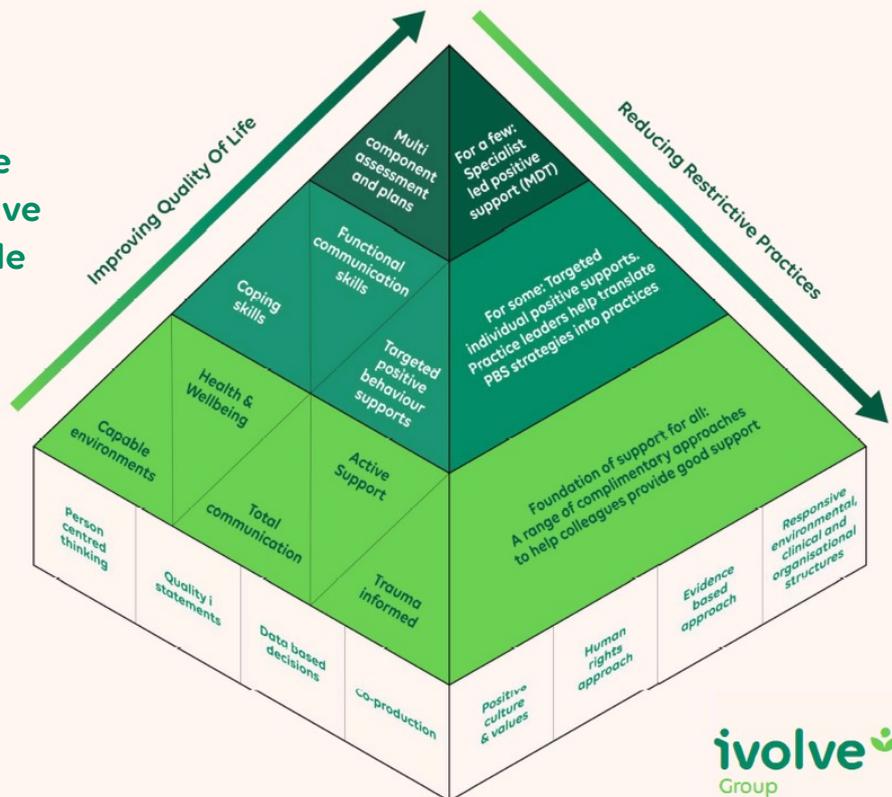
We are resilient

THE SUNDAY TIMES
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VERY BIG ORGANISATION



Strive: The involve Model of Support

Our sector leading, innovative Strive model embodies our approach to delivering active, person-centred care. We believe in a proactive rather than reactive strategy, empowering the people we support to lead fulfilling and independent lives.



Impact on ESG

Social Improvement:

Strive actively supports the social pillar of ESG by improving the quality of life for the people we support. Strive helps involve to drive improved outcomes and have a meaningful impact on people's every day lives. By reducing the reliance on reactive and restrictive interventions, Strive creates a safer, more positive environment that nurtures better mental and physical health. Additionally, this approach strengthens ties to local communities, generating significant social value and creating a sense of belonging and inclusivity.

Governance Enhancement:

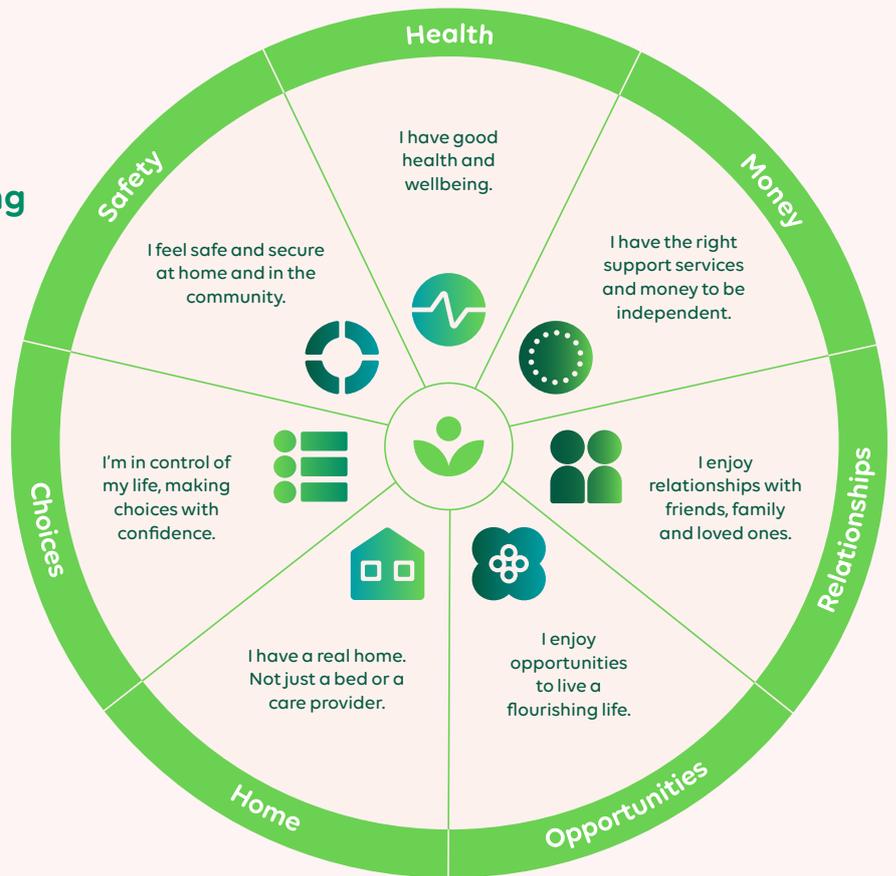
Our proactive model also helps us to adhere to higher regulatory standards. By consistently delivering person-centred support, we build trust with stakeholders, including families and regulatory bodies, establishing involve as a leader in the specialist care sector.



Quality Framework: Upholding High Standards

Our Quality Framework is focused on the outcomes each person should expect and is central to involve's governance and ESG commitments, ensuring our care exceeds industry standards and governance.

Our iStrive pathway ties together the involve way with our 'i statements', which is how we measure success in supporting flourishing lives.



Governance and Transparency

Regulatory Compliance:

Alongside external assessments by the Care Quality Commission (CQC) in England and the Care Inspectorate Wales (CIW), we undertake regular internal audits of all of our services against internal quality standards ensuring compliance and promoting transparency within our organisation.

Empowering Colleagues:

Our belief that "quality is everyone's responsibility" empowers each colleague to uphold the highest standards. This collective commitment directly contributes to the wellbeing of the people we support and enhances our social impact.



Environmental Responsibility: Localised Action Plans

Our Quality Framework is central to ivolve's ESG commitment, ensuring our care not only meets but surpasses industry standards and governance.

Tailored Environmental Plans

- Each service will develop a unique environmental engagement plan, focusing on areas like food waste, recycling, and energy usage.
- We encourage colleagues to support local food banks, demonstrating our commitment to the communities we serve.

Blossom & ivolve

Our annual group-wide 'Blossom & ivolve' initiative gets colleagues and people we support to embark on gardening projects in their service to improve their outdoor spaces and mental wellbeing.



Energy Use

- We participated in the Energy Saving Opportunities Scheme (ESOS) in 2024, which enabled the implementation of energy reduction measures.
- We work closely with developers to reduce energy consumption, and as a minimum requirement, most new developments will feature photovoltaic panels.
- Our travel policy promotes sustainable options for colleagues, such as using public transport, car-sharing, walking and cycling where practical or possible.
- We are committed to forming a long term path of reducing emissions and to reach net zero emissions by 2050.
- We aim to reduce our overall gas, electricity and water usage. We'll do this by installing smart metering at all services, providing a data-led picture of use. This will allow us to focus on areas to reduce.
- As we renew our fleet, we'll prioritise reducing omissions, exploring electric vehicle options and the introduction of electrical vehicles through salary sacrifice.



Colleague Benefits: Supporting our Team

At involve, we believe in looking after our colleagues just as much as the people we support. We know that a happy and fulfilled team is key to providing excellent care.



We enjoy our work



We have high standards



We collaborate



We are flexible and creative



We are committed



We are authentic



Training and Development

Ongoing Learning:

We're committed to personal growth. Our training includes care worker standards and specialist skills in areas like Autism, Dementia, and Mental Health. We offer career pathways with flexible apprenticeships and recognised qualifications, covering the costs of relevant professional memberships. We offer a comprehensive range of talent and leadership development programmes as well as specialist Nursing, Chef & Housekeeping academies – growing our own talent.

Comprehensive Benefits

Generous Rewards & Flexible Working:

Colleagues receive 5.6 weeks of annual leave and enjoy flexible working hours to fit their lifestyles. Whether you want to work part-time, full-time, or find a flexible arrangement, we try to accommodate your needs. Plus, our £300 refer-a-friend scheme rewards you for helping us to grow our team.

Recognition and Rewards

Celebrating Success:

We value hard work and dedication. After one year with us, you get your birthday off, and everyone can enter our Colleague Lotto for a chance to win cash prizes. Our 'Heroes' programme recognises colleagues who go above and beyond, with awards given quarterly and annually. We also celebrate work anniversaries through our loyalty scheme.

Financial Wellbeing

Support for Financial Security:

Colleagues benefit from discounts at high street shops, supermarkets, gym memberships, and more. Our Blue Light discount programme helps you save even more.

We also offer a Salary Finance scheme for lower-cost loans and ways to save for special occasions or emergencies.

Emotional and Social Wellbeing

Prioritising Mental Health:

We care about your emotional wellbeing. Our free, confidential Employee Assistance Programme provides access to qualified counsellors, and our wellbeing app offers support on topics like anxiety and childcare.

Building Community:

Staying connected is important. Our award-winning app keeps you updated with the latest news, while our internal social media and team communities help foster a sense of belonging.



At involve, we're dedicated to creating a supportive environment where our colleagues can thrive. When our team feels valued, everyone benefits, including the people we support.



Community Engagement

At ivolve, we are deeply intertwined with the communities where we're based. Our efforts focus on improving lives through charity work and person-centred support.

Current Initiatives

We engage with local communities through activities like sending Christmas cards, organising charity events, and supporting foodbanks.

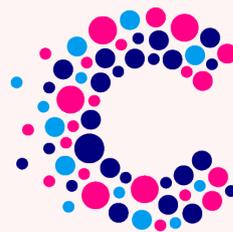
Regular feedback from colleagues and the people we support helps us continuously refine our services.

We sponsor local football and rugby clubs for both adults and children in some of the communities we serve.

Commitment to Fairness and Equality

We are proactive in addressing issues like gender pay gaps and ensuring compliance with modern slavery policies, reflecting our commitment to fairness and equality.

Across our services, we encourage colleagues to take part in charity days such as Children in Need, Comic Relief and MacMillan events and in our recent colleague survey, we donated £1 for every survey completed to Cancer Research UK, totalling £3200.



**CANCER
RESEARCH
UK**



Social Initiatives: Current Efforts and Future Plans

Our current social initiatives reflect our commitment to community and inclusion, while we constantly seek improvement.

Ongoing Projects

We prioritise Wellbeing, and Equality, diversity and inclusion, providing training and development to support our colleagues growth and development whilst also gaining regular feedback via colleague surveys.

We launched our Equality, Diversity and Inclusion (ED&I) manifesto, to ensure that we adopt best practice in this area, we connect with communities, families and other stakeholders through coffee mornings and fundraising events, reinforcing our community ties.

We continue to connect with our colleagues in Your Say Forum's where we meet in informal settings to understand the challenges and successes of our peers. We will internally develop our colleague networks this year to ensure that we are truly impacting the lives of the people we support.

Future Initiatives

We are developing our colleague offer to diversify and consider additional offerings exploring volunteering, recognising introducing a group wide charity of the year, we would like to expand our engagement with colleges and schools to raise awareness about social care and speak to the workforce of the future. This year, we will embed the Wellbeing and ED&I strategy so it is truly felt at all levels within the business.



Digital Transformation and Sustainability

We are investing in digital solutions to enhance our ESG efforts and reduce our environmental footprint.

Sustainable Practices

- By transitioning to digital ways of working, we can better measure and more effectively manage our operations while reducing paper usage.
- Nourish Care planning is imbedded with digitised care notes, alerts, assessments, incidents, monitoring and evidence. As well as increasing efficiency and reducing waste, this also links seamlessly into our Quality governance processes.
- Our Learning Hub, from Cornerstone, tracks training compliance digitally, ensuring colleagues are up to date with their training including related to ESG responsibilities.
- We are in the process of planning for implementation of Sona, a digital workforce management system, with increased visibility, a shift marketplace for more flexibility, advanced payslips, and better communication.



Governance: Ethical Practices and Continuous Improvement



At ivolve, we believe a strong corporate governance programme is essential in advancing our purpose and goals, as well as ensuring a culture of ethical behaviour and transparency.

Our Board has oversight of our actions and plans through our ESG Committee to which we report progress on actions and agree new initiatives. As with all of our Board meetings and committees, all meetings have clear agendas and terms of reference, as well as capturing minutes and actions, to ensure they operate effectively.

Our team of leaders manage ESG aspects on a day-to-day basis, bringing together their expertise to embed these principles into both our daily activities and strategic decisions.

This approach ensures we stay focused on making a positive environmental impact, supporting social responsibility, and maintaining strong governance.

At ivolve, we are committed to delivering high-quality, person-centred care while making a meaningful impact on the environment and our communities.

By embedding ESG principles throughout our organisation, we aim to build a future that benefits everyone involved.

While we are proud of our progress so far, we recognise there is always room for improvement.

We will continue to enhance our processes, expand our initiatives, and collaborate closely with our stakeholders to meet our ESG goals.

For further information about our ESG initiatives or to get involved, please visit our website or contact us directly. Thank you for your support.