

Annual Review 2022/23



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Introduction

This is Locala Health and Wellbeing's review of 2022 to 2023. Year two of our three year "Better Lives" strategy. We have selected some highlights to show what we have been up to, in a year focussed on the continuing recovery from Covid for our services and our work in our communities through our social impact programme.

Visit www.locala.org.uk/about-us/how-we-are-doing for our Accounts and our Financial Statements (when published) for 2022/23 and this year's Quality Account.



Statement from Chief Executive, Karen Jackson

I continue to be incredibly proud to lead this organisation. Locala is made up of dedicated, passionate and highly skilled colleagues who positively impact our communities every day. I am also very proud of the way we have used our social enterprise status to support our communities, with initiatives such as additional funding for local foodbanks and the Warm Welcome work in partnership with the voluntary sector.

This year we put an enhanced focus on our colleagues and our ambition to be an employer of choice which resulted in our Caring for our Colleagues campaign. A variety of wellbeing initiatives and dedication to doing things differently has seen a steady improvement in colleague survey results which I am delighted to see.

Looking forward we have ambition to do more to reduce health inequalities, drive inclusivity and continue to be innovative. Our new strategy in 2024 will reflect this, and some of this work is already in evident – for example we have introduced a pilot project of a clinical van which is taking services into the centre of communities and working with some of the most vulnerable in our communities.

I would like to take this opportunity to say a huge thank you to all Locala colleagues for their fantastic dedication, and also to the wider system in which we work. Effective partnership working is how we will continue to have a positive impact and deliver the best possible care in our communities and I look forward to doing even more of this in the year ahead.



Karen Jackson, Chief Executive

A handwritten signature in black ink, appearing to read 'K Jackson', followed by a horizontal line.

Statement from Chair, Diane McKerracher

The numbers detailed in this year's Annual Review shows the significant reach Locala has into our communities. More than 1,000,000 interactions with Locala services have taken place across Kirklees, Bradford, Calderdale, Stockport and Tameside. With this many interactions, it is even more impressive that 95% of people that responded to our survey said the service they received was very good or good.

As we move into the third and final year of our "Better Lives" strategy we will continue to work tirelessly to deliver our objectives of:

- Exemplary care
- Employer of choice
- Growth through partnerships
- Sustainability
- Social impact

Our progress against these areas is clear to see throughout this Annual Review and I am delighted that we are able to demonstrate the positive impact we have had on service users, colleagues and our wider communities through our fantastic social impact work. The year ahead is my final term as Chair of Locala. I have been so proud to hold this position for the past 6 years and reflecting on the detail in this Annual Review I know I am leaving the organisation in a strong position to continue delivering the best care and support for our communities.



Diane McKerracher, Chair

A handwritten signature in black ink, appearing to read 'DMcKerracher'.

Who we are

"As a social enterprise we believe in supporting people to have better lives by investing all of our resources into local communities"



Locala Health and Wellbeing (Locala) is a social enterprise that is proud to provide a variety of NHS community healthcare services to people in Kirklees, Calderdale, Bradford, Stockport and Tameside.

As a social enterprise our ethos is supporting people to have better lives by investing all our resources into local communities. As Locala is a membership organisation colleagues, in partnership with community representatives, have a say about the services provided, and how communities are supported.

Healthcare services care for, and support people, from before birth to end of life, ranging from health visitors to physiotherapy, and sexual health to district nursing, as well as dental care, school nurses, and foot care. Locala works closely with GPs, Social Services, local NHS organisations and Local Authorities to deliver a co-ordinated approach to care and support. We aim to provide high quality, value for money care and support people closer to home.

As a social enterprise Locala is able to tailor services to meet the needs of local communities, re-investing any financial surplus back into supporting patient care and community projects.



Our impact on our service users



LOCALA DELIVERED  **1,024,210**
face to face, telephone and digital contacts
IN PATIENT'S HOMES, CARE HOMES AND IN CLINIC ENVIRONMENTS

On average
932
PATIENTS
discharged from hospital
were supported by Locala
and Kirklees Local Authority
per month.

Of those discharged from hospital
86%
WERE ABLE TO RETURN HOME WITH NEW,
ADDITIONAL, OR A RESTARTED PACKAGE OF
SUPPORT FROM HEALTH AND/OR SOCIAL CARE.

20,042 vaccinations were given to children under 6 years of age **&** **40,788** vaccinations were delivered through school immunisation programmes



38,935 general wound
AND
18,090 lower leg dressings
WERE DELIVERED BY COMMUNITY NURSES

6311
new birth visits
were performed,
supporting new parents
and their new arrivals.
(Kirklees and Calderdale)

Some of the things we have done

We introduced the Patient Safety Incident Response Framework (PSIRF)

It was a requirement of NHS provider organisations this year that they implement the Patient Safety Incident Response Framework (PSIRF). The PSIRF ensures that organisations provide an appropriate response to investigating and learning from patient safety incidents. Patient safety incidents are unintended or unexpected events (including things that did not happen that should have done) that could have harmed, or did harm, one or more patients. This is a fundamental shift in how patient incidents are managed, and one that Locala has taken very seriously. A team was established to implement the PSIRF, with a Lead Director and Senior Responsible Officer. Tools from the PSIRF are now being used in Locala's response to incidents and we have seen benefits such as the earlier identification of learning and the closer involvement of colleagues in developing meaningful improvements.

Continuation of the Quality Accreditation

Work continued this year to monitor and measure the quality of care delivered by teams with Locala's Quality First Accreditation Framework. The Framework focusses on the Care Quality Commission's five key areas of - Safe, Caring, Effective Responsive, and Well-led. Services are accredited and support given for improvements to be made where needed. This year, 11 services were accredited:

- **Five achieved Bronze level**
- **Three achieved Silver level**
- **Three achieved Gold level**

Best practice identified through this process is shared with other clinical teams. We have also developed a responsive review process which allows a swift response when we become aware of any risks to the delivery of high-quality care.



Children's Speech & Language

We asked parents of children using our Speech and Language Service to help us improve an App that supports families whilst on the waiting list. The aim is that children's speech and language will progress whilst waiting and ultimately will require a shorter intervention from the Therapists once they have their assessment. Parents provide specific information about their child's speech and language development such as videos and recordings, Locala's therapists then review progress.

Face-to-face focus group sessions, telephone interviews and questionnaires were used to gather feedback. We involved parents and teachers in the process with a focus on parents whose first language is not English. This successful project saw a re-word of all information making it clearer to understand and use and an Urdu version was created. We continue to involve parents and teachers in developing the App for wider use.

Listening to dads and male carers

Locala's 0-19 and Public Health Early Years services receive feedback from many parents and carers, but most feedback is from mums and female carers. They wanted to hear from more men about what was important to them. Locala's Engagement Team was asked to help gain insight into what dads and male carers think about their involvement in their child's health. Do they go to health care appointments? Do they want to go to more? A survey was used to find out more. The Engagement Team also visited a Dads Group in Halifax to listen to what they had to say. The feedback from the survey and focus group led to changes within the team including offering appointments outside the typical 9-5 slots to make it easier for working men and women to attend. Letters and leaflets have also been adapted to become more inclusive of men.



Community Outreach

The Engagement Team's Outreach Programme is an important part of Locala's overall patient and community engagement strategy. Attending community events and local groups and organisations is a fantastic opportunity to meet our communities and find out what they have to say about their experience of care.

Talking with, and listening to, people helps us understand what matters to the public. The community health services offered by Locala are so varied, our service users can be of any age and live with many different health needs. From helping parents prepare for parenthood, to supporting end of life care; from running clinics, to seeing house-bound people at home, over 50 different Locala teams assess, advise and treat people in Kirklees, Calderdale, Bradford, Stockport and Tameside. This means that we never go to an event or a community group without meeting someone who has something to say about one of our services.



7865 people

responded to our **'Your views on our service'** survey

★ Of those who responded **95%** said their experience was **very good/good** ★

Of those who responded 95%

said they felt involved in decisions about their care

13%

**of responses were
from Carers**

3%

of people who responded said their care was

**very
poor/poor**



43 improvements

**were made from feedback
from patients and carers**

33

patient stories were captured including stories from carers and patient with learning disabilities and autism

**Our impact on
our communities**



95 community organisations

and charities have been supported by Locala

£80,000

was given in small grants through the Community Fund

A FURTHER KIRKLEES PRIMARY CARE PROJECT WAS SUPPORTED THIS YEAR

£5,000

WAS GIVEN TO SUPPORT A CHRONIC PAIN MANAGEMENT PILOT ACROSS SLAITHWAITE AND OAKLANDS HEALTH CENTRES.



206

hours of employability activities delivered to

407

STUDENTS IN SCHOOLS AND COLLEGES.

Funding of

£30,000

in partnership with Third Sector Leaders meant that

2,172

people in Kirklees benefitted from access to warmth, food, activities and practical support, welfare support in a challenging winter.

Some of the things we have done

Foodbanks and Warm Welcomes

This winter was one of the most challenging in the UK for some time. In December, according to the Trussell Trust, the cost of living had risen by 5.1 per cent – the highest rate in 10 years. The Joseph Rowntree Foundation’s UK Poverty Profile 2022 reports around 14.5 million people were living in poverty in the UK which was predicted to rise by a further million this winter. Unsurprisingly this led to an increased demand on foodbanks with 30% of independent food banks saying they might not be able to support everyone asking for help if demand continued to increase. Locala colleagues were keen for Locala to use its social enterprise status to do something to recognise this.



AS A RESULT DONATIONS TOTALLING **£51,000** **were made to the following Food Banks:**

Area	Foodbanks
Kirklees	<ul style="list-style-type: none">• The Welcome Centre, Huddersfield• Batley Foodbank
Bradford	<ul style="list-style-type: none">• Feeding Bradford & Keighley Network
Calderdale	<ul style="list-style-type: none">• Ebenezer Foodbank• Todmorden Foodbank
Stockport	<ul style="list-style-type: none">• Stockport foodbanks
Calderdale	<ul style="list-style-type: none">• Tameside East Foodbank• Tameside South and Longdendale

Also in December 2022, Locala's Social Value Committee awarded £30,000 to Kirklees Third Sector Leaders to support local community organisations to open their venues and offer a "Warm Welcome" to people in their community who were struggling with the cost of living.

As a result, 28 community centres, small community groups and faith groups were able to open their doors to greet the most vulnerable local residents, offering enjoyable activities, in a warm welcoming community setting. More than 1,000 families and individuals in Kirklees, who have been forced to make difficult daily choices about what and when they eat and about heating their homes, have been able to enjoy hot food and drinks, get access to welfare support and enjoy activities in the company of others instead of being isolated in cold homes.

All the groups offering Warm Welcome sessions were encouraged to register their sessions (regardless of frequency or duration) on the national Warm Space website. This website makes it easier for people to find friendly, warm welcoming spaces in their local community where they can meet others, take part in activities, get a warm drink or meal, find out about cost of living support services, while saving on heating costs at home.

2,172 people benefitted from access to warmth, food and activities along with practical and welfare support. Although the sessions were open and welcoming to all, the funding was targeted towards areas and groups experiencing the highest need and so attracted mainly people and families on low incomes, ethnic minorities, older isolated people, those with disabilities, physical and mental health problems, or lifestyle challenges.



Employability

Locala's commitment to social value led to the establishment of a Graduate Internship Programme in May 2021. This provides local (in all areas where Locala provides services) graduates with the opportunity to take the first steps on their employment journey, develop their skills and talents, and gain real-life work experience. The Programme was created to develop routes into training and long-term employment opportunities for young people, and establish Locala as an employer of the future. 33 young people have so far benefitted from a role on the Programme with 15 interns so far then being appointed to fixed-term and permanent roles within Locala following a successful application and interview.

Following the success of the Graduate Internship Programme this year we established a Mentored Employment Programme in partnership with Jobcentre Plus Kirklees, The Department for Work and Pensions (DWP). The Programme aims to reduce the challenges that those at risk of long-term unemployment face by offering fixed-term mentored placements.

The placements provide those who are in receipt of Universal Credit and have been unemployed for three or more years with real-life work experience. Functional Skills assessments in English, Maths and valuable experience in IT are available throughout the opportunity, all helping to enhance their employability and future job prospects.

Jobcentre Plus Kirklees said: "Kirklees DWP were delighted to be asked to exclusively assist with Locala's pioneering Mentored Employment Programme, designed by Locala specifically for Jobcentre Plus customers. The aim being to select a suitable candidate, from our eligible Universal Credit customers, to embark on a six-month paid mentored scheme with Locala.

The recruitment process gave Kirklees Jobcentres an opportunity to engage with candidates throughout, applying various interview and coaching techniques which resulted in a successful outcome. Jobcentre customers benefited hugely from their end-to-end application experience, being provided not only with the Mentee opportunity but by gaining valuable application and interview experience. This process has also enabled Kirklees Jobcentres to create a 'selection-to-interview' advocacy template which is being practiced with other employers."

Social Value Ambition

Quality Mark Bronze Award

This year, the ongoing commitment by Locala to delivering social value has led to achievement of the Bronze Quality Mark, awarded by Social Value Quality Mark CIC. The Quality Mark recognises distinction in values-led business that benefits customers, communities and the planet. It is one of the most rigorously tested standards of its kind in the UK.

Social value is about the value of good that organisations create in communities, and the impact they have on people's lives. Locala is proud to be delivering a range of programmes and initiatives that deliver social value, in addition to the value given every day through our healthcare services.

Karen Jackson, Locala Chief Executive, said: "I am delighted that Locala has achieved the Quality Mark. Social value is integral to Locala's ethos as a social enterprise. We are so proud to be delivering healthcare differently, and with social value for local communities at the heart of that.

"To gain the Bronze Quality Mark we had to make a series of commitments to create, measure and independently report our social value. Pledges have been made across themes including volunteering, employability, wellbeing and the environment. I am excited about now having a clear focus for generating social value, together with the ability to demonstrate our impact."

Richard Dickins, Managing Director of Social Value Quality Mark CIC, said: "Through the Quality Mark we cultivate and recognise the highest known standards in values-led business. This award recognises Locala's outstanding commitment to create, report and embed social value. We are delighted to remain their social value partner as they move through up through the levels."



The pledges developed by Locala as part of the Quality Mark accreditation are as follows:

COMMUNITY THEME	PLEDGE
Health and Wellbeing	We pledge to improve health and wellbeing, and reduce isolation by providing exemplary, accessible, personalised care and effectively engaging with our communities to meet their needs.
Education and Skills	We pledge to actively recruit and train people from all our communities, provide opportunities to improve people's skills, escalate their careers and support them to have better lives.
Employment and Volunteering	<p>We pledge to increase inclusive work opportunities, providing a workforce which is reflective of the diverse communities it serves.</p> <p>We pledge to increase volunteering which gives a sense of purpose and improves the lives of both those volunteers and the people they work with.</p>
Economic	We pledge to improve our local economy and the lives of the people within it by improving wellbeing, working with charities and SMEs, providing excellent employment opportunities for colleagues and service users, and by buying local.
Environment	We pledge to reduce our carbon footprint (towards a target to achieve net zero carbon emissions by 2038) and to positively impact our local environment through sustainable procurement and conscientious community investment.
Leadership	We pledge to reduce health inequality, be a strong and effective community partner, and to effect change in equality and diversity through our practices as a Social Enterprise, an employer and a provider of services.

Sexual Health social impact activity

We have introduced social value targets to three of Locala's Sexual Health services. These are being monitored and reported against so that we can demonstrate the social value we are delivering in these areas. The highlights are below.

REGION	SOCIAL VALUE DELIVERED	HIGHLIGHTS OF ACTIVITY
Kirklees	£1 million	<ul style="list-style-type: none"> • 57% of people employed on this contract are local to Kirklees • Jobs fairs and job centres have been attended to provide career support • Locala's employability team has supported individual and group mock interviews local colleges and schools • Careers webinars and workshops have been delivered to students • 95 weeks of apprenticeships • 26 weeks of a graduate intern within the service • Colleagues have access to wellbeing support • Over £26,000 was given in small grants to Kirklees community organisations
Stockport & Tameside	Over £435,000	<ul style="list-style-type: none"> • 44% of colleagues employed on this contract are local to the regions • The Employability Team has built relationships with local schools and college visits, including support of a "Be Ambitious Week" and the provision of career insights and development to students • Over £21,000 was given in small grants to community organisations across Stockport and Tameside • A new youth worker in training role is being introduced in partnership with YouthInc



10 years of volunteering

This year marks 10 years of the Locala Volunteering service.

Over the last 10 years, Locala volunteers have fulfilled a total of 56 different roles within our patient services, supporting over a hundred colleagues and thousands of patients. Locala have recruited 488 amazing volunteers since starting out in 2013. These volunteers have dedicated an average of 194 volunteering hours every week in the last 10 years!

Our volunteers have supported so many of Locala's services and have fulfilled roles such as Patient Helpers, Befrienders, Project Supporters, Self-Weigh Link Supporters, Telephone Supporters and Breastfeeding Peer Supporters, plus many more. In 2017 we welcomed the Calderdale Breastfeeding Support team who have continued to deliver their volunteer services within Locala.

The continued success is due to the fantastic support and commitment of all our volunteers, some of whom have been with us from the very beginning!

To celebrate the Locala Volunteering 10th birthday, during Volunteers' Week we said a huge thank you to all of our current volunteers with a handwritten card and birthday cupcake.



Our impact on our colleagues



Our colleague surveys consistently show results above the national averages:

I am enthusiastic about my job

National average
67%

Locala 77%

**I AM ABLE TO MAKE SUGGESTIONS TO IMPROVE
THE WORK OF MY TEAM/DEPARTMENT**

National average
71%

Locala 80%

**If a friend or relative needed treatment, I would be
happy with the standard of care provided by Locala**

National average
63%

Locala 79%

**I WOULD RECOMMEND LOCALA
AS A PLACE TO WORK**

National average
57%

Locala 68%

(based on National NHS Staff Survey 2022)

Whilst the majority of survey results were positive there is always more that can be done. The survey results are analysed and used to develop action plans for improvements. Examples of initiatives introduced as a result can be seen in the wellbeing information on page 29.

LOCALA ALSO SUPPORT COLLEAGUES IN MANY WAYS:

WE SUPPORTED

42

colleagues to develop in their role through apprenticeships, with 6 colleagues now having completed their apprenticeships.

(Apprenticeship programmes typically last between 18 months and 3 years). These have included roles as Nursing Associate, Registered Nurse, Advanced Clinical Practitioners, Occupational Therapist, Physiotherapist, Health Care Assistant Practitioner, Customer Service, District Nurse, Senior Healthcare Support Worker, Team Leader, and Accountancy.

Our Wellbeing Fund supported
700 colleagues
IN 41 TEAMS

4 colleagues have achieved their ILM level 5 Certificate in Coaching and Mentoring

More than **1100**

Locala colleagues are members of Locala, and own the organisation

COLLEAGUES SPENT
more than

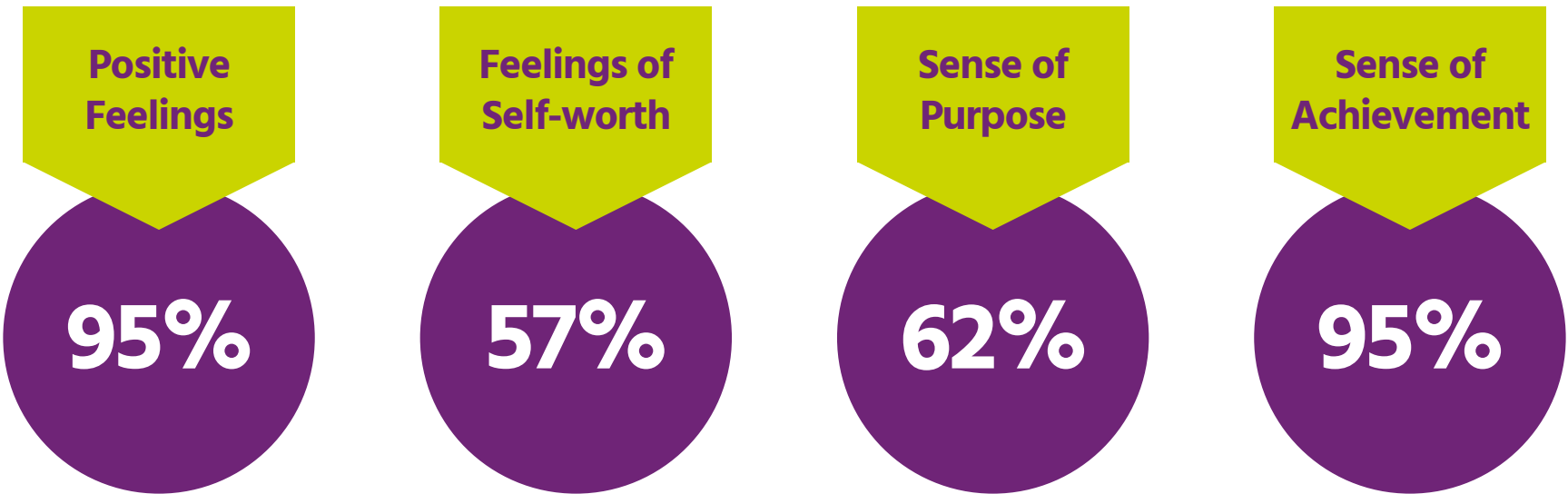
280 hours

volunteering with local community
GROUPS AND CHARITIES

Some of the things we have done

Colleague volunteering

- Locala colleagues can use up to three days a year to volunteer for a charity or community organisation.
- 33 colleagues did some volunteering through our programme this year, fulfilling 283.57 hours.
- Colleagues have a range of around 40 opportunities to choose from directly and are also signposted to other websites that have volunteering opportunities.
- All geographical areas within Locala have been impacted by the volunteering, across all areas of our strategy: reducing social isolation, the environment, young people/carers, coaching/mentoring, reducing inequalities.
- 21 out of 33 colleagues (64%) provided feedback following their volunteering:



Some of the things we have done

Colleague Awards

The Locala Colleague Awards 2023 took place on Friday 12 May at the Cedar Court Hotel in Bradford. 320 Locala colleagues attended the event and got into the spirit of the night with their outfits. The theme was Eurovision, and it was the first in-person get-together in 3 years to celebrate the teams and individuals working at Locala Health and Wellbeing. Before the award ceremony started, colleagues enjoyed a three-course dinner and Eurovision-style bingo game at a beautifully decorated venue. Locala’s senior leaders presented the awards to long-service colleagues, and there were ten categories honouring colleagues’ hard work and achievements. A list of the categories and the award winners can be viewed in the table below.





AWARD CATEGORY	AWARD WINNER/S
Julie Bolus Exemplary Care Award	Paula Adams
Partnerships Award	UCR Team
Positive Impact Award	Intermediate Care Beds Team
Clinical Team of the Year	Children's Expert Team
Non-Clinical Team of the Year	ITOC Admin and UCR Co-ordinators
Volunteer Award	Amy Day & Calderdale Breastfeeding Peer Supporter
Equality, Diversity & Inclusion Award	Karen Ashmeade
Colleagues' Colleague Award	Damian Conway
Standing Ovation Award	Louise Seddon
Chair's Special Award	Community Nursing Network

Caring for our Colleagues

A programme called 'Caring for Our Colleagues' was launched across Locala to tackle the pressures and challenges in our services, and to find ways to improve colleague health and wellbeing, morale, and caseload. It also focuses on reducing sickness rates and supporting recruitment and retention.

The workstream helps to re-imagine the way Locala delivers services through innovation and evidence-based practice. To meet this challenge, priority actions have been agreed that will be the focus of work each week, including reviewing demand and assessing service redesign work. This is led by Locala senior leaders who hold regular 'Caring for Our Colleague' meetings to discuss.

A focus on colleague wellbeing has seen a variety of initiatives under "FIVE" our colleague health and wellbeing programme. Initiatives include an Employee Assistance Programme available 24/7; Mental Health First Aiders; a Wellbeing Fund to support teams; a Menopause Policy, support and courses; as well as our Occupational Health Service. Our Freedom to Speak Up Guardian also works to create an environment where colleagues are encouraged and enabled to speak up safely, supporting Locala to be an open place to work.

As part of this programme, we also send out monthly 60-second surveys to encourage all Locala colleagues to share their views. It provides an excellent understanding of how things are feeling for everyone, and what needs to be better.



Equality, diversity and inclusion

Locala Health and Wellbeing is fully committed to inclusivity throughout our workforce and celebrating the diversity of our colleagues and communities.

We work in collaboration with our Inclusivity Networks to create and implement Strategic Priorities and create a fair and equal workplace experience for all colleagues. Those Networks support colleagues by sharing lived experience and advice as we focus on making positive change.



Some of the things we have done

- Recruitment of New Equality, Diversity and Inclusion (EDI) manager who has made a huge impact on moving forward the EDI agenda
- Establishment of sponsors at Executive Management Group (EMG) for each Inclusivity Network to ensure EDI is key priority across the organisation – and attendance at EMG meetings by Network leads.
- Three Locala colleagues have been recruited to the West Yorkshire Fellowship programme - an award-winning leadership development programme aimed specifically at colleagues from ethnically diverse backgrounds who are working within the Health and Care system the region.
- Collaborative working with the Inclusivity Networks to establish our inclusive recruitment processes and contribute to our EDI and Workforce Action Plan.
- Looking at collaborative working with NEY - LGBTQ+ network chairs development programme
- Establishing Freedom to Speak Up Associates among Network colleagues to support colleagues from under-represented groups to speak up
- We are working to develop a process to benchmark Locala against the UK Workplace Equality Index with support from Stonewall
- Sexual Health Team attending Pride events in Kirklees, Bradford and Greater Manchester
- Every Sleep a Safe Sleep multiagency training to reduce Sudden unexpected Death in Infancy highlighting communities where out of routine situations are more likely for example asylum seekers and forced migrants.

Race Equality Community Project

Locala has supported a new historical trail that shines a light on abolitionists who brought their social justice campaigns to Kirklees to raise awareness and funds for the anti-slavery movement. This was in partnership with Kirklees Libraries.

Councillor Paul Davies, Kirklees Council's Cabinet Member for Corporate, said: "Kirklees Libraries are often at the forefront of activities that make a real difference in communities. This collaboration gives residents an opportunity to learn how the struggle to end the slave trade was fought in Dewsbury, when abolitionists arrived in the nineteenth century. By understanding the challenges of our communities in the past, we can help to build stronger and more cohesive communities today."

Karen Ashmeade, Locala Learning and Development Educator and Race Equality Network Chair, said "Locala is excited to be part of this important opportunity to share knowledge and educate. Abolitionist Frederick Douglass once said, **"Knowledge makes a man unfit to be a slave."** "Knowledge also has the power to help us all understand how people's background, culture and community can influence their past experiences, future aspirations and relationships and helps unite communities."



Our Invisible Illness and Disability Group

All organisations have colleagues that suffer from invisible illnesses and disabilities. Colleagues who look outwardly fine but deal with pain, fatigue, the effects of their medication and many other symptoms. Locala's invisible illness and disability group was set up by two such colleagues who felt that a support group could improve the working lives of other colleagues in a similar position. The group is confidential and help members share experiences, concerns, issues and coping mechanisms. It also more importantly provides a safe space to express themselves and reminds them that they are not alone.

It can be difficult to articulate an invisible illness, so people often just hide them. The inspiration for the initiative was that two colleagues found comfort in expressing their feelings and worries and decided that anyone at Locala should have this support if they want it. The group was launched and quickly became a supportive network of individuals. Not all of our illnesses and disabilities are the same but the themes that have been identified have helped us to support one another when we struggle, when we are tired, have brain fog, or when everything hurts. There needed to be a support system to ensure these colleagues were reminded to be kind to themselves - the group was and is the solution.

The group is there to listen, to make colleagues feel like part of a community, to normalise how it feels to live with a condition or disability. We aim to normalise not feeling okay all the time. The results were regular, engaged meetings which touched on a number of subjects offering support to those involved. The group also supported:

- Fact sheets shared with the whole organisation to help educate others on different illnesses. These included anonymous colleague testimonials to help engage other colleagues.
- A session during Listening Week so experiences could be shared with other colleagues.
- International Nurses Day presentation on inclusion and how people can support their colleagues.
- A recruitment workshop to allow our input into how best we can support colleagues in the recruitment process and ensure accessibility, equality and inclusion.
- Temporary secondments to different posts while the requirements of substantial posts could not be met.

Our environmental impact



Locala's Environmental Sustainability



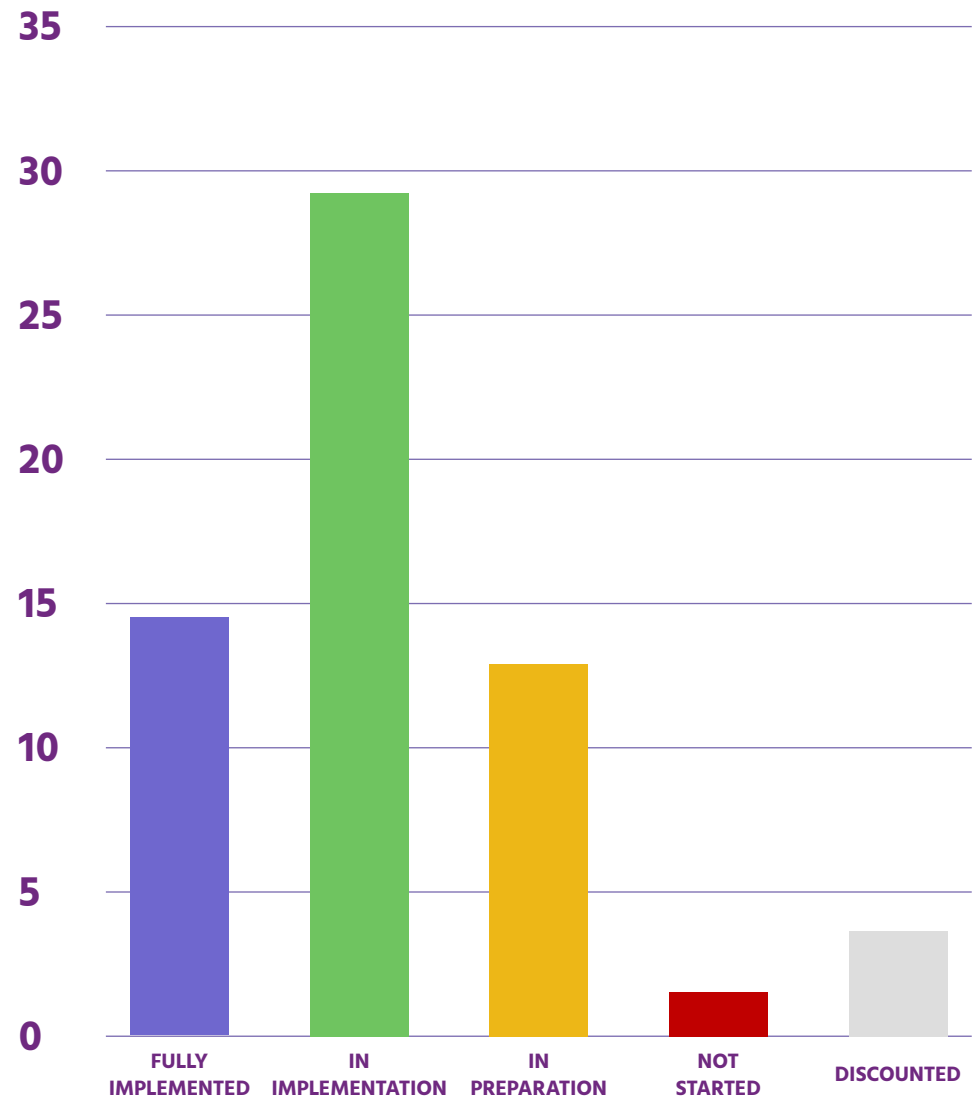
Following the introduction of the Green Plan in 2022, encompassing 61 initiatives centred around:

- Workforce and system leadership
- Sustainable models of care
- Digital transformation
- Transport
- Estates and facilities
- Procurement and supply chain
- Medicines
- Adaptation

A significant milestone has been reached as Locala has effectively implemented 60% of these initiatives. Over the last year, the Green Plan underwent a comprehensive review and update, strategically designed to facilitate Locala's aims to achieve an 80% reduction in emissions.

Locala remains dedicated to promoting environmentally friendly initiatives by continuing to financially support local green projects. Concurrently, Locala is actively exploring ways to integrate sustainable energy practices throughout its facilities.

Overall Performance



Annual Review 2022/23

Locala
Health & Wellbeing

Locala Community Partnerships CiC
Registered in England and Wales. Company no. 07584906.
Registered Office: Beckside Court, Bradford Road, Batley WF17 5PW

