



My Life Legacy Business Plan 2024 - 2026

Chairman's Report

Steve Jones



Since we last published a public business plan, My Life Legacy has had to change as the world has changed. We have been through a pandemic - which really highlighted the impact isolation can have on people - and a cost of living crisis. The cost of providing our high quality services has gone up while the need for them has increased dramatically - and yet hard-pressed local authorities and NHS services who fund many of the packages of support which enable people to thrive at My Life seem to have ever decreasing budgets.

This business development plan, however, isn't pessimistic. It is both ambitious and realistic; the result of a period of consolidation where My Life Legacy took time to realise what we are good at, where we can make the most difference for people and how we can use the assets we have to strengthen our community and our proposition for people.

My Life Legacy is now at the stage - with its strong leadership structure, strategy for growth and remarkable workforce - where it can be confident that the pathways to progression that we are so keen to embed in the lives of everyone it supports applies to the organisation itself too.

Executive Summary

Caroline Tomlinson



Not long ago, My Life Legacy celebrated ten years at Thompson House in Standish. We also secured our long-term future at this wonderful countryside facility and took on the operation of the Equestrian Centre - immediately offering more opportunities for more people. We've held huge community events, increasing people's networks and chances to contribute. We support more people to live their best life than ever before.

So while, as our chairman says in his report, the care and support environment in which we operate has become ever more difficult, when I look back to when we first set up My Life around my kitchen table, it's genuinely incredible how much we've grown. The outcomes we achieve for people continue to be remarkable.

I will be honest; the years since the pandemic have been difficult. There are more people with disabilities and additional needs and more people who have acquired disabilities. And they need us and the personalised support we can offer - more than ever.

That's why, in the following pages, we've broken down our plan for growth - in our case how we can support more people - into seven critical areas of development to ensure that we meet the needs of the people and families we support.

It covers everything from our staff to our partnerships and engagement. From financial sustainability to our infrastructure.

We're still going to celebrate our departments in this business plan but it's our view that My Life Legacy can be more than a series of services for people who need support. We want My Life to be a place that becomes an integral part of the community, where people have a pathway to feel like they can make a difference to their lives and the lives of people around them.

It's how we can truly live our mission to create a community where everyone belongs.



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Background

My Life is a community of ordinary people from the towns of Wigan and Leigh and the surrounding areas across the North West, a community which came together in 2012 to **work for a better life for local people. We are passionate about achieving real change.**

Our passion stems from the fact that each of us has had direct experience of struggle – struggle because of disability, poverty, the lack of opportunity and the absence of community networks, or sometimes simply because of who we are and how others see us.

We have struggled to be part of mainstream society, to contribute to that society, and very often we have struggled to discover our true identity and how we can live a good life on our own terms. Some of us have experienced these things directly for ourselves, some of us have close family members who have had to struggle and been excluded in this way and for some it has been friends or neighbours.

Most members of the team at My Life have direct experience of care systems, and we have seen that traditional approaches often fail the people we care about. This is not usually because of a lack of compassion, instead it is more often because things start with an unhelpful set of assumptions – a focus on the question of “what’s the matter?” without giving enough thought to “what matters” to the person or the family seeking help.

Traditional services start from the best of intentions, but their staff don’t always seem able to really get to know the person and stick with them - walk with them as we say - when the going gets really tough. Personalised care, then, has become essential to what we do, our point of difference. We are often praised for being a person-centred organisation who live out that ethos rather than just writing it in a business plan like this.

We find that most of those we work with are very ready to talk, to tell us about their passions and enthusiasms, about the important people in their lives, and to share their hopes and dreams for the future. The services we’ve built over the last decade such as My Life Opportunities, at Standish and Leigh, My Life Support, our CQC-registered care service, or Stable Door Cafe and Thompson House Equestrian Centre, all work together towards the same aim: to give people a pathway to progress, to think about what they want from life and the support they want and need in order to get there.

As a team, we are proud of the skills we bring, and we firmly believe that they provide us with a strong foundation on which to build still further and help more people. From the top down - My Life founder Caroline Tomlinson built a personal support plan for her son when the idea of personal budgets were first being developed - we completely understand how the care system operates and what people need from it.

That’s why our workforce is one of our most precious assets; we have industry-leading retention rates simply because we live our ethos rather than pay lip-service to it. It’s a virtuous circle - we regularly have people telling us our staff couldn’t have been more impactful and helpful for their loved one, which in turn makes our staff feel valued, respected and motivated to achieve more.

We are so proud of our people who, through the relationships they forge and the unconditional acceptance that they demonstrate, ensure that we will succeed in our ambitions to build a better life for people as members of a more inclusive, welcoming society.

This Business Plan sets out our broad thinking for the next phase of My Life’s development. It builds on our work at our two existing sites in Standish and in Leigh and moves us more wholeheartedly into the community, closer to where people live and work through My Life Support. It tries to reflect and incorporate the things that individuals and families have told us they value about our work, as well as the conversations we have had with commissioners in care and health.

It consolidates where we have come to realise we are really good - building communities and promoting inclusion through individual pathways which allow people to thrive with the right support. We give people opportunities and experiences where previously they may have felt isolated and excluded.

But it’s not just about supporting the community, it’s about sharing our learning for the greater good of society.

Enabling such choice and control - and living it through everything we do - makes My Life truly different. Our hope and our firm belief is that if we do what we know works for people, if we really listen to them, if we see who they are and what they have to offer – each person being different – if we walk alongside them, then we can go on to do great things.

About My Life Legacy

My Life Legacy was originally established as a not- for-profit community interest company (CIC) in June 2012. Our success has meant that we have flourished and grown rapidly over the past

12 years as a company limited by guarantee and became a registered charity in June 2016. We felt that this would allow us greater opportunities to continue developing our unique community- led offer for the benefit of more people. We are now operating out of two location hubs in the North West of England equidistant from the cities of Preston, Liverpool and Manchester at Thompson House Equestrian Centre (Standish) and Leigh Sports Village (Leigh)

We provide a range of daytime Life Opportunities from our bases in Standish and Leigh; all are pathway-based opportunities which focus on preparing people to live and positively contribute to their communities in a way that makes sense to them. Some are specific work-based programmes, such as our catering and hospitality pathway at Stable Door Cafe, others might be related to animal care; our Changing Lives Through Horses accreditation at Thompson House Equestrian Centre enables people to follow an equine career.

We are an organisation which meets compliance and regulation frameworks, while delivering high quality, person-centred support – we’re designated to deliver personalised support within the legal frameworks of the Children and Families Act 2014 and Care Act 2014, while My Life Support delivers integrated personal commissioning within the NHS England Framework.

We are registered with the Care Quality Commission and currently hold a ‘Good’ rating for the services My Life Support provides - care for people to live in their own homes with support.

My Life Legacy also operates Thompson House Equestrian Centre and Stable Door Cafe on the Standish site. While these are social enterprises in their own right, they are run to benefit our members by providing more opportunities for personal growth, and any surplus is fed back into the charity.

The objects, as set out in My Life’s governing document are:

- To promote social inclusion for the public benefit by preventing people from becoming socially excluded; relieving the need of those people who are socially excluded; and assisting them to integrate into society by the provision of support, education and practical advice throughout England and Wales.
- For the purposes of this clause ‘socially excluded’ means being excluded from society, or parts of society, as a result of age, ill health or disability.
- We primarily deliver locally across the North West but are rooted in the heart of the Standish and Leigh communities in Wigan borough. We actively get involved in all aspects of community life, encouraging people we support to be integral and active contributors. All that we do is inspired by the needs of local people.

Our Vision

Our vision is simple – for people to have a good life. Our belief is if we all give a little, we all gain and grow together.

Our goals are based on the Citizenship Model and focus on seven key themes:



Freedom

For people to have the freedom to live the life they choose.



Money

To be financially secure by having a sustainable income and money for support, as required.



Self-determination

To have real choice and control, but understanding that the more choice and control you have, the more responsibility you need to take.



Housing

To live in the right environment, with people you choose to be with.



Direction

To have a plan for the future, no matter what age you are.



Support

To have support provided in a way which makes sense to you.



Community

To have friendships, relationships and be able to contribute to your community in a meaningful way.



Our Mission

To work in a person-centred way with people of all ages who may need support to achieve a good life for themselves, and to enable people to feel in control of their own lives, have the emotional support to get through the tough times, and have all the information and help they need to work out their own solutions.

Our Values

We are one team, working in a collaborative manner, with no artificial or perceived boundaries;

- ☐ We celebrate and value the contribution of all people to society:
- ☐ We respect individual aspirations and needs; and,
- ☐ We broker and/or provide person-centred high quality, life-enriching services.

Aims

By focussing on the seven keys of Citizenship, we aim to assist people to achieve a lifestyle change and to participate more fully in their communities in ways that make a real, sustainable and positive improvement to their lives.

We have a unique offer for those seeking our support or wishing to work with us. We were among the first people to make personalisation happen and have done it for ourselves and our loved ones. We know not only what it is like to support and care for people, but what it feels like and what the stresses and strains are.

We have a history of supporting people successfully, a deep knowledge of personalisation, the ability to scale using the best IT systems that we developed ourselves for this express purpose, and we can make markets, so we get the most cost-effective solutions.

We plan with individuals, thinking laterally about what monies might be available and what other resources we might access to meet their aspirations. We work with those with whom we have a trusting relationship. We think through all aspects of what might be necessary, from care to housing, from specialist support to opportunities to be part of the local community. We are local and therefore have that local knowledge.

Finding and sustaining the right support staff is vital. **We recruit, train, match, manage and give ongoing support to personal assistants and support staff.** If this is not done well, very little else will work for an individual.

We **create an infrastructure,** so local families are able to live their lives and age with the confidence that their loved one will be loved and cared for, for the rest of their lives.

We offer the space, place and opportunities for people to come together to build natural connections and friendships. This enables us to facilitate relationship-based support, which provides an infrastructure and back-up support from familiar people if an individual's regular team are on holiday or are sick.

We have brought together a team of individuals who have an **in-depth knowledge of community-based health and social care market solutions.** They bring with them a vast experience of personal budgets and the services that relate to them.

We **bring innovative thinking and solutions** to the delivery of more effective care services, providing better care outcomes and value for money solutions for the NHS and Local Authority budget holders, based around local communities.

My Life improves the quality of life of those using our services through **promoting social inclusion** and providing meaningful opportunities to relieve the effects of social exclusion; be that because of age, ill health or disability.





An Asset Based Community

We are passionate about developing My Life Legacy into more than a series of services for people who need support.

We want My Life to be a place that not just helps people in communities but becomes an integral part of those communities.

If we focus on the assets we have at My Life and in its people - which are abundant and when productively shared will never run out - we can make our services extend beyond the grounds of My Life at Thompson House, My Life at Leigh Sports Village or the individual houses across the North West where we provide support via My Life Support.

– Skills, gifts and passions

The gifts, skills and passions and knowledge of My Life members are powerful when combined with the community. Gifts and skills are an equal transfer where everyone can practice, learn, teach and share with others.

When a person contributes a gift, skill, passion, or knowledge, or a combination of all four they are engaging in a foundational form of citizenship - and in My Life's case, by setting people out on pathways where they can contribute, we strengthen the community.

– My Life as a local institution

We want to bring those skills, gifts and passions together so we can amplify and multiply them, so that the whole becomes greater than the sum of its parts. We want to act as a resource towards community wellbeing by being supportive not directive - and therefore enabling interdependence at the centre of community life. In My Life's case, that might mean other institutions using our facilities, but it also means our members becoming integral to community activities in the places in which they live.

As a place with public tracks, trails, a farm, an equestrian centre and cafe - and as a place which regularly holds public events and celebrations - My Life in Standish can and should be somewhere that people relate to as their shared place, a place where there are all manner of practical resources essential to community life, a place where people can feel interdependent at the centre of their communities and have more choice and control over their own lives.

Supporting the way people organise their lives in these small and local ways also helps raise awareness of the services My Life offers - as well as the roles available for people in the community who would like to contribute to My Life.



– Making an asset-based community a reality

Intentionally doing things together is the simplest way for My Life to make a real difference to the people and communities it supports. This is why people on our catering and hospitality pathways work in the kitchens at local care homes, or host luncheon clubs and coffee mornings or why we invite people to tea with a pony events at Thompson House. It's why we have a football team that plays in local competitions and why we take high quality products we have made in our workshop to local markets - with the stalls run by our members.

Bringing My Life's members into 'radical presence' with their communities creates shareable moments, initiates skills exchanges and further opportunities.

Care is the basic power of a community of citizens. And while we are a CQC regulated care institution which is paid for through funders and commissioned services, we can become a wider community asset through making new connections and relationships.

Strategic Goals and Aims

To ensure we sustain our strengths and offer longevity of opportunity, in the next three years we will be concentrating on the following critical areas/goals

Quality of Care, Support and Services

We always want to deliver the best quality of support, care and most importantly outcomes for people that we can. It's how we do this which is important; we have bolstered our quality assurance commitments, we ensure that we only employ motivated and motivational staff, and we make choice and control key to our offer, so that people always feel that they are on a personalised pathway to outcomes that work for them.

Financial Performance

Though we are a charity, we made a policy decision not to rely on charitable donations to make My Life Legacy run effectively. Even though we do hold fundraising events to further bolster what we can do, My Life's members rely on our services and it is not fair on them for the organisation not to be a financially sustainable, resilient, efficient and effective. To that end, we work with commissioners and families to ensure that their packages of care are funded properly and with the right competency levels of staff.

Well led

The CQC requires organisations providing care and support to people to be well led, and our "Good" rating is a measure that we are. We'd love to be outstanding though, and we're putting in place more accountability to ensure quality performance leadership through effective governance. We are implementing further leadership committees comprising skilled people who want to make a difference locally, whether that be in equality, safeguarding, health or auditing. This will allow for deep dives into how safe and effective we truly are - and to act where necessary. But we also want to hear what everyone says about My Life, which is why we've set in motion several communication priorities.

Infrastructure

With the extension of the lease to Thompson House, including the management of the Equestrian Centre, we have been able to get to a place where we can genuinely say we are a unique environment for people to achieve great outcomes. It's why we will also move My Life Works to Thompson House to capitalise on the amazing spaces we have here. As important is our digital infrastructure; a new website will celebrate and communicate what we do far more effectively. The digital processes we also use to manage our services also make us market-leading, efficient and effective.

My Life has many strengths and opportunities, including:

Great facilities in high quality surroundings

Quality of care and opportunities

High level workforce with a positive reputation

An organisation of choice for customers and staff

Workforce

CQC are also changing the framework of what they want to see from organisations like My Life. They will be most interested in our workforce, as we are; we want to employ caring as well as cared-for staff. This is about investing in our workforce so we can provide the very best support possible; training and induction will be changing to become a continuous accumulation of skills, developing a workforce that is not just competent and compliant but invested in and always improving. Our attrition rate is good but we want it to be better and we can do that by making My Life a place which has a reputation for investing in people. An employer of excellence.

Growth and Innovation

Our vision - for people to have a good life - has always aligned with what our members and funders need. We want this vision to be more structured, which is where the innovation comes in. My Life can now say, through our new pathways-based programmes, that we are an environment in which people can go on a journey and gain great outcomes. It's not just about providing care, it's about information, support, making sure that we are a choice for people.

It's not just supporting the community; it's about sharing our learning for the greater good of society as a whole. Failing systems are ultimately expensive; we are not. Funding people to come to My Life is an investment to save in the long term.

Partnership and engagement

We have found in recent years that working in partnership with local businesses, community groups and services has had a dramatic impact on the people we support. In fact, it's the reason we can say we can create a community where everyone belongs rather than "just" be a building in Standish or Leigh where good things happen.

We are investing in two of our founding employees to become formal Ambassadors of the charity. They know what we do and the difference we make, their role is to build connections and alliances with families who need help and support. We are finding so many families have little information

This is about working with people and places to tell them what we do; people on the site maintenance pathway have worked on Bimpsons' grounds, who in turn have provided tools and machinery. We invited a care home to a tea with a pony afternoon, and now that care home has someone on our catering and hospitality pathway helping them serve lunch, with our support.

The impact these reciprocal arrangements have on everyone is remarkable; it builds up networks and reduces isolation and loneliness. Fundamentally it's about safely enabling people to contribute to their community.

We are investing in the measurement of social impact, as this is just as important as the finances – and at the end of the year have a report that collates all this information, including case studies, to track our work.





Our Services

Life Opportunities at Thompson House and Leigh Sports Village

Our vast range of Life Opportunities overseen by skilled tutors and care staff have over time included animal care, doggy day care, equine assisted therapy, horticulture, dance, drama, craft experiences, yoga, bushcraft, outdoor adventure, cookery, woodwork, site maintenance and much more. People have been able to work towards Duke of Edinburgh Awards, go swimming, play football and go to the gym.

Members come for several days during the week, usually through a funding pathway. Each individual has a wide and varied programme to choose from, whether they have high or low needs they are encouraged to enjoy and take part in a wide range of opportunities.

We now want to develop a model where people travel on a time limited pathway in a specific field that enables them to achieve skills and certification, demonstrating outcomes and promoting independent living skills. We learned a lot from My Life Works' offering of work programmes that such pathways are beneficial for members. We've seen some spectacular outcomes not just in terms of people's skills, but their confidence, relationships and feelings about the future.

For example, learning about gardening and becoming competent in specific aspects could with our support lead to helping older people in the community with their gardens.

This has great appeal for everyone - including funders - as it is time limited and productive; the individual will progress and families often want to see a continuation of their learning. As an organisation it enables us to move people through, enabling capacity for new people, while still supporting individuals to flourish.



Stable Door Cafe

Our public, community cafe within Thompson House Equestrian Centre, serving locally-grown and sourced feel good food. And when we say that we serve feel good food, we really do; not only is any income we generate reinvested into the work of My Life, but many of the fresh ingredients are grown by the charity's members on our 84-acre countryside site, or locally sourced within a 20-mile radius.

We have always offered My Life members the opportunity to develop real world catering and hospitality skills with us, offering work experience and apprenticeship opportunities, and our new Catering And Hospitality Pathway will formalise and structure the work we do at Stable Door into a meaningful programme.

This Catering and Hospitality pathway is a unique, person-centred pathway guided by professionals taking place over a number of days each week depending on the needs of participants. It involves everything from culinary techniques to food safety, housekeeping to service skills.

Whenever a particular programme or course comes to an end, we'd love students to be confident and skilled enough to consider opportunities outside of My Life - with or without our support. They may have gained some qualifications too. But most of all, they will have developed functional skills and networks which they should be able to transfer to every part of their daily lives.

Stable Door also holds Community Coffee mornings from its Pop Up Kitchen.



Thompson House Equestrian Centre

My Life Legacy took on the operation of Thompson House Equestrian Centre in 2022 as a way not just to service its existing customers but also to make this incredible indoor and outdoor resource work for the whole community.

The indoor and floodlit outdoor arena can be hired hourly for private use, block bookings and full day hires are welcome for camps, clinics, shows and events.

What we've found and want to build on is that it's also a brilliant place to meet our charitable objectives and fulfil our mission. We have begun to explore opportunities during the week which includes the British Horse Society 'Changing Lives Through Horses' programme (usually education funded) and Riding for Disabled (for schools with volunteers).

We call people who begin a course at Thompson House Equestrian Centre "students", but it's important to understand that Changing Lives Through Horses will often be for people who are struggling in mainstream (or otherwise) education and want an alternative provision.

They may have anxieties, seen or unseen disabilities or other additional needs in the widest sense. They may have EHCPs, adverse childhood experiences and trauma. They may feel excluded or at risk of isolation, or have a social, youth service or health referral. People over 16 categorised as NEET (Not in Education, Employment or Training) may also find Changing Lives Through Horses transformational - the point is, this is a course for everyone who needs it.

Coming to My Life for a day a week for, say, six weeks, might even be the reset some people need to get back into school in the long run. Small school groups may also find value in these courses taking place outside of the regular school setting.

However people come to Changing Lives Through Horses, our promise is that every moment with us is an opportunity to learn something new. Each student is given the right level of support they need including to give them the best possible experience and to ensure that they are constantly in a teaching, learning and equine environment.

Through our other initiatives and experiences, such as Tea With A Pony, Own A Pony For A Day and Riding Lessons, we are able to bring more people into the orbit of My Life - and My Life members are able to participate in facilitating some of these sessions too.

My Life Chalets

Perfectly located at the heart of our farm and equestrian centre amid 84 acres of open countryside on the Lancashire/Greater Manchester border, My Life's three fully accessible chalets are available for respite care, transition into independent living or short breaks, and have been transformational for people, no matter how long they've stayed here.

From people who have stayed one night a week away from their families to boost their confidence, to those who want to leave institutionalised care, staying in My Life's chalets makes a huge difference in their outlook and opportunities in life. People can use our highly trained staff if they need support or bring their own.

We are modelling a plan to increase occupancy by developing 'My Life Travel' a model, which will provide short breaks and holidays to help encourage friendships and experiences away from home, preparing individuals for an independent life with as much support as they need.

"As soon as we start to proceed down the driveway our daughter's excitement and joy is uncontainable. Emily has gained confidence, thrives, has even more of a zest for life and is now living a more independent life thanks to My Life's chalets."





My Life Support

My Life Legacy has grown into a community of people experiencing remarkable outcomes through genuinely person-centred support. And through My Life Support, our CQC-registered care service for people to live in their own homes with support, we are privileged to work with and support people and their families across the North West to live their best lives.

It became increasingly clear that there were a whole group of isolated people with complex needs who were struggling either in their own homes or their family's homes. That's why we developed My Life Support in 2019 and were keen that this would be no ordinary "domiciliary" care service.

Right from our first contact with an individual, we plan and design a care package with that person's entire circle of support which makes sense for them. We make this promise to everyone we support; My Life Support isn't just about us turning up for a care shift at a house, it's about giving people the choice, control and confidence to leave that house and build new networks, opportunities and experiences.

It's also about building a team around that person with the right competence - and confidence - levels to succeed in providing sustainable and high-quality long-term care.

We believe My Life Support is unique in this sense. We work with funders to achieve the very best packages of support for people because we know that ultimately a breakdown in care or health quickly becomes devastating. By designing - and managing - care in this way My Life Support is making a real difference to people's lives.

And we also believe that this unique proposition gives us real room for further growth simply because we offer quality and continuity of care where often there is neither. We also engage with those with very complex and enduring needs, which has become reputationally important with commissioners; people are often referred to us via NHS or social care services and funders.

We are also finding that self-funders are coming to us - particularly those with acquired brain injuries - and we will need to raise awareness among that community.

However people are funded, their needs may require multiple Personal Assistants - and the processes for managing those needs are complex. My Life Support in association with Alocura has developed many of those processes digitally so that the growth we continue to anticipate in this area can be handled well.

"What you notice on My Life Support teams is that everyone really cares for the people they support, and they definitely have the best interests of that person at the heart of what they do. That not only means people get better quality care, but also that everyone works together to ensure the best outcomes for people".

Organisational Structure

Board of Trustees

We are governed by a highly experienced Board comprising 9 Trustees, who give their time freely to the charity (except our founder who was employed as CEO in mid 2016 but remains an important trustee).

Their expertise and time have been invaluable to the growth of My Life Legacy and to it becoming self- sustaining. The Board of Trustees meets formally every 8-12 weeks to set the direction and priorities for My Life Legacy and to monitor performance. All Board Meetings are fully documented, and decisions are by committee. Any conflicts of interests are declared at all meetings and Board members must leave the meeting if such items are discussed.

Being a trustee means making decisions that will impact on people’s lives. They use their skills and experience to support the charity, helping it to achieve its aims. Trustees also often learn new skills during their time on the Board.

The Board of Trustees (BofT) has recently been extended to bring a wider range of expertise and further oversight in the form of an Audit, Quality, Safeguarding and People Committee. This will give the charity a lot of help and support to further extend the development of all aspects of the charity’s business.

We have a corporate Calendar which highlights the cycle of the scrutiny meetings so the Board of Trustees can have oversight at their quarterly meetings and provide governance and oversight to the charity; the Board Assurance Framework enables us to manage and control all risks and identify the gaps, tracking performance and quality.

Board Members

Stephen Jones (Chair)
Chair of People Committee

Caroline Tomlinson
CEO / Trustee
Chair of Executive/Leadership Team

Alan Bell
Trustee
Member of People Committee

Amanda McDonough
Trustee
Member of People Committee

Michael Nuttall
Trustee
Chair of Audit & Risk Committee

Jon Sharrock
Trustee
Member of Audit & Risk Committee

Kevin Massey
Trustee
Chair of Quality & Safeguarding Committee

Esmail Lakdawala
Trustee, Member of Audit & Risk Committee

Hazel Waddington
Trustee
Member of Quality & Safeguarding Committee

Ian Clegg
Member
Director of Finance

Lisa Kinder
Member
Director of HR

Nicola Morris
Member
Head of My Life Support

Kevin Summers
Member
Head of Life Opportunities

Kelly Robinson
Member
Head of Care, Quality & Compliance

Committee list

Quality & Safeguarding Committee

Quarterly meetings

-  Kevin Massey, Chair
-  Caroline Tomlinson
-  Hazel Waddington
-  Kelly Robinson
-  Scott Cummins
-  Marie Hughes
-  Suzanne Simpson
-  Gemma Baynes
-  Lindsay Cunningham
-  Nicky Speakman
-  Lynn Grayson

Audit & Risk Committee

Quarterly meetings

-  Michael Nuttall, Chair
-  Caroline Tomlinson
-  Jon Sharrock
-  Esmail Lakdawala
-  Ian Clegg (Ad hoc)
-  Elizabeth Beasleigh
-  Diane Bradbury

People Committee

Quarterly meetings

-  Stephen Jones, Chair
-  Caroline Tomlinson
-  Alan Bell
-  Kevin Massey
-  Amanda McDonough
-  Lisa Kinder

Executive Team

Monthly meetings

-  Caroline Tomlinson, Chair
-  Nicola Morris
-  Kevin Summers
-  Kelly Robinson
-  Lisa Kinder
-  Ian Clegg
-  Alan Bell

Key

-  Trustee
-  CEO/Trustee
-  Member
-  Volunteer/Member

Heads of Service Meeting

Weekly meetings

-  Caroline Tomlinson, Chair
-  Nicola Morris
-  Kevin Summers
-  Kelly Robinson

Staffing, Training and Development

Our workforce is our biggest asset and our ambition is to create a hugely successful team that is well equipped to deliver high quality training in all aspects of care, support and life. We now employ over 150 staff who all work in very different environments providing high- quality person-centred care and support – many have significant skills and gifts to share.

We have developed a competency framework in which all our staff are employed. Regardless of their starting position staff are encouraged to develop a career pathway through this framework.

We invest heavily in staff training and development and encourage every member of staff to join a continual professional development journey using our My Life Training and Development Passport.

One of the reasons we champion this culture of personal and community progress at My Life is that it can have a huge impact on the people who work here – or want to work here – as well as the people we support. With a happy, fulfilled and ambitious workforce, we can attract more people to My Life, and maintain and retain the brilliant practitioners that make My Legacy the organisation it has become.

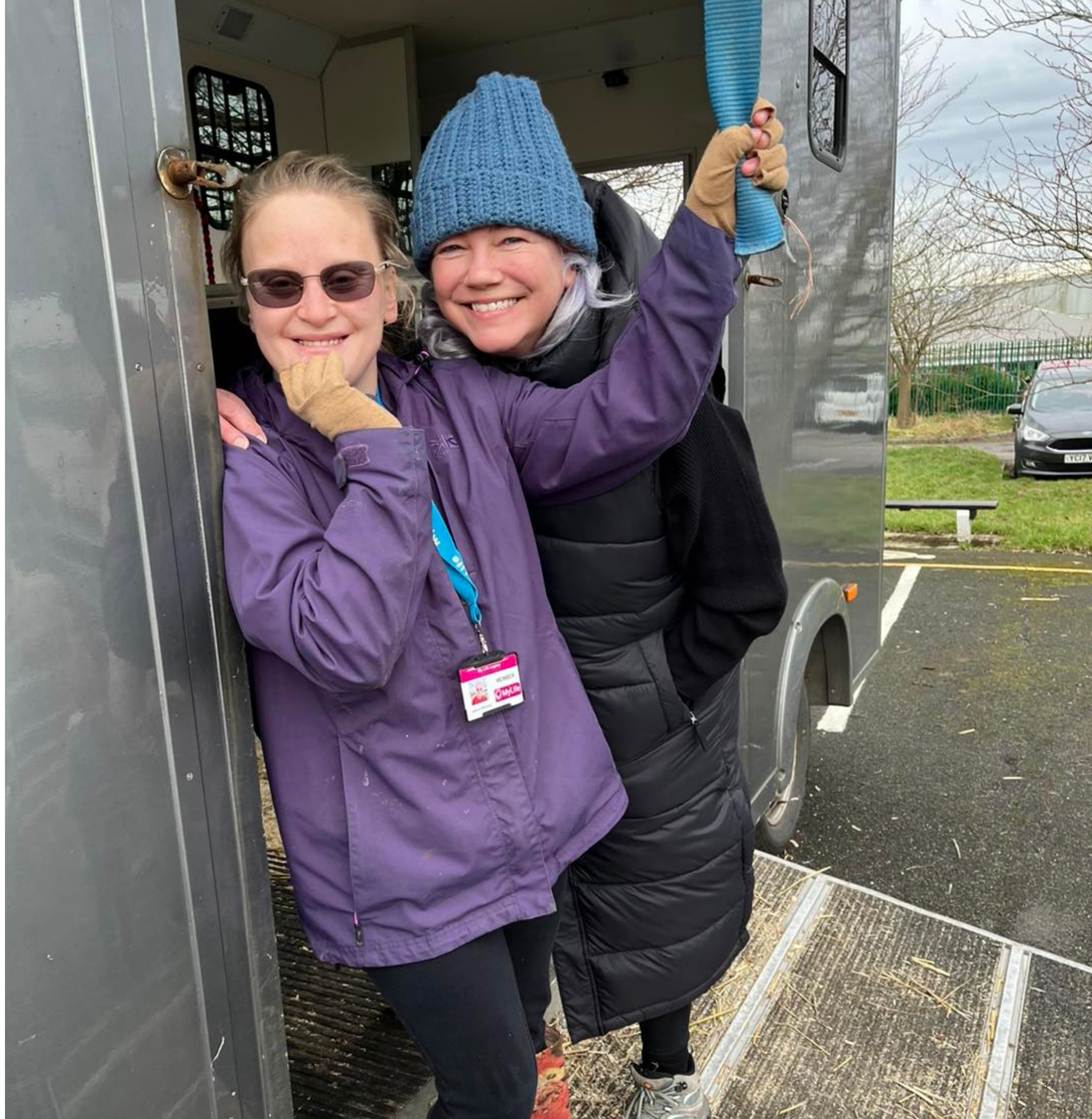


Conclusion

This isn't a typical business plan with financial results or projections. We have those financial reports, detailed auditing and assurance frameworks available on request that can offer the security that every part of My Life Legacy is well-led and stable.

This business plan is about how we develop the My Life Legacy offer into one which benefits not just one person, but an entire community. A place and an organisation which becomes an asset rather than "just" a service. In these pages you will have seen how we intend to make that happen.

We are so excited about our future, and it starts right now.





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