

# Social Impact Report

Proudly supporting individuals with learning disabilities, and/ or autism, to live in their own homes.

**2022**



CHALLENGING EXPECTATIONS

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# Introduction:

**Welcome** to PBS4's first-ever Social Impact Report for 2022.

We created this report to share with the public, the people we support, their families, and team members, the positive impact we have made not only internally at PBS4 but externally too.

The report focuses on all aspects of PBS4, from training to finance, the growth and development of the people we support and recruiting for them.

In 2022 alone, we have had three people we support reduce their hours due to an increase in their independence. This is why we love doing what we do at PBS4, we're not here to just support individuals, we're here to empower them and grow their confidence.

## How do we work?

We support young people and adults with a range of diagnoses but primarily learning disabilities and autism. Most people we support need 24/7 support, it is clinically led support, and usually, the support needed is complex and intensive.

We specialise in supporting with challenging behaviour. Our aim is to support individuals to leave institutions and hospitals to live in their own homes and live the lives they want and deserve.

Find out more: [www.pbs4.org.uk](http://www.pbs4.org.uk)

## How we're run:

PBS4 is governed by a voluntary advisory board made of representatives covering, families, personalisation in support, housing and finance. The Chair of the Board is Andrew Monaghan, and the Co-Chair is Philip Stonehouse, an autistic man offering lived experience expertise.

Jonathan Beebee, Chief Enablement Officer and Anna Hunter, Chief Operations Officer, are the two senior leaders of PBS4. Together they bring over 30 years of experience working with both adults and children with learning disabilities; in health and social care settings.



# Who we are:

## OUR MISSION

Our mission is to achieve meaningful change for the people we support.

Change is achieved through personalised Positive Behaviour Support. This enables people to maximise their potential and live enriched and purposeful lives. PBS4 is an organisation that is collaborative. We listen and are responsive

## OUR VALUES

**Disruptive** We aim to challenge preconceived views of social care

**Enabling** We are empowering people to reach their potential

**Proactive** We seek to find new opportunities and partnerships

**Personalised** We design support for each person we support individually

## OUR VISION

Our vision is to be a disruptive social care provider.

Many people we support and their families have lost their faith in social care due to not being effectively engaged or being ignored. We want to disrupt this and show what excellent support looks like.

**"We want to be leading what excellent support looks like for people with learning disabilities"**

Find out more: [www.pbs4.org.uk](http://www.pbs4.org.uk)

# Jonathan's Story:

WRITTEN BY JONATHAN BEEBEE, PBS4 CEO

When I was 19 years old I had a traumatic brain injury. At the time, the doctors predicted I would need 24/7 support as I would be unable to mobilise independently, unable to communicate, and would require full support with eating and going to the toilet. Fortunately, I recovered better than they expected, but I couldn't help but think about what my life would have been like if that was my future.

This inspired me to look at what support was out there and I discovered **Learning Disability Nursing**. I qualified as a Learning Disability Nurse in 2002. Since then I have had a wealth of experience in the NHS, the Care Quality Commission, Department for Health, and with national social care providers. Whatever angle I looked at support for people with learning disabilities from I always ask myself **"is that good enough for me if I was receiving that support?"** as I could have been in their position. Sadly, too often support is not good enough.

**"I have been driven to try to make changes nationally by influencing policy and professional development."**



Jonathan and Tony, a person we support, receiving an achievement award!

However, in 2014 I came to the conclusion if I want support to be done properly I am going to have to do it myself and **in October 2014 PBS4 was born.**

We are providing clinically led social care that is influenced by Learning Disability Nurses and certified Behaviour Analysts. We support people with some of the most complex needs to live in their own tenancies, avoiding restrictive settings and support. **We still have a lot to do, but I am incredibly proud of what we are achieving and the lives we are changing.**

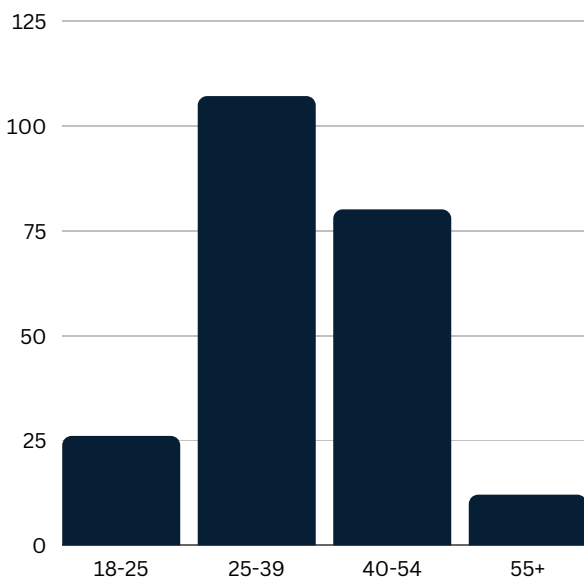
We won't always get it right, but we are committed to doing the best we can and learning from when things go wrong. I am incredibly proud of what PBS4 achieves and know that if PBS4 was supporting me or a member of my family I would be receiving a dedicated support service working to high standards and helping me to live my best life.

Find out more: [www.pbs4.org.uk](http://www.pbs4.org.uk)



Jonathan and Iain, a person we support, DJing for one of our parties!

# our Team



AGE RANGE OF OUR TEAM MEMBERS



**52%**

OF OUR TEAM ARE FEMALE



**48%**

OF OUR TEAM ARE MALE

**424**

INTERVIEWS THIS YEAR

**1237**

APPLICATIONS RECEIVED

**521**

MORE RECRUITED HOURS

**205**

JOBS OFFERED THIS YEAR

**14**

TEAM MEMBERS THAT HAVE PROMOTED INTERNALLY

**134**

EMPLOYEES HAVE BEEN WITH PBS4 FOR OVER 12 MONTHS

# PBS4 Training

# 5

## NEW COURSES DEVELOPED THIS YEAR

- Management Training Programme (Employee Relations, Performance Management, Mental Health First Aid, Recruitment and Disclosure and Barring Service)
- General Data Protection Regulation and Information Handling
- Epilepsy and Buccal Midazolam
- Mental Health First Aid
- Company Working

# 16

## FIRST AID TRAINING COURSES

We work with an amazing company called Hudson Blake, we share the same values and they tailor courses to the people we support.

. We train absolutely everyone because the people we support visit the office regularly and you never know when first aid will be required.

# 35

## PROACT-SCIP®-UK SESSIONS

At PBS4 we emphasise that individual strategies underpinned by sound behavioural principles significantly minimise the use of restrictive interventions

When restrictions are needed these are individually planned and monitored to ensure they are used as little as possible and reduced over time

# 149

## COURSES AVAILABLE

130 E-Learning, for example:

- Safeguarding Adults
- Equality and Diversity
- Health and Safety

19 Practical courses, for example:

- PROACT-SCIP®-UK
- Epilepsy and Buccal
- Induction to PBS4



# The People We Support!

**40**

AMAZING INDIVIDUALS

Some of the needs of the people we support include:

LEARNING  
DISABILITY

MENTAL  
HEALTH  
NEEDS

AUTISM

PHYSICAL  
DISABILITIES

DIABETES

EPILEPSY



"Thanks once again for everything everyone is doing. I am forever grateful that he is where he is in your care!"

- Parent of a person we support

## SKILLS AND INDEPENDENCE:



He has learnt to administer his own medication and be independent around his medication



He has been going to college and getting himself ready before his support team is on shift



He is keeping records of his own spending and managing the food shopping by planning out his own meals



She has been trying new foods which is amazing because at school she only ate fish fingers, chicken and chips!

13%

Of people we support have reduced their hours due to increased independence!

3

People we support volunteer in their community

## Positive Outcomes!

One young lady we support in Oxford has increased her communication skills, she has been working really hard with the manager in communicating any problems / issues or frustrations that she encounters. On doing so she is able to work through the frustrations and break down her problems into manageable parts, this then helps her to learn which things are important and how she can work with us to improve and resolve things and has also resulted in less involvement from emergency services.

# Ben's Journey!

Ben is 20 and has lived in Southampton for 2 years since joining PBS4. Before PBS4, Ben was in the hospital and didn't have a good experience.

He couldn't wait to gain his independence back and have his own flat. We have been proud to provide Ben with support in the way he wants, enabling him to live his life how he chooses and in his own home. One of Ben's biggest achievements is making music, under the stage name 'Lil Tribz' Ben writes and produces his own music. Lil Tribz currently has over 21,000 monthly listeners on Spotify and many more across streaming services.

Here's how Ben describes making music. **"I use it as a way of expressing how I feel as sometimes I can't get the right words; every one of my songs has a lot of meaning to me, I make them raise awareness of mental health for people to know it is okay not to be okay."**

At the moment Ben is working on reaching his future goals with support from his team. He has started a group at No Limits to make friends and learn new skills. He also plans on joining the gym and doing more activities to make more great memories. Ben has come such a long way since being discharged from the hospital, we look forward to seeing his future achievements and we're so proud to be supporting him!



SCAN TO  
FOLLOW BEN  
ON SPOTIFY!

# Rachel's Journey!

Rachel is 24 and lives in Southampton, Hampshire. She is supported on a 1:1 basis for the majority of the day, though she does have 2:1 support for 8 hours at night with sleep-in support. She is diagnosed with autism, learning disabilities and anxiety; and we have supported her for just **over 7 years.**

In December 2015, Rachel's family were having a hard time, so concluded that they could no longer support her by themselves. Rachel then went into respite and her family was introduced to PBS4.

Rachel's mum, Kim says: "PBS4 have done an amazing job supporting Rachel. She is speaking more than she ever has and is gaining more and more independence every day. They ask for my opinion on everything and I know I am respected as the person who knows Rachel best. It is still difficult at times, but I am really pleased to see my daughter doing really well. I am thankful for the support we all receive with PBS4."

Rachel enjoys spending time with her team doing activities such as finger painting and also playing games on her iPad. She has recently been trying different activities, saying new words and counting up to 10. **She is now able to choose what she would like, in terms of food and clothing, which gives her increased independence.**

Her team are going to be trying new activities to match Rachel's interests, like sensory rooms and trying to get her some work with horses or at a farm as she loves animals.

# WE'VE REDUCED PUBLIC SPENDING BY **£200,000**

As well as, the potential for any costs that could have been incurred if the people we support had been detained in a hospital or criminal justice setting.

## **We gave employees a 6.3% pay rise last year.**

Many of our direct support employees received a 7.9% pay rise to help support the increasing cost of living crisis and promote recruitment and consistency at a time when recruitment is incredibly challenging.

We are piloting a project in Dorset where we are looking at bespoke enhanced remuneration packages to tackle recruitment challenges and reduce agency use.

**104** EXTRA APPLICATIONS OVER 2 PEOPLE WE SUPPORT, DUE TO THE ENHANCED REMUNERATION PILOT





# Acknowledgements

Thank you for taking the time to read this report, it's PBS4's first report of this nature, and we're thrilled to share our findings with the public.

## Thank you:

To all contributors and PBS4 team members who submitted data for this report.

To Charly Richards, Zoe Haines and Zoe Talbot for orchestrating the report and collecting the data.

To Charly Richards for designing and writing the report.

And most importantly, thank you to the fantastic people we support and their families and loves ones.

We also thank **you** for your continued support of PBS4!

All information correct from January 2023.



## PBS4

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