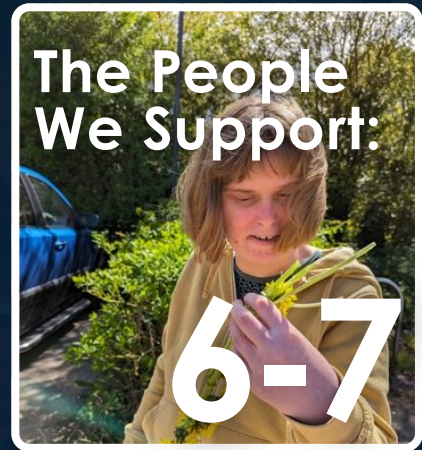
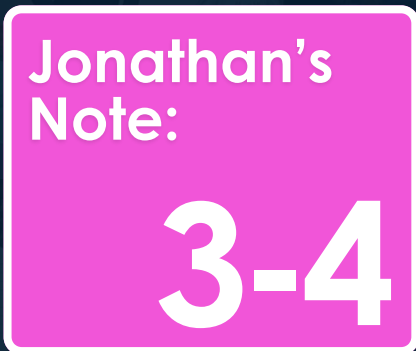
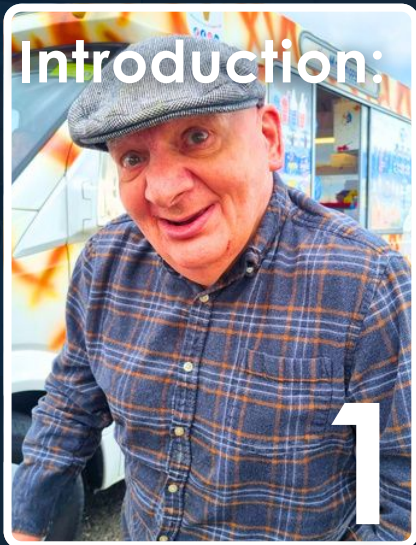


Social Impact & Social Value Report

Proudly providing neurodisability services to people in their own homes.

January 2025 - January 2026

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Introduction:

A photograph of three people sitting in a boat on a body of water. The person on the left is wearing a red jacket and a cap. The person in the middle is wearing a yellow life jacket and a headset. The person on the right is wearing a red life jacket. They appear to be engaged in a conversation or activity.

Welcome to our 2025/26 Social Impact and Social Value Report. This is our third annual report, and it marks an important milestone for PBS4. For the first time, we are formally reporting on our social value and the positive impact we have created for the people we support, our teams, and the wider community.

We have developed this report to openly share the difference we make: the outcomes we help people achieve, the value we add to local systems, and the positive ways that as an organisation we have impacted communities. It brings together every part of PBS4, from training and finance to recruitment and organisational development, as well as the growth, wellbeing and achievements of the people we support.

HOW DO WE WORK?

PBS4 provides individualised neurodisability support for people with learning disabilities, autism and complex care needs. We enable people to live independently in their own homes with the right level of support, tailored to each person.

We specialise in providing neurodisability support to people with complex needs, giving them the support to achieve their goals! Every person who we support is unique, so our support is uniquely designed.

We think ahead and adapt as situations evolve, ensuring people can live the lives they choose, even when challenges arise.

Our approach is informed by clinical expertise and best practice.

We use positive approaches to behaviour support, including Positive Behaviour Support. This means we focus on understanding what a person is communicating and support them to meet their needs in safer, more independent ways.

We are positively disruptive. We challenge traditional models of care, reduce restrictive practices, and champion dignity, choice and human rights so every person can experience meaningful quality of life and real personal growth with the support of our team members.

About PBS4:

OUR MISSION

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

We believe change happens through personalised Positive Behaviour Support, helping people to grow in confidence, build skills and live enriched, purposeful lives. We work together, we listen, and we respond to what matters most to each person.

We challenge expectations by doing things differently, creating support that is shaped around the individual and helps them stay in control of their life. At PBS4, this is our commitment to every person we support.

OUR VALUES

Personalised:

Each person we support is unique, so is their support.

Enabling:

We provide support to enable independence.

Disruptive:

We challenge traditional approaches to social care.

Proactive:

We act proactively to achieve fulfilling lives which reduce the need for reactive approaches.

OUR VISION

Our vision is to be a positively disruptive social care provider.

We challenge traditional approaches and show that social care can be open, responsive and shaped by the people it supports. Too often, people and families feel unheard or excluded. We are committed to changing that by listening, engaging and building trust through everything we do.

We think ahead and adapt as situations evolve, ensuring people can live the lives they choose, even when challenges arise.

We want to lead what excellent support looks like for people with learning disabilities. By working collaboratively, seeking new solutions and forming strong partnerships, we create better opportunities and outcomes. Everything we do promotes dignity, choice and a meaningful quality of life, setting a new standard for what social care can be.

We strive to achieve meaningful change for the people we support.

Jonathan's Note

Jonathan Beebee - Chief Enablement Assistant

We are living in exceptionally challenging times for social care. Our commissioning partners across Integrated Care Boards and local authorities are operating under intense financial pressure, while also navigating significant structural change. With NHS England being dismantled, ICBs tasked with substantial reductions in staffing costs, and local authorities facing reorganisation, mergers, and in some cases the threat of financial failure, the landscape in which we operate is shifting rapidly.

These pressures inevitably affect the resources available across the system and increase the focus on reducing support wherever possible. This is a principle we recognise and support, where it is safe, appropriate, and promotes greater independence for those we serve. At the same time, we have seen a number of providers struggle in this environment, with some entering liquidation or being absorbed into larger organisations.

Despite these challenges, PBS4 has remained resilient and forward-looking. Recognising the changing landscape early, we made a conscious decision to diversify our offer and strengthen our ability to meet a broader range of needs. This journey began with Bordon Studios: our first development of studio flats designed to support people in a more shared independence setting. From there, we stepped



in to ensure continuity of care when a local provider ceased trading, taking on shared housing models for the first time in our history.

We have since continued to grow and evolve, securing significant contracts on the Isle of Wight and in Southampton. These have expanded our services into outreach support and shared accommodation, further broadening what we can offer. As a result, the number of people we support has tripled, and our workforce has doubled. This is an achievement that reflects both demand for our services and the commitment of our teams.

As a social care provider, maintaining a strong financial footing is essential. However, we know that financial strength alone does not create outstanding care. It is our values. Our belief in dignity, independence, and person-centred support truly defines our impact.

I often reflect on my own experience of sustaining a head injury at the age of 19. It reminds me how easily any one of us could find ourselves in need of the kind of support we provide every day. That perspective drives a simple but powerful question: if it were me (or someone I love) would the support be good enough?

We are proud of what we have achieved, but we are equally clear that there is always more to do. Continuous improvement is at the heart of who we are, and we remain committed to enhancing the quality and impact of our neurodisability services for people with learning disability, neurodivergence, mental illness, or other neurological needs.

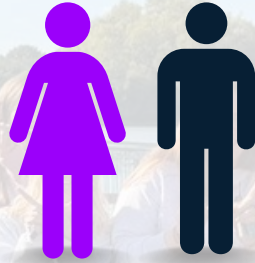
In the face of significant sector challenges, it is encouraging to see the strength, adaptability, and values-driven approach that our organisation continues to demonstrate. I am confident that the foundations we have built this year position us strongly for the future, and I look forward with optimism to what we will achieve together in the year ahead.



Our Team

54%

OF OUR TEAM ARE FEMALE



46%

OF OUR TEAM ARE MALE

16%

21-30 YEARS OLD

33%

31-40 YEARS OLD

23%

41-50 YEARS OLD

27%

55+ YEARS OLD

We currently employ

435

amazing people!

No. of team members

4000

working in direct support

No. team members being

51

sponsored by PBS4

213

INTERVIEWS ATTENDED THIS YEAR

8155

APPLICATIONS RECEIVED

68%

OF INDIVIDUALS INTERVIEWED WERE OFFERED A JOB AT PBS4

144

JOBS OFFERED THIS YEAR

22

TEAM MEMBERS THAT HAVE PROGRESSED INTERNALLY

22%

STAFF TURNOVER RATE

The People We Support!

104

Amazing individuals!

Some of the needs we support people with:

LEARNING
DISABILITY

AUTISM

EPILEPSY

MENTAL
HEALTH NEEDS

ADDICTION

DIABETES

PHYSICAL
DISABILITIES

COMPLEX
HEALTH NEEDS

"I wanted to say a MASSIVE THANK YOU to you all for the hard work and dedication you give Max*. Despite the challenges I can see how comfortable and happy he is with you all and that he feels safe. He wouldn't be where he is today without your help, support, motivation and not forgetting toilet humour haha and willingness to get things right for him"

- Parent of a person we support

**Name has been changed for anonymity.*

SKILLS AND INDEPENDENCE:



They have learnt to administer their own medication and be independent around their medication.



They have been taking on new hobbies like photography, gardening and football!



They have been focusing on being more independent with their personal care, and taking charge when washing and brushing their teeth.

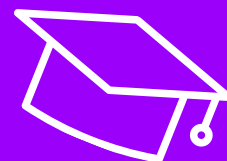


They have been cooking new meals and learning how to measure ingredients as well as taking part in culinary theme nights.



5

People we support have joined new clubs!



3

People we support are in work or studying

Challenging Expectations:

One young lady we support in Berkshire has made excellent progress, she has been working really hard and attended the dentist for the first time without the need for sedation. This is a testament to her determination and the consistent support from her team, who enable her to feel safe and supported!

One of the gentlemen who we support in Berkshire has discovered photography after being introduced to using vintage cameras by one of his team members. He has learnt how to shoot and develop his own photographs with his work even being published!

Lara's Story!

Lara is 29 and has autism. She lives in her own bungalow, where she has been supported by PBS4 for over two years.

Prior to this, Lara's family had been navigating how best to support her before being introduced to PBS4. Since moving into her home, she has been supported by a dedicated team who take a person-centred approach, enabling her to continue to flourish and live a life shaped by her own choices.

Lara is sociable and enjoys spending time with her team and being out in the community, taking part in activities such as visits to the library, cinema and theatre, as well as trips to the beach and the zoo.

Lara's parents share their experience of this journey:

“Lara is 28 and has severe and complex autism. She has been supported by a care team from PBS4 for over two years. Honestly, they have been among the happiest years of her life. The PBS4 team provides 2-1 support for Lara 24 hours a day in a supported living bungalow. The care team have taken her into the community almost every day and have provided good, secure, consistent support for Lara at home. Lara is certainly challenging and her underlying condition won't change unfortunately. But she is calmer and happier now than she has ever been. Thanks to her team, she can make choices about what she does from day to day and can take some control over her life – something we never thought would happen. Lara's team has had a few personnel changes

(which is always sad) but the core group is consistent. The team is meticulous in its approach and keeps things like iPad use disciplined where necessary. The bungalow is always spotlessly clean and her medication has been administered without fault. One great sign of how well things have gone is that Lara has largely stopped pulling at her hair which used to be deeply distressing for everyone. Her thick bob of hair is now largely restored. Her self injurious behaviour is much reduced. PBS4 has done a brilliant professional job for Lara since she arrived in her supported living bungalow. We know this is a long journey. But we are deeply grateful for what PBS4 is doing.”

Lara continues to be supported to live a life that reflects her preferences, with a focus on maintaining her wellbeing, promoting choice, and ensuring she feels safe, understood and valued.



Andrew's Story!

Andrew is 26 and lives in Dorset where he is supported by his team. When he was 15, Andrew was attending a mainstream school and preparing to start his GCSEs when his mental health deteriorated significantly, leading to a long period in hospital. During this time, Andrew experienced long-term segregation with very limited interaction, spending most of his time alone in his room and rarely leaving the hospital environment.

Andrew later moved to a specialised unit where he began to receive more consistent support from staff. In total, he spent 6 years in hospital before starting his transition into the community. At that time, he was described as non-verbal and lacking capacity.

With the support of LD Network alongside PBS4, Andrew moved into his own bespoke bungalow in Bournemouth. Since then, he has made incredible progress. He is now fully supported by his PBS4 team, who know him really well, and his support has reduced from a 4:1 ratio to 3:1, an amazing achievement!

Andrew now enjoys a full and active life. He regularly visits the beach and the forest, spends time playing football and basketball in his garden, and enjoys reading maps, globes, and National Geographic books. He has also enjoyed trips out to places like Monkey World, Marwell Zoo, and Adventure Wonderland.

One of the most meaningful changes has been rebuilding relationships with his

family, who are now able to visit as often as they like. Andrew has come a long way and it's wonderful to see him living a life that reflects his interests, preferences, and growing independence.



PBS4 Training

50%

MORE FACE TO FACE COURSES DEVELOPED IN 2025

- Management Training Programme (ER, 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
- In person induction (developed in 2025 deliver in Feb 26)
- In house First Aid Training.
- Intensive interactions.
- Room search
- Active support

142

INDIVIDUALS TRAINED IN FIRST AID IN 2025

In the past twelve months our training team have delivered first aid training to 142 individuals! We also tailor courses to the people we support to ensure that their teams are able to give them the best support.

We train absolutely everyone because the people we support visit the office regularly and you never know when First Aiders will be required in public.

149

COURSES AVAILABLE

130 E-Learning

- Safeguarding Adults
- Equality and Diversity
- Health and Safety

19 Practical courses

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

39

PROACT-SCRIPR-UK® SESSIONS

At PBS4, we want to minimise the use of restrictive interventions and emphasise sound behavioural support strategies based on an individual's needs. Where interventions are required they are prescribed individually for each person we support.

We offer the training to all PBS4 team members, agencies and the parents or families of the people we support.

£50,000+

Annual Reduction in Support Costs Through Positive Outcomes

Creating Positive Change Through Sustainable Support

We believe good support should help people build confidence, independence and fuller lives. In some cases, this also means people need fewer hours of support over time because they are achieving positive outcomes and greater stability.

During 2025 to 2026:

- One person we support was able to reduce their support hours following consistent, person-centred support tailored to their needs.
- This reduced the overall support package by approximately £1,400 per week - equivalent to more than £50,000 each year.

This reflects the value of investing in the right support at the right time, helping people to grow in independence while ensuring resources can continue to support others who need them.

Using Our Resources Responsibly

We recognise that how we manage finances affects the wider community. In 2025/26, PBS4 remained committed to being a responsible partner, paying almost 95% of creditors within 30 days and prioritising local and small suppliers within two weeks to support cash flow and stability.

We also helped people we support safely access and manage their own money, especially where traditional banking can be difficult.

Overall, we aim to manage finances ethically to create a positive impact beyond our direct services.

Our Social Value

PBS4 is committed to creating meaningful social value in every aspect of our work. We invest in local employment, support staff development, and promote wellbeing. This extends beyond the people we support, to our teams and our local communities. Through inclusive practices, environmental responsibility, and strong Environmental, Social, and Governance (ESG) principles, we aim to make a lasting, positive difference where it matters most.



Sustainability

We are committed to sustainability by promoting recycling across our offices, across teams, and using recycled materials at our craft mornings.



Partnership

We are proud to partner with a local Hate Crime Network. PBS4 is a report centre for anyone who feels that they have been a victim of a hate crime.



Wellbeing

To provide the best support, our team needs to feel supported too, so we include physical and mental well-being tips in our monthly newsletters!



Promoting Equality

PBS4 promotes inclusion by creating a welcoming environment for everyone, regardless of gender, race, religion, or ability, through inclusive practices and equal opportunities.



Advocacy

Co-production is an essential part of ensuring everyone receives the right support for them. That's why we formed "People's Voice", where people we support and their families can be part of PBS4 decision-making.



Community

We attended the Providers Unite march and met with MPs to share frontline experiences and highlight the importance of sustainable funding, continuity, and quality care for the people we support.



100
HOURS OF VOLUNTEERING
IN OUR LOCAL COMMUNITY



85%
OF COFFEE MORNINGS
USED SUSTAINABLE CRAFT
MATERIALS



12
MONTHS OF WELLBEING TIPS
PROVIDED TO EMPLOYEES

At PBS4, social value is at the heart of everything we do. As a provider of neurodisability support, our responsibility extends beyond delivering services; we are committed to helping people lead fulfilling, independent lives and achieve the outcomes that matter most to them. By investing in our workforce, supporting local communities, promoting inclusion, and creating opportunities for those we support, we aim to make a lasting positive difference. Our success is measured not only by the quality of care we provide, but by the meaningful impact we have on the wellbeing and independence, of those who are part of PBS4 and the local communities.

Zoe Talbot - Chief Operation Officer



Over the past year many members of the PBS4 community have taken part in charity fundraising events for organisations in our local area, as well as nationally!

Jonathan, our Chief Enablement Officer took part in the TCS London Marathon this past April. Raising over £3000 for Mencap.

Other team members have also taken part in local charity fundraisers demonstrating our strong values to making our communities a better place.

THE PEOPLE WE SUPPORT



They have been volunteering to walk dogs at their local animal shelter.



They have been working in their local charity shops.



They have been litter-picking to make their local communities a cleaner place for everyone to enjoy.



They have been promoting good mental health and well being in their communities.



A particular highlight during the past year was our involvement with Southampton parkrun, where team members and the people we support volunteered together to provide fruit and water to hundreds of runners.

The day not only supported a well-attended community event, but also created meaningful opportunities for social inclusion, community engagement, and raising awareness about the learning disabilities.

Many of our team members also dedicate their own time to fundraising and volunteering activities within their local communities. Whether supporting local charity shops, volunteering at food banks, or participating in community fundraising events, our values extend beyond the workplace and into the community.

During the festive period, team members from our Southampton office took part in a Santa Dash to raise funds for a local hospice. Through their participation, the team contributed to supporting vital end-of-life care services.



Chris, one of the people we support on the Isle of Wight, was named runner-up at the Pride of Britain Awards. For decades, he has raised awareness of mental health by transforming recycled pallets into garden planters now seen across the island. His work has brightened local spaces and helped keep vital conversations about mental health going.

Acknowledgements

Thank you for taking the time to read our latest Social Value and Social Impact Report, the first of its kind for PBS4. This report reflects our organisational values and captures the positive social impact we have achieved over the past 12 months.

Most importantly, it celebrates the achievements, progress, and contributions of the people we support, who remain at the heart of everything we do.

THANK YOU:

All PBS4 team members who contributed data, case studies, and insights to support the development of this report.

Zoe Talbot for her support in collating data and assisting with the editing of the report.

Emma Croxton for leading the writing, development, and production of the report.

We are proud of the impact captured within this report and remain committed to strengthening our social value and social impact in the year ahead.

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PBS4 
CHALLENGING EXPECTATIONS