



ESG Impact Report

2024



**Leaders in providing
high quality
supported living
services for 30 years.**



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About us

Leaders in providing high quality supported living services for 30 years

We are Eden Futures. We deliver exceptional support to people diagnosed with a learning or physical disability, acquired brain injury, autism or a mental illness. The nature of our business means we have a responsibility to be ESG aligned and make a meaningful positive social impact.

Every day we help to transform the lives of those who need our support, some of the most vulnerable people in our society. We use our experience and expertise to help people on their journey towards greater independence and live fulfilling lives.

Since 1994, we have been innovating in the field of supported living, having developed a range of support services to meet individual needs in the comfort of their own homes.

We are able to do this thanks to the talented and committed people we employ, who provide high quality support and encouragement, respect dignity, empower choice, and put those we support at the centre of all we do.



Everything we do is underpinned by our corporate values, which support the integration of our ESG journey into our day to day business operations.

This report seeks to outline the progress our business has made in ESG, as well as the targets we have set ourselves to ensure we continue to progress in this field.





Supported Living

We foster independence in individuals by offering tailored support in their homes and communities. Our focus is always about people receiving the right support from the right people who are properly trained to support them. Through our values-based recruitment, we encourage the involvement from the people we support in the recruitment of staff so that their experience of receiving support is taken into account.


Specialist Support

We offer a comprehensive care pathway, catering to individuals transitioning from hospital with specialist support, all the way to those living independently, needing minimal weekly support through our outreach services.

A Full Care Pathway

We aid individuals from long-stay hospitals, and address barriers faced by those with a history of property damage, who are often overlooked for independent living. By working collaboratively with commissioners, architects, contractors and therapists, and influencing housing designs, we create robust environments to counteract barriers, providing greater choice for people and support with their, sometimes complex, needs.



A photograph of a woman with dark hair and glasses, smiling and looking towards the left. She is wearing a patterned top. In the background, another person is visible but out of focus. The entire image has a dark green overlay.

Our intention is that people are treated as individuals and that their needs, wishes and aspirations are responded to in a person-centred way.

Our values:

Brave

We encourage positive risk taking to help grow the horizons of those we support, and we encourage our employees to show courage and speak out if something is not right.

Caring & Compassionate

We expect our every action to be geared to the wishes and feelings of those whom we support.

Responsive

As the needs of those we support change over time, our employees must be able to respond to that change in a positive way.

Honest

Those whom we support can be amongst the most vulnerable in society, and we expect the highest levels of integrity from our employees.

Professional

Employees of Eden Futures are expected to focus solely on the delivery of support without distraction or prejudice.

Positive

We expect our employees to remain positive in all their interactions – no matter how challenging the situation.



Embracing ESG

A vision for a sustainable future at Eden Futures

As we reflect on our journey at Eden Futures and the pivotal role that Environmental, Social, and Governance (ESG) principles play in our organisation, I wanted to share our perspective on their significance, the progress we have made, and our future aspirations.

At Eden Futures, we firmly believe that ESG is not just a buzzword, but a fundamental pillar that guides our ways of working. ESG is vital to us because it aligns with our core values and our commitment to creating a positive impact on society and the environment. Our dedication to ESG is driven by the understanding that sustainable practices not only benefit our organisation, but also contribute to a better world for all. We see ESG as a compass that guides us in making responsible decisions and ensuring long-term success.

In the face of numerous challenges, ESG has proven to be a source of resilience and innovation for Eden Futures.

Embracing sustainability has allowed us to:

1. Enhance reputation

Our commitment to ESG has bolstered our reputation, making us a trusted partner for clients, investors, and stakeholders who share our values.

2. Mitigate risks

By identifying and addressing environmental, social and governance risks proactively, we have safeguarded our operations against potential disruptions.

3. Cost savings

Sustainable practices have led to cost savings through resource efficiency and reduced waste.

4. Attract talent

ESG initiatives have made us an attractive employer for individuals who want to work for an organisation with a clear purpose.

None of the ESG achievements presented in the coming pages would have been possible without the dedication and hard work of our incredible team at Eden Futures. I want to extend my heartfelt gratitude to every employee, partner, and stakeholder who has been instrumental in our journey toward a sustainable and responsible future.



Helen Stokes

Chief Executive Officer



Our achievements:



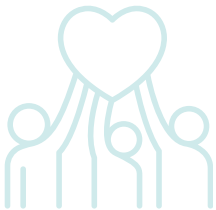
Environment

We have worked hard to reduce our ecological footprint by implementing sustainable practices throughout our value chain. From energy-efficient initiatives in our facilities to waste reduction strategies, we have sought to protect the environment while delivering quality care and support to those we serve. Our dedication extends beyond supported living to ensure a healthier planet for future generations.



Diversity and inclusion

We have made strong progress in diversity and inclusion, striving for a more representative and equitable workplace. With a focus on gender equality and equal opportunities for all employees, we have fostered an inclusive culture that celebrates differences and empowers every individual.



Community engagement

We actively engage with our local communities through dedicated volunteer initiatives. These efforts aim to promote social inclusivity and contribute positively to the areas we serve, reinforcing our commitment to being responsible corporate citizens.



Governance excellence

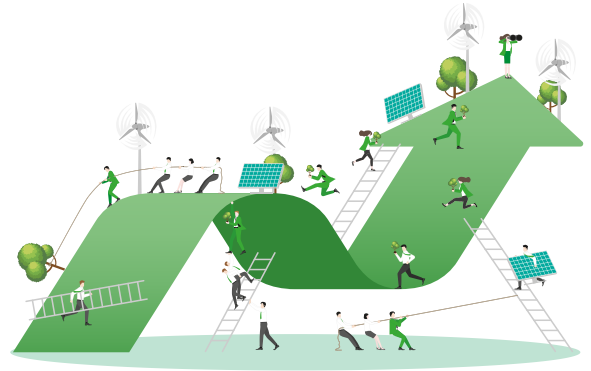
We have strengthened our operations with a robust corporate governance framework, ensuring transparency and accountability is embedded across all aspects of our business. Upholding the highest governance standards enables us to navigate the company ethically, fostering trust and reliability among stakeholders.



Our path forward...

Looking ahead, we aim to solidify our position as a leader in sustainable care and support services and set new benchmarks in ESG excellence.

Our key objectives include:



Leading eco-friendly practices

We are committed to furthering our efforts to minimise our environmental footprint as much as we possibly can through our EcoEden activities. At the same time, we strive to make a net-positive environmental contribution.

Talent development and inclusivity

We look forward to consolidating a robust culture of inclusivity that looks into all forms of diversity. We want to deepen our commitment to continuous learning and professional development that guarantees equal access to growth and advancement for every individual within our organisation.

Innovation

We endeavour to lead the charge in innovative care and support delivery and technology. By prioritising advancements that enhance the quality of life for our service users, we simultaneously uphold sustainability principles, ensuring a harmonious balance between progress and environmental responsibility.

Stakeholder engagement

Strengthening our relationships with all of our stakeholders is fundamental to aligning our ESG initiatives with their needs and expectations. Active engagement and collaboration will ensure that our strategies resonate effectively with the diverse interests of our stakeholders.



Our ESG journey

A vision for a sustainable future at Eden Futures

2020

Our first ESG Impact Statement

Recognising the journey ahead of us and setting ourselves our first targets in line with the UN Sustainable Development Goals.

ESG Action Plan and baseline carbon footprint

Understanding where we are at and committing to advance the journey.

2022

Performance monitoring to drive continual improvement

Reviewing how we are doing is paramount to guiding the path to where we want to be.

2023

Communicating our progress

We know our stakeholders want to hear from us and what we are doing.

2024



A portrait of a middle-aged man with a beard and glasses, wearing a dark sweater. The image is overlaid with a semi-transparent green filter. The man is looking slightly to the right of the camera with a gentle smile.

**Eden Futures enable
people to develop
and maintain new
skills and increase
independence
throughout their life.**

UN Sustainable Development Goals

Integrating the UN sustainable development goals into our journey

The Sustainable Development Goals (SDGs), established by the United Nations, outline 17 key objectives aimed at addressing global socioeconomic and environmental challenges for a more equitable and sustainable planet.

At Eden Futures, our commitment to sustainability is integral to our ethos, and we have focused on aligning our strategies with the UN's SDGs. Whilst we endeavour to advance each of the 17 SDGs, we have selected four goals which

we feel align closely to our values and we can meaningfully contribute to.

As a Supported Living Provider, we recognise our significant impact on individuals and communities, particularly in promoting good health and well-being (SDG 3), providing quality education (SDG 4), reducing inequalities (SDG 10), and advancing climate action (SDG 13). By prioritising these goals, we strive to contribute meaningfully to a fairer and more sustainable world.



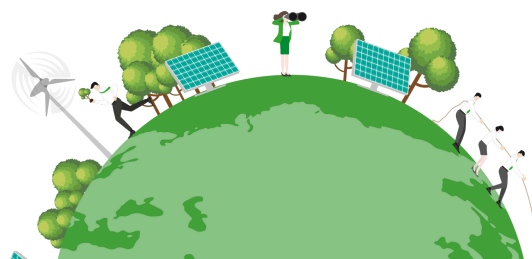
Good health and wellbeing

What we have done...

- ✓ Our professionals deliver high-quality care and support to service users through a diverse range of solutions, from specialised support and therapists to educational materials.
- ✓ We prioritise emotional wellbeing, and we now offer debrief and post-incident support processes, ensuring comprehensive staff care.
- ✓ We continuously work to provide the healthy working environment.

How we have done it...

- ✓ We engage in collaborative efforts among stakeholders.
- ✓ We work with our colleagues to agree ways of balancing work / home life to support physical and emotional wellbeing. This may include short- and long-term flexible working arrangements, emergency leave, and ad hoc changes to working hours.
- ✓ In 2024, we have launched a Wellbeing Policy and associated Wellbeing at Work training for leaders.





Quality education

What we have done...

- ✓ Our focus has resulted in comprehensive training opportunities, the provision of Care Certificates, and offering apprenticeships within our organisation.
- ✓ With these measures, we aim to bolster the quality of care and professional growth for our team, ultimately benefiting the individuals we support.

How we have done it...

- ✓ We've strategically reviewed our learning and training initiatives to align with the needs of those we support. This includes employing a Care Certificate & Apprenticeship Lead and establishing a partnership with Paragon Skills to facilitate career pathways for our staff members.



Reduced inequalities

What we have done...

- ✓ We empower equal opportunities for team entry, fostering a culture that consistently champions our workforce in skill enhancement and professional development.
- ✓ Our commitment to a more diverse and equitable environment is driven by our comprehensive Equality, Diversity and Dignity at Work policy.

How we have done it...

- ✓ Our hiring and promotion practices are deliberately inclusive, offering equal opportunities regardless of background or identity.
- ✓ We have reviewed and enforced an Equality, Diversity, and Dignity at Work policy, ensuring fair treatment for all. In 2024, we have launched EDI training for all leaders at Eden Futures.



Climate action

What we have done...

- ✓ We have heightened awareness among staff and users, empowering effective climate change planning and management.
- ✓ We are calculating our carbon footprint revealing the aspiration to:
 - Advocate for the installation of solar panels in new buildings
 - Enhance our waste reduction options by utilising remote meetings, digital tools, and recycling.
 - Reuse damaged device parts and purchase refurbished devices
 - Choose consolidated servers to Cloud (Azure) for efficiency.

How we have done it...

- ✓ Actively committed to fulfilling ESOS phase 3 requirements, ensuring thorough data provision and striving for submission ahead of the June 2024 deadline.
- ✓ We have launched 'EcoEden' - an initiative aimed to support environmental wellbeing across our company.
- ✓ Collaborated with the Estate Office to streamline the installation process, showcasing our dedication to sustainable practices and efficient energy management.



Our ESG Action Plan

A vision for a sustainable future at Eden Futures

As part of a close collaboration with our Investors, Sovereign Capital, we have developed, approved and are in the process of implementing our ESG Action Plan. The Plan is designed to drive and strengthen positive impacts of our business and communities we serve.

Conceived as a dynamic document that evolves as our company matures, the plan sets out challenging, yet realistic, goals that act as a roadmap in shaping our current and future sustainability efforts. Our approach embraces the concept of 'living targets,' acknowledging that certain goals require a continuous and evolving commitment over several years. In this respect, our progress timeline showcases our dedication to transparency and accountability.

The journey towards ESG excellence at Eden Futures reflects not only the milestones already achieved but also the continuous evolution and refinement of our sustainability initiatives and the constant evolution of the ESG agenda globally. As we strive for sustainability leadership in our sector, our progress



remains aligned with the initial timeline, underscoring our commitment to sustainable progress and positive societal impact.

We are currently the 3rd year of our action plan, and we are proud to report that several actions slated for Year 3 have already been successfully accomplished.

The upcoming sections of this report delve into further detail on how we have done in our E, S and G initiatives.



Year one

Year two

Year three

Environmental

- Review key environmental impacts
- Create an action plan with a roadmap
- Improve data collection for carbon emissions
- Complete climate risk exercise with insurers (flooding)

- Develop Environmental Management System (EMS) to manage impacts
- Implement actions resulting from carbon emissions
- Establish mechanisms to monitor environmental performance

- Consider EMS certification to ISO14001
- Consider review of targets in the action plan
- Measure success of carbon emissions reduction measures

Social

- Complete review of Diversity & Inclusion Policy
- Establish a Sustainable Procurement Policy
- Review social initiatives to start to shape PR strategy

- Set out social (employment, employee engagement, diversity, H&S, community) data collection mechanism for selected KPIs
- Formalise employee engagement
- Formalise PR strategy reflecting existing/ new positive social outcomes

- Establish mechanism for ongoing review of suppliers' compliance to ESG requirements
- Develop Diversity and Inclusion Policy
- Review turnover rates based on KPIs collated to ensure no abnormalities

Governance

- Incorporate ESG as an agenda item to board meetings
- Develop CSR Policy
- Clarify the position on political donations in Anti-Bribery Policy
- Obtain cybersecurity certification (Cyber Essentials Plus)

- Review concept of materiality and incorporate to Business Risk Assessment
- Review training policy
- Embed ESG monitoring to monthly reporting (align to client / tender requirements)

- Implement actions from business risk assessments identified
- Consider need for Anti-Competitive Behaviour
- Review internal procedures in relation to anti-bribery, corruption and anti-money laundering as necessary



Our environment

Minimising our environmental impact

Carbon emissions

At Eden Futures, we understand that to minimise our environmental impacts, we must understand them. This is why we calculate our carbon footprint annually, aiming to identify our key sources of our emissions and map our trajectory path.


We have completed our carbon footprint assessment for the past two years, and we are currently in the process of calculating our 2023 footprint. Our ongoing priority remains to comprehensively understand our greenhouse gas emissions, establishing a solid basis for future quantitative targets.


From the analysis of our two footprint exercises, we now understand we must continue to improve our data gathering to help us obtain a more realistic picture of our actual emissions. We believe that getting actual data on certain aspects, such as colleagues' commuting, will help get a more accurate and representative picture of our company's emissions, allowing us to focus on the areas where we can have a more meaningful effect.


Beyond this, we have strengthened our commitments to control greenhouse emissions since our last footprint assessment, demonstrating our pledge to sustainability measures.
















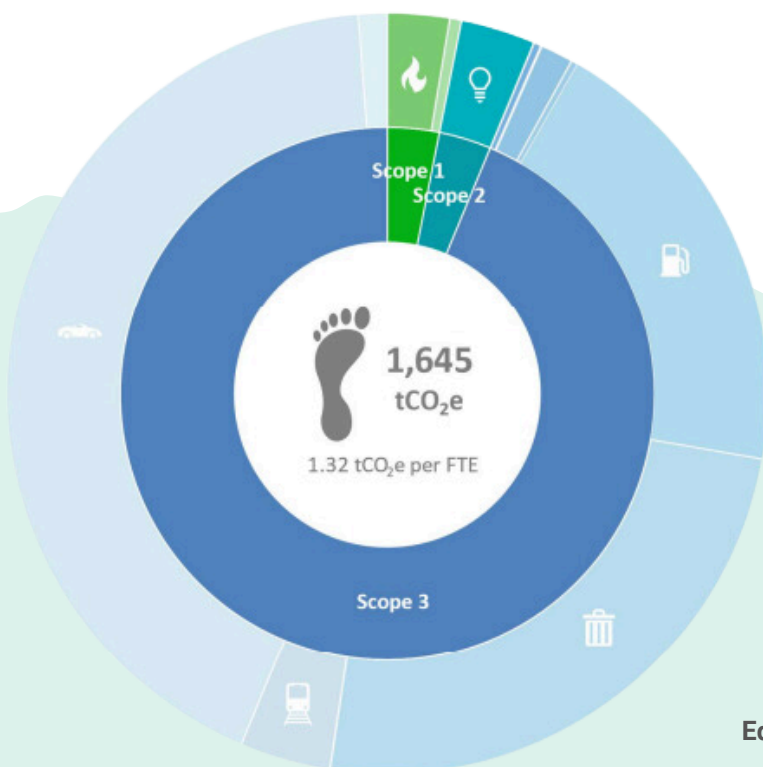
Our approach

 Recognising that our daily commutes contribute significantly to our carbon footprint, we have begun to gain deeper insights into the transportation habits and preferences of our staff.

 We are enhancing our data capture methods to ensure a more accurate and comprehensive representation of overall usage.

 This data shall be used to calculate our 2023 carbon footprint, which we hope will effectively reflect our efforts in this area. Once we have a clearer understanding, we can look at meaningful opportunities to improve these emissions.

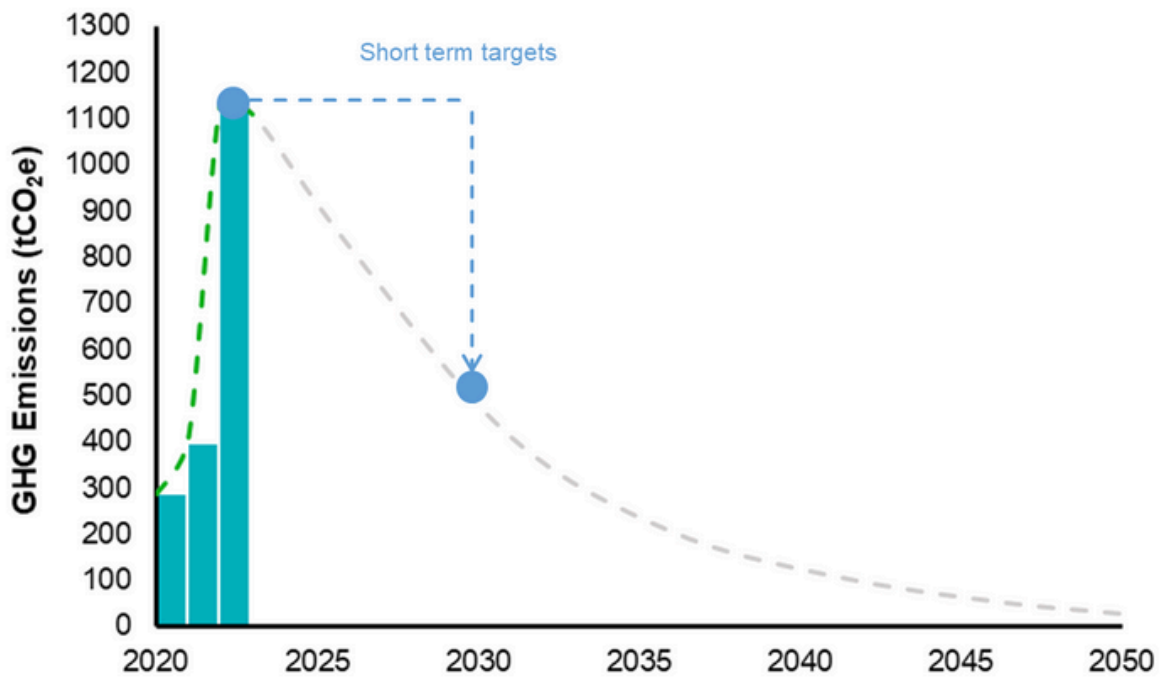
Scope 1		51 tCO ₂ e
	Natural Gas	3%
	Fuel Combustion	<1%
Scope 2		52 tCO ₂ e
	Electricity Purchased	3%
Scope 3		1,541 tCO ₂ e
	Water Usage (Supply and Treatment)	<1%
	Paper Use	<1%
	Catering	<1%
	IT Equipment	1%
	Transmission and Distribution	<1%
	Well to Tank	19%
	Waste	25%
	Business Travel	4%
	Employee Commuting	43%
	Homeworking	1%





Our journey towards net zero

While we are in a data-collection stage, our focus is on forging a long-term path towards decarbonisation in the future. The graph below represents the trajectory we aspire to achieve in our decarbonisation efforts.



Our journey towards net zero relies on several key factors, which include:

Data quality

As we work towards a state of net zero, better understanding our emissions, continuous monitoring and the establishment of our trajectory will facilitate annual assessments of progress against our future targets. This approach will enable us to adapt our strategy based on performance, internal status, and external advancements.

Renewable energy

We shall be looking at reducing our 'market-based' emissions by procuring green energy tariffs and engaging with our landlords where this decision is out of our hands.

Water

We are able to track water consumption within the majority of our offices. Though a minor source of emissions, we recognise the wider impact our use of water has on the environment and, therefore, we are continuing to work towards a better understanding of our consumption and to improve water efficiency within our buildings.

Supply chain

Our supply chain is one area of emissions where we don't have as much visibility. We intend to increasingly engage with our supply chain in order to better understand the associated emissions as our suppliers also progress on their journey towards net zero.

Carbon offsetting

Going forward, we will look at considering carbon offsetting as a way of mitigating our impact whilst we progress on our journey.

Our employees

Our employees' choices have the potential to impact our footprint, such as the way they travel and whether they recycle. We shall work with our employees and promote greener decisions.



Energy use

Energy Saving Opportunities Scheme (ESOS)

For a number of years, we have participated in the ESOS scheme, which has allowed us to start thinking and implementing some energy reduction measures. We are currently working on our ESOS Phase 3 submission, which is due by June 2024. To do this, we have reviewed energy use across all company buildings and transportation. Looking back at past and recent data has been an incredible learning curve for us, and together with our external advisor, we are now keen to ensure this is not left as a legal compliance matter, but that we use this information to guide our net zero journey.



As part of the ESOS review, we are assessing potential energy saving opportunities for our buildings and our movements. Based on this information, we will be looking to develop a dedicated action plan for implementing these opportunities by December 2024, which will be aligned with our carbon emissions reduction initiatives.

Our movements

Our day-to-day operations require the use of vehicles to get to our service users. We aim to keep our colleagues on the move, whilst minimising the related emissions.

As we gain a better understanding of our employee movements, we will aim to make them as efficient as possible, using specialised software solutions to help us plan our journeys in a more carbon friendly way. We also encourage employees to use lower carbon forms of transport where practical, such as walking, cycling and public transport.

As a business our approach to renewing our van fleet moving forward will prioritise exploring electric vehicle options. However, due to market and infrastructure limitations, we recognise there will be a transition until we have a fully electric fleet.



Our buildings

We recognise that our buildings have an impact on the environment. They are a key focus at Eden Futures when it comes to managing and mitigating our footprint.

For instance, Air Source Heat Pumps have been integrated into some of our premises. These systems have been selected due to their categorisation as a low-carbon technology, providing increased energy efficiency through their dual functionality.

Similarly, we have recently installed solar panel in our head office in Long Bennington, providing on-site renewable power generation.

In the future...

We will engage with developers and landlords to look at both environmental and energy saving initiatives for all new services. Our collaboration focuses on implementing various technologies and methods aimed at reducing energy consumption.

We will explore several initiatives which collectively aim to not only meet EPC rating requirements but also to minimise our impact on the environment. They include:

Integration of Photovoltaic Panels

As a minimum requirement, where feasible, most new developments will feature PV Panels.

Consideration of Air Source Heat Pumps

The integration of Air Source Heat Pumps is explored as part of our initiatives to optimise energy efficiency within our new developments.

Exploration of New Energy Saving Construction Methods

We are actively exploring and promoting new energy-saving construction methods, such as Modern Methods of Construction (MMC). MMC allows for prefabricated developments, reducing both on-site construction time and material waste, aligning with our sustainability goals.





Waste

Waste management has been a focus of Eden from the start of our sustainability journey. For a number of years, waste segregation in all our offices has allowed us to increase recycling rates in the business. We have now started to actively explore avenues to capture accurate data for our waste generation which we hope will allow us to set firm targets for waste reduction and recycling. At Eden Futures, our goal is to responsibly implement waste management practices in alignment with the waste management hierarchy.

The waste hierarchy

The waste hierarchy establishes the order of preference for different waste management options. Its aim is twofold:

1. To minimise adverse impacts of the generation and management of waste
2. To improve resource efficiency



Prevent

Reduce and/or prevent the amount of waste produced, such as unnecessary packaging.

Reuse

Reuse materials for the purpose for which they were designed, or sometimes for other purposes.

Recycle

Recycle and compost as much as possible that is left after reduction and reuse.

Recover

Recover the energy and raw resources embedded in the waste.

Dispose

The waste which remains after steps one to four; we would send to landfill.

Our actions for 2024:

We have been:

- Improving internal recycling practices, through better education and infrastructure, such as ensuring recycling bins are in all offices
- Reducing paper waste by using print management software, paperless e-ink tablets, transitioning to digital care records
- Where possible reusing damaged IT equipment parts in house to repair other devices of the same model, all other parts are sent to a recycling plant
- Purchasing new computers from a refurbished source
- Consolidating our servers by moving to the Cloud

We will be:

- Implementing systems to track our waste generation and disposal
- Launching employee initiatives to encourage implementation of the waste hierarchy



R R R

REDUCE
REUSE
RECYCLE

At Eden Futures, we emphasise the importance of minimising waste and maximising reuse and recycling as a key step towards a healthier world for everyone.

We believe in the power of every small action. That's why we've created **Recycling Week**, aiming to make a real difference. By recycling, we're not just preserving the environment; we're actively building a healthier planet for future generations.

Our initiative offers a diverse range of engaging activities to get involved in. From community clean-up drives that not only enhance local spaces but also gather recyclables, to the setup of convenient recycling stations in areas, our goal is to simplify the process of making a meaningful contribution. Additionally, our partnership with **Recycling Now** provides an accessible online locator tool, making it effortless to identify what and where we can recycle.



Our people engaged in the environment

At Eden Futures, our commitment to the wellbeing of our community extends beyond the immediate needs of our staff and those we support. As we all witness the ever-evolving challenges posed by environmental concerns, it becomes imperative for us to integrate these issues into our broader discussions on wellbeing.

With this in mind, we have incorporated 'Environmental Wellbeing' as a dedicated segment in our monthly health and wellbeing magazine, **Eden Together**.

Over the past issues, we've delved into vital topics such as sustainable living and the principles of a circular economy.

By addressing these matters, we aim to equip our staff and communities with knowledge and insights into alternative, environmentally-conscious ways of living.

These topics don't just spotlight the urgency to safeguard our planet but also illustrate how eco-friendly living can have a beneficial impact on personal financial wellbeing. Reducing waste and embracing the ethos of re-use often lead to cost-saving, portraying that a sustainable lifestyle can be both environmentally and economically rewarding.



But our focus isn't just on the broader, global perspective...

...we also underscore the importance of local and nationwide initiatives.

Events like 'Recycling Week' serve as golden opportunities for us all to take collective action. By discussing and promoting these events, we encourage our staff and the people we support to actively participate, embracing sustainable practices and sharing their good news stories. Every small step counts, and every story serves as inspiration for others to follow suit.





We are immensely proud of our teams in Pudsey for their enthusiastic adoption of gardening and sustainable living practices. Featured in our **EcoEden** section of the Eden Together health and wellbeing magazine in April 2024, their inspiring efforts highlight the positive impact of embracing eco-friendly lifestyles.

“We started in the Spring of 2023 by asking staff and people we support how they would feel about improving the garden space at Pudsey and there was a resounding **“We'd love to!”**”

Nature, the outdoors and gardening have a proven and positive effect on mental health. It's being-work, team-work with all of us growing together!

With great effort, we cleared out the available spaces in the garden, ready to sow an inspiring variety of plants. As you can see, it was a hugely successful growing year, with plenty of fecund flowers and vivacious vegetables sown, grown and tenderly tendered to by Pudsey's team - “The Gardeners of the Galaxy!” We grew gladioli, lilies, begonias, sweetcorn, courgettes, potatoes, onions, carrots, leeks, radishes, and astonishingly tall sunflowers!

We also had some great outdoor fun making and painting peoples' favourite place signs before creating a totem pole which now lives permanently outdoors. We found some old slates too, so decorated them with the Gardeners of the Galaxy insignia for all to view. Thanks to a hugely generous donation by Eden Futures, a Greenhouse is on the way.... follow us as we grow in 2024!”

- Johnny and Gardeners of the Galaxy



Our people and communities

Dedicated to providing a safe, healthy and empowering environment

At Eden Futures, we are dedicated to providing a safe, healthy, and empowering environment for each of our colleagues and the people we support.

We believe that fostering a supportive work environment will help us attract and retain individuals who demonstrate our values.

We have outlined the strategic direction for our staff in the coming year through the development of our People Strategy. It will guide us in enabling the delivery of our vision and strategic aims, grounded in our values: Brave, Honest, Caring and Compassionate, Positive, Professional and Responsive.

Our intention is to cultivate a workforce that is happy, resilient and able to fulfil their potential as we develop and grow our services. We are committed to ensuring a positive staff experience throughout the employee lifecycle.

Our 3 key ambitions:

1. To attract and retain strong talent
2. To ensure the health and wellbeing of our people is supported
3. To give our people the opportunity to learn, develop and progress





Attracting talent

We know that we have a huge challenge in attracting and recruiting people with the right values and skills who will stay. We continue to focus on improving our recruitment processes and providing a good experience for new recruits.

We are also concentrating on expanding our advertising horizons through more adaptable avenues. We are still actively working on our initiative to recruit Registered Nurses internationally through the Tier 2 Sponsorship for our Specialist Services.

In our continuous effort to enhance our recruitment strategies, Eden Futures has made substantial progress in recent years. Notably, we have reviewed our website, which has now been revamped and showcases our new recruitment video which presents the distinctive benefits of joining our organisation. We have also expanded our internal recruitment team, introducing new roles to oversee the comprehensive recruitment process.

- We have forged strategic partnerships, actively engaged in careers fairs, and broadened collaborations with schemes supporting employment reintegration.
- Transparent recruitment practices are now integral to our processes, ensuring fairness and consistency across all vacancies. The involvement of Expert Partners in our interview process reinforces our commitment to sourcing top talent. In this respect, we are happy to report that our overseas recruitment success included the hiring of 65+ Registered Nurses, enriching our Specialist services.
- We revised our Recruitment Policy to tailor it to current best practices and Eden Futures' ethos further solidify our commitment to providing unparalleled opportunities within our organisation.
- We have sought to expand our Apprenticeship offerings across the company.
- By highlighting our learning and career advancement opportunities, we aim to appeal to a wider pool of potential employees.
- We have recently refreshed our People Strategy to outline our accomplishments in 2023 and set our sights on our 2024 aspirations. By focusing on these strategic enhancements for 2024, we aim to further solidify our position as an employer of choice and ensure our teams feels valued, engaged and equipped to succeed.



Our actions for 2024:



Website and recruitment media

We will ensure the website stays relevant by refreshing content and including more testimonials from employees about their experiences working with us. Additionally, we will create a series of behind-the-scenes videos and case studies to give potential candidates a real feel of our workplace culture.

Advanced interview techniques

We will explore advanced interviewing techniques such as situational and behavioural evaluations to ensure alignment with our values.

Social media & PR enhancement

Building on our Social Media Strategy, we'll invest in targeted ad campaigns and leverage the skills of our marketing for wider brand reach.

Broaden partnerships

Ensuring that all our services have local community engagement and embedded partnerships with colleges and universities. Our collaboration with **Paragon Skills** will move into its next phase, where we'll recruit external Apprentices to Eden Futures

Data-driven decisions

We'll further refine our data analysis from our interviews, Employee Opinion Surveys and other feedback mechanisms to make more informed strategic decisions.

Expand overseas recruitment

Having achieved success with the recruitment of Registered Nurses from India, we will continue to build on this for our new developments.





Retaining our strong talent

Retaining our existing talent is vital to Eden Futures' success and we've proactively rolled out and will further introduce strategic initiatives to recognise, empower and reward our committed staff.

Building on our year 1 achievements, we have delivered on our commitments to providing high-quality supervision/1:1 and appraisal experiences, fostering a supportive work environment.

We remain dedicated to fostering an engaged and vibrant workforce, and Eden Futures has achieved noteworthy progress...



We've conducted **Pulse Surveys** within our services to gain insights into the sentiments of our staff and identify areas for improvement. This initiative aimed to enhance employee engagement and to ensure the delivery of the best possible care and support.



Our annual **Employee Opinion Survey** incorporates a structured framework to facilitate feedback sharing. This has allowed us to develop tailored engagement action plans based on the valuable insights gathered.

The development of our **Eden Influencer programme** has expanded to include Expert Partners, uniting a diverse cross-section of our workforce to shape our People Plan collaboratively.

This has led to the launch of:

★ The **Shining Stars Programme**, acknowledging outstanding employees or teams exemplifying our Values and demonstrating exceptional performance beyond their roles.

★ Our Eden Influencers have designed the **Care Awards** and recognition events in 2023 and 2024, celebrating our exceptional staff and the individuals we support.

★ Our **Long Service Awards Scheme**, which is a testament to our appreciation for the hard work, dedication, and loyalty that our employees have consistently demonstrated over the years.

Each month, we recognise, celebrate and reward employees who have achieved 5, 10, 15 and 20 years' service with us.





**Our Eden Influencers
are here to listen,
support and gather
feedback from
our amazing team,
to influence positive
change throughout
the company.**



Action plans from Surveys

We will implement tailored action plans derived from the **Employee Opinion Survey** feedback across all departments. Leaders will oversee the implementation for timely execution and follow-up.

Inclusive work culture initiatives

We will introduce a **Buddy System** whereby new joiners will have support when they join us so they feel supported and welcomed to Eden Futures. We will also review and update our employment materials to enhance support.

Interactive team engagement

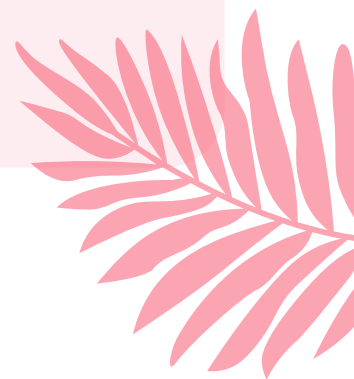
We will feature more interactive content and feedback opportunities to highlight exceptional team achievements.

Leadership empowerment and training

Commencing January 2024, all leaders will undergo the **EdenEvolve** 'People Essentials' training programme to equip them with tools, techniques and knowledge to lead their teams effectively and compassionately. We'll refine our induction process for managers to ensure they have a comprehensive understanding of our organisational values, expectations and their role.

Development of engagement programmes

Recognising the value brought by our **Eden Influencers**, we will invest in their development, expand the programme, and increase their involvement in strategic decisions. We will also build upon the success of the Shining Stars Programme and Recognition Week with new categories and engagement activities.





Unlocking our leadership potential with EdenEvolve.

We understand that leadership is not one-size-fits-all... That's why we've created 'EdenEvolve' as a module-based leadership programme tailored for all leaders and aspiring leaders at Eden Futures. EdenEvolve is everyone's pathway to success.



2024 EdenEvolve module launch plan:



January

- Having Courageous Conversations
- Effective Probation, Supervisions and Appraisals

February

- Managing Performance
- The Menopause at Work
- Equality, Diversity and Dignity at Work

March

- Leading a Conduct Investigation
- Leading a Disciplinary Process
- Managing Grievances

April

- Wellbeing at Work
- Managing Flexible Working Applications

May

- Family Friendly and Leave Policies at Eden Futures
- Effective Hiring and Interviewing Skills

June

- How to Avoid Modern Slavery in the Workplace
- Absence Management





Employee wellbeing

We know that, as a business, we perform better when staff are healthy, motivated and focused. Research consistently shows that when employees feel their work is meaningful and they are valued and supported, they tend to have higher wellbeing levels, be more committed to the organisation's goals and, importantly, they perform better too.

This strong relationship between levels of staff wellbeing and motivation and business performance is the core of employee engagement. We recognise the wellbeing of our colleagues has a significant impact on our service users and their care and support.

Our monthly health and wellbeing magazine

Mental health problems exist in our lives, families, workplaces and communities, impacting everyone. In Eden Together, our monthly health and wellbeing magazine, we talk about mental health in general, how we need to look after it, and how important it is to talk about things and get help if you are struggling.

Every month we cover a range of topics, including: EcoEden, wellbeing support, emotional health, financial wellbeing, physical health, mindfulness, awareness days, healthy recipes, good news stories and more. It's important to us that Eden Together is meaningful to our staff, communities and the people we support.

Our steps towards employee wellbeing

We have committed to cultivating an inclusive and supportive workplace culture through initiatives such as our Eden Influencer Framework, **Safecall**, our people policies and a bespoke 'Wellbeing at Work' module as part of our **EdenEvolve** programme. We also strive to empower our staff to realise their potential, fostering an environment free from bullying and harassment.

Safecall empowers staff to report anonymously to an external body. The contact number is on the back of each staff ID card. Reports go through the CEO, undergo internal review, and are thoroughly investigated with a dedicated tracker for follow-up and outcome tracking.

We will continue to create an open and empathetic culture, providing avenues for gauging individual feelings and required support.

Eden Together is available to read on our website:
www.edenfutures.org/wellbeing





Wellbeing support and information

The Wellbeing page of our website contains guides, helpline numbers, Youtube videos and details of Safecall, our whistleblowing hotline. We have also added new downloadable mental health information guides under 'Wellbeing support and information'.

Supporting our communities is important to us, so all our resources are available to the public and published on our social media platforms.

Our support guides cover topics such as:

- Coping skills
- Managing stress
- Mental health
- Financial advice
- Anxiety
- Wellbeing guide
- Talking About Suicide
- Self-kindness
- Understanding Grief
- Menopause support



Our wellbeing achievements

- ★ We have focused on prioritising team wellbeing and understanding workplace stress to reduce sickness absence.
- ★ We have bolstered our mental health action plans, implementing a Wellbeing policy, and an underpinning Menopause Policy, alongside guidance and sign-posting for all staff.
- ★ We have leveraged resources such as Westfield Health (private health benefit) and an Occupational Health Provision to further support our employees and managers.
- ★ Our monthly health and wellbeing magazine 'Eden Together' acts as a valuable resource, educating employees on topics ranging from: mental health, physical health, financial wellbeing, wellness and environmental wellbeing, to the significance of equality, diversity, cultural celebration, and respecting individual differences.
- ★ We also organised team 'away days', fostering an open and empathetic culture. This was aimed at advocating for work-life balance and supporting flexible working applications.



Learning and Development

At Eden Futures, we understand that not everyone has experience of working in the care sector, and that is why we recruit individuals based on their **values**.

Upon joining Eden Futures, employees embark on a rewarding journey starting with a comprehensive Induction Programme.

This immersive experience combines face-to-face training, interactive e-learning sessions, and valuable shadowing opportunities alongside seasoned team members. For newcomers entering the sector of care, we prioritise their development, offering support to attain their Care Certificate.

Additionally, we guide them through the acquisition of a nationally recognised Level 2 qualification in Health and Social Care tailored to their specific role.

At Eden Futures, we believe in equipping our team members with the knowledge and skills they need to thrive.



Eden Futures

Step into your future

The Eden Futures Apprenticeship Programme is an amazing opportunity for our team members to embark on a career pathway, providing them with the right knowledge, skills, and behaviour to deliver the highest quality care and support to the people we support. As part of our People Strategy, we want our people to grow, learn and develop at Eden Futures.

Since September 2023, we are proud to be working with Paragon Skills, a top-rated apprenticeship provider to support our employees' journey to gain the right qualifications at the right level.

Apprenticeships at Eden Futures:

- Adult Care Worker Level 2
- Lead Adult Care Worker Level 3
- Lead Practitioner In Adult Care Level 4 Leader in Adult Care Level 5
- Customer Service Practitioner Level 2
Customer Service Specialist Level 3 Business Administrator Level 3
- Team Leader Supervisor Level 3
- Learning Mentor Level 3
- Coaching Professional Level 5
- Operations Departmental Manager Level 5

In 2023, we recruited an Apprenticeship Lead, underscoring our commitment to apprenticeships and career development.



"I've recently started my Level 3 in Lead Adult Care and it's been great to meet other people in the same or similar work and to broaden my knowledge of the field."

Aislinn, Deputy Service Manager





Our actions for 2024:



We prioritise engaging course content by actively involving employees through focus groups and surveys to discern their preferences and needs. Collaborating with e-learning specialists, we aim to integrate multimedia, interactivity, and real-life case studies into materials, ensuring accessibility and inclusivity for diverse learning styles.

Specialised Learning Solutions

We will be dedicated to offering clear and achievable career pathways. Collaborating closely with department heads, we will develop visual career maps outlining progression opportunities and necessary skills at each level. This will be complemented by regular career development discussions during performance reviews. In tandem, specialised services will receive tailored training, addressing their unique challenges through bespoke modules.

Commitment to training standards

Focusing on compliance and attendance, we will be implementing systems for reminders and follow-ups to enhance training attendance. Recognising improvements will be crucial, incentivising progress. Upholding the Oliver McGowan training standards will remain a steadfast commitment, raising awareness and ensuring adherence across our teams.

Dynamic workforce empowerment

We will also revamp our e-learning platform. The phased rollout by January 2025 will be supported by ample training to facilitate a seamless transition. Additionally, our emphasis on cultivating an engaged management ethos involves setting learning objectives as part of team KPIs, encouraging managers to actively participate and champion our learning culture. At Eden Futures, our ongoing efforts aim to foster a dynamic and empowered workforce primed for success.

Learning and Development..... The Journey

We created a project group in 2024 to review our journey of L&D over the next 12 months. We aim to strengthen our learning culture, throughout various strategic initiatives aimed at empowering our workforce and providing them with the skills, confidence and knowledge to provide the excellent care and support we are known for.



Our Communities

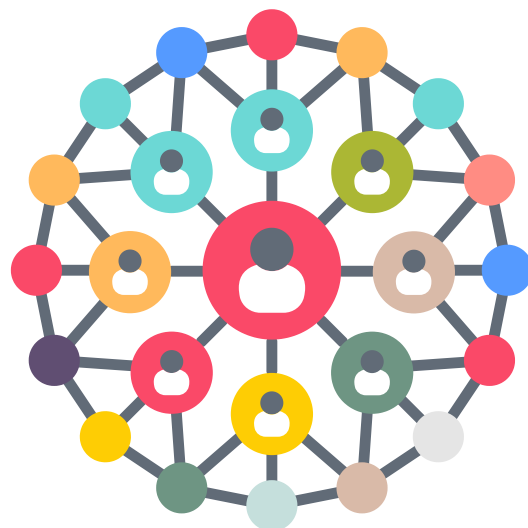
We are committed to building healthier and more equitable communities to building healthier and more equitable communities.

We are immensely proud of our impact on our communities, which helps us define who Eden Futures is. We strive to not only offer essential assistance to individuals but also empowering them to actively engage in society, promoting independence.



At Eden Futures, we work to help build healthier and more equitable communities where all people have the opportunity to live healthy lives and share their perspectives and experiences.

We consistently seek feedback from the individuals we support and other key stakeholders as part of our commitment to continuous improvement.



Stakeholder engagement

Strengthening our relationships with all of our stakeholders is fundamental to aligning our ESG initiatives with their needs and expectations. Active engagement and collaboration will ensure that our strategies resonate effectively with the diverse interests of our stakeholders.

Feedback button

We have a feedback button on our external website which any person can use to complain about any issue or send positive feedback. Over the past year this has been used by service users, relatives and professionals.



User involvement

A key theme of the roadshows in 2023 has been how to ensure and evidence the involvement of service users in planning and delivering their support and ensuring that their voices are heard. Managers are reviewing processes to ensure supported individuals can share their views.

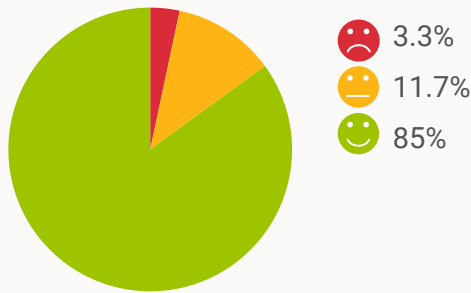


Annual survey and audits

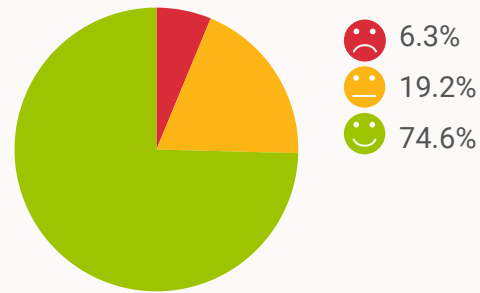
We conduct an annual survey of service user feedback to enable people to share their views about the organisation and the support that we provide. Beyond this, we have engaged an expert partner who acts as a key auditor and completes remote audits for all areas over the course of a year. This includes some in-person visits to services.

2023 survey results:

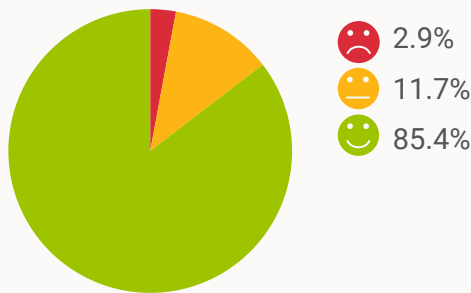
Q1. Do you feel safe in your home?



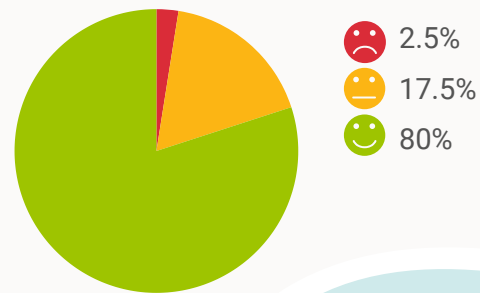
Q2. Do you feel heard?



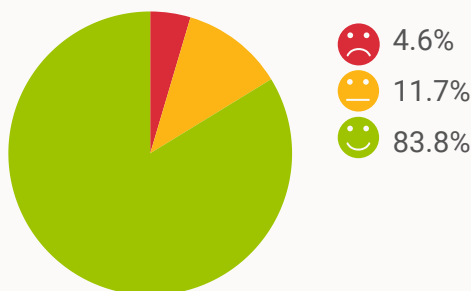
Q3. Do you feel well supported by your staff?



Q4. Are you involved in planning your support?



Q5. Do you get the chance to do things that you enjoy?



“We have a wonderful manager who is always there for us. She is understanding and goes out of her way to support everyone and takes time to listen.”

“I enjoy when staff support me Thursdays and Friday to the disco nights and on Wednesdays I bake cakes with my staff .”

“I’ve gained confidence since living at Eden Futures.”

“Really happy about the staff you can tell they really care.”



Ensuring acknowledgement

Our process ensures that a response is provided for any concern, and we make sure we provide evidence of acknowledgment. When we receive feedback, this is monitored and reported through our electronic reporting system.

Leveraging contractors and supplier standards

We leverage both small and large contractors for estate -related actions, with a particular emphasis local options in areas where support is needed. We put in place new supplier process to ensure that suppliers meet standards in relation to financial processes.

Digital records and Procurement Policy

In 2023 we are proud to have launched a digital records project, and this will also bring opportunities for us to engage and involve people that receive support in ways that are meaningful for them. We have also developed a new Procurement Policy.



Community engagement will remain a top priority, with active encouragement for participation in community initiatives, underscoring our commitment to employee wellbeing and societal contribution.



Our Governance

A vision for a sustainable future at Eden Futures

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

We have integrated ESG principles into every level of our company and are continuing to work hard to embed these values into our day-to-day operations.

At the top of the process, our Board of Directors exercises oversight of our ESG actions and we report our progress in this area and against our ESG Action Plan during Board meetings.

Day-to-day, ESG aspects are managed by some of our talented team members; bringing together a range of expertise, spearheading the integration of ESG into our day-to-day activities and strategic decision-making. This ensures a well-rounded emphasis on environmental impact, social responsibility, and effective governance.



How is it managed?

Our Integrated Governance flow chart captures every meeting linked into our governance processes, whether monthly, bi-monthly, or quarterly.

All meetings have a consistent agenda and terms of reference so that all those attending are aware of the purpose of the meeting and the information required.

We meticulously record all meetings, crafting action logs to ensure a clear roadmap for tasks, assigning responsibility, and setting expected timelines.

Eden Futures has an organisational governance system which ensures that information within the organisation flows from areas of service delivery through the organisation and to the Eden Executive team and external Board.

This system comprises of a series of meetings and information gathering processes to enable full discussion of all relevant data and for decisions to be made by relevant individuals for dissemination within the organisation.

All meetings have consistent agendas and terms of reference and employees are identified to attend as relevant to their job roles.



Our Risk Assessment Policy

Our Company's Risk Assessment Policy encompasses a comprehensive approach to identifying and managing risks across various aspects:

- We diligently cover all facets of risk assessment, including evaluations tailored for local service users, employees, and broader organisational spheres like finance.
- Employee risk assessment promotes the support and welfare of individuals and seeks to overcome areas of risk to enable people to work safely.
- When it comes to service user risk assessment, our focus relies on choice and opportunity and promotes positive risk-taking to enable people to live wide and varied lives through activities of their choosing. It also highlights areas of risk and how to manage them through the support delivered to people.
- We integrate it within departments, allowing specific risk areas to be managed effectively at each level, fostering a unified and cohesive risk management strategy across the organisation.



Our key policies

In accordance with our commitment to responsible business practices, we have developed a suite of policies integral to our Environmental, Social, and Governance (ESG) framework. These policies reflect our dedication to ethical conduct, risk mitigation, and the wellbeing of our stakeholders.

- ESG Policy
- Company Risk Assessment Policy
- Whistleblowing Policy
- Data Protection Policy*
- Health and Safety Policy
- Safeguarding Policy
- Procurement Policy
- Governance Policy
- Compliance Policy

**We have appropriate policies in place to ensure the secure management of data, emphasising the responsibility of all staff in this domain. These policies encompass a wide scope, covering general Data Protection responsibilities, Subject Access Requests, Document and Key Security, and protocols for addressing breaches of Personal Data.*

- *Regular updates to an Organisational Data Summary highlight the legal basis for data collection, processing, and its flow within the organisation. Each department maintains a risk register pertaining to the data it collects and processes.*
- *A systematic data breach process, by using the ICO risk assessment process, is in place to assess and address any breach of data privacy, with all events recorded on a tracker and diligently followed up by the organisational Data Protection Officer. Staff members undergo comprehensive training in Data Protection, including face-to-face competency sessions.*
- *We collaborate regularly with the ICO, documented in a tracker. Quarterly Data Process reviews, part of the Safety through Learning Process, strengthen data integrity. The Director of Quality ensures annual NHS Data Security Protection Toolkit compliance across all company entities.*



Whistleblowing

We encourage all staff to raise concerns of any kind. In the first instance, this should be done by speaking to a local manager, if the staff member feels comfortable doing so.

However, we acknowledge that not all staff may feel able to raise concerns locally due to various reasons. Recognising the importance of individuals providing feedback with confidence, we have implemented the following systems:

- All staff have the telephone number for Safecall printed on the reverse of their company identification badge for easy access.
- An organisational Whistleblowing Policy is in place to highlight the importance that the company places on this and to ensure that staff have full information about all processes available to them.



Cyber security

To make sure our systems remain secure, we outsource the overall management of our IT infrastructure to a specialist 3rd party. In 2022, we upgraded our antivirus and device management software to Sentinel One and Internet and email filtering to Censornet.

In addition, we use a software called Knowbe4 to build knowledge amongst staff of their involvement in preventing cyber security breaches such as simulating phishing attacks along with associated training.

We are required to complete the NHS DSP toolkit every year and as part of that have engaged threat detection.





Harlaxton House, Unit 3, Long Bennington Business Park,
Main Road, Long Bennington, NG23 5JR

T: 03300 240 039 E: info@edenfutures.org www.edenfutures.org