



# SOCIAL IMPACT ANNUAL REPORT

2020



## WELCOME TO OUR SOCIAL IMPACT REPORT.

This report covers the time period 1 July 2019 - 30 June 2020. I was proud to succeed Yvonne Taylor as Chief Executive at IC24, following her retirement in March 2020. The final quarter of the reporting year provided IC24 with one of the biggest tests in its history, as we responded to the challenges of COVID-19, but our status as a social enterprise has always been a strength in terms of allowing us to quickly adapt and flex according to demand. We are proud of this status, and will continue to work with other social enterprises and associated bodies to champion the cause of social enterprise and ensure decision makers are aware of the benefits of the model.

Andrew Catto  
Chief Executive



## OUR MISSION IS TO BE THE LEADING SOCIAL ENTERPRISE ENABLING HIGH QUALITY INTEGRATED URGENT CARE.

Our purpose is to provide responsive, safe, high quality urgent healthcare at the right time, in the right place, supporting our patients to ensure they live their lives to the full. We demonstrate this through the way in which we make our NHS urgent primary care services available for our communities

on a 24/7 basis, and how we continually innovate to develop new technology to support patient care. We also demonstrate this by our commitment to inclusion; working to deliver healthcare to people in difficult situations; whether they are homeless, struggling with life or in prison.

We strive to integrate healthcare for patients, ensuring that the many arms of the healthcare service are working together seamlessly to help patients. We do this through our innovative approach to developing technology and having the courage to test out new ways of working. We want our people to be brave and our aim is to support them as they strive to be the best in all they do, and in how they care for our patients and their colleagues.

# WHAT IS A SOCIAL ENTERPRISE?

Across the country there are thousands of social enterprises, whose ethos and focus is on changing the world for the better, rather than on making profits for shareholders.

We provide our services for the benefit of our patients, not in the pursuit of profit. Any surplus funding that we have is reinvested for the benefit of our patients and our people, rather than being handed out to shareholders in the form of dividends. That means that when we profit, our patients profit.

Social enterprises are heavily involved in the delivery of health services. Two thirds of out of hours services across the country are provided by social enterprises - ourselves included – and are together delivering around £1.5bn worth of health and social care services.

We are proud to be members of industry body Social Enterprise UK, and our status as a social enterprise is ratified and strengthened by holding the Social Enterprise Gold Mark. To earn and retain the gold mark we are independently accredited to ensure that we meet strict criteria on key business elements such as financial transparency, governance and business ethics.



Social Enterprise UK



SOCIAL ENTERPRISE GOLD MARK ACCREDITED FOR BUSINESS EXCELLENCE

# RESPONSIBLE PROCUREMENT

As part of our approach to procurement, where possible we endeavour to partner with other social enterprises to ensure that we are buying from organisations who have a similar ethos to ours. At the end of 2019 we partnered with fellow social enterprise Wildhearts to support our stationery procurement and off site storage. The partnership allows us to turn everyday spend into positive social impact through its social change programmes.

Our partnership with Wildhearts has resulted in:



105 lives impacted in just six months through Wildhearts' social change programmes



Provide a minimum saving of £11,000 per year on our previous contract



A 27% saving with a new occupational health provider

In August 2020 we partnered with the IT supplier Insight to provide multi-functional devices across our locations, offering a scan/print/copy function. Our new approach will:



Anticipated savings of £40,000 in its first year



Cut our paper use by up to 40%



We will be implementing an e-procurement system to reduce costs, increase data accuracy and improve productivity, invoicing and payment processes



Enable some of our spend to fund Insight's donations to the British Heart Foundation

We helped **1,143,458** people who phoned 111 for health advice.

# OUR YEAR IN NUMBERS

Our clinicians in our out of hours services supported thousands of people needing urgent care, dealing with **478,161** cases.

Of those, we further supported our most vulnerable patients by providing **43,588** home visits from our clinicians.



# ENVIRONMENTAL IMPACT

We continue to focus on our environmental impact, retaining our Energy Savings Opportunity Scheme (ESOS) compliance. ESOS is a national energy assessment scheme, which allows us to assess the energy used by our buildings to in turn identify cost-effective energy saving measures. To support our focus on the next steps in our journey we have set up two important working groups.

The **sustainability working group** will help build a strategy for the coming years focusing on opportunities such as solar panels at our sites and hybrid vehicles in our fleet.

The **workspace group** is helping to revolutionise our workspaces to provide our people with a better, more collaborative working environment alongside the flexibility of increased homeworking.

**“ WE ARE REALLY EXCITED ABOUT THE OPPORTUNITIES THAT OUR NEW PRINTERS WILL BRING IN TERMS OF CONTRIBUTING TO REDUCING OUR PAPER USAGE AND ASSOCIATED ENVIRONMENTAL IMPACT. ”**

They work more intelligently than the previous models, and provide us with data around print usage to help us identify local trends around printing across our sites. Additionally, print jobs won't automatically print until the user physically attends the printer, which will cut down on unnecessary or mistaken printing.

# REDUCING THE PRESSURE ON OTHER PARTS OF THE HEALTH SERVICE

Our services are designed to reduce

pressure on other parts of the health service and ensure that patients get the help that they need at the earliest point possible. In a report published in 2017 by the National Audit Office on NHS Ambulance Services, the report estimated that in 2015-2016 the cost of an ambulance dispatch was in the region of £265 per face-to-face response. Within our services we validate calls where NHS Pathways has recommended an urgent or less urgent ambulance response. Input of this nature from a senior clinician ensures the patient receives the most appropriate response for their condition, and means that ambulances are not dispatched when another option, such as an urgent home visit from our home visiting service, could be more appropriate.

**“ BETWEEN APRIL AND JUNE 2020 WE SUCCESSFULLY PREVENTED 11,719 AMBULANCES FROM BEING DISPATCHED BY IDENTIFYING A MORE APPROPRIATE SERVICE FOR THE PATIENT. ”**

Which not only allows ambulance crews to focus on the most life threatening of cases, but also ensures our patients get a faster and more positive conclusion to their experience using our service.





# TECHNOLOGY

One of our greatest strengths, and a source of great pride, is our software development expertise.

Our technology ensures that we can provide our patients with urgent care in the right place at the right time.

We are the only urgent care provider to have developed its own clinical patient management system, with

technologies to provide secure and resilient patient access to expert care. We have recognised an opportunity to take our technology to market, making it available to other healthcare providers. In the past year we have significantly progressed these plans and our subsidiary business CLEO Systems will formally launch this year.

As a social enterprise, any profit made from the sale of CLEO applications will be reinvested straight back into developing new products and improving existing ones, for the benefit of patients and our clients.

Our CLEO suite provides benefits such as:



Clinical patient management



Electronic Prescribing digital first access



Direct integration with national NHS security and spine applications



Interoperability with third party primary care systems

# OUR PEOPLE

We want our people to see IC24 as a great place to work, where they can develop and be supported to achieve their goals.

As a social enterprise, we appreciate that supporting our people to develop their skills will benefit the wider health service, even if those people choose to eventually further their career away from IC24. In 2018 we introduced our bursary scheme, which provides two people each year with funding of up to £3,500 each per year for up to three years. Through the scheme we now have six people at various stages of their further education. Our two most recent successful applications see one of our drivers being supported through a Paramedic Science degree, and a Service Delivery Manager being supported through a computing and IT degree.



Other highlights include:

35 people taking part in our management development programme.

12 people have signed up for apprenticeships,

with a further 34 of our people due to start later this year.

20 of our people will start our emergency services call handler apprenticeship in 2020.

# IN THE COMMUNITY

For 11 years we have operated Eastbourne Station Health Centre, which offers appointments to registered and 'walk in' patients.

During the COVID-19 pandemic we were approached by the local GP Federation to partner on an initiative to support the local homeless community into temporary accommodation.

To ensure a place in temporary accommodation those people needed to be registered with a GP practice, but many practices will not register homeless people due to the nature of their health needs and their difficulty in keeping to set appointments.

Our team at Eastbourne has significant experience working with homeless people, and understand their often complex health needs and sometimes chaotic lifestyles, so were only too happy to take part.

We currently have a total of 24 homeless people on our list of registered patients at Eastbourne, with a further 40 who are classed as 'sofa surfers', meaning they had access to both healthcare and accommodation during an unprecedented time. In the winter of 2020 we intend to run our flu 'outreach' clinics to support the local homeless community to receive a flu vaccination.

**“ IN THE WINTER OF 2020 WE INTEND TO RUN OUR FLU 'OUTREACH' CLINICS TO SUPPORT THE LOCAL HOMELESS COMMUNITY TO RECEIVE A FLU VACCINATION. ”**





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