

## 2022 – A year of social responsibility and achievement

The last few years have been extremely challenging for us all, responding to the effects of Brexit, the pandemic, the uncertainty surrounding our government, the war in Ukraine and now the public sector employment disputes. These all affect our supply chains, staff recruitment and retention, strategy, and general shortage of resources. Despite all these, we have all reacted positively.

We have all had to quickly adapt and respond to the needs of the new world, including new social relationships, communication tools, remote working, new ways of delivering care and support.



We have strengthened our communication tools and infrastructure to support secure remote working. We were able to do this securely as we had implemented robust systems and resources which are accredited by [NHS Digital Data Security & Protection Toolkit](#), [Cyber Essential Plus](#) and [ISO9001](#) (Quality Management). As well as supporting our valued NHS, we are again supporting overseas clients in Ireland, Gibraltar and the Channel Islands on many exciting projects including the Jersey [Radiotherapy Feasibility Study](#) which attracted so much media attention due to its sensitivity.

We have now moved our offices to a much more modern setting that is appropriate for flexible working but is again robust and secure. We have partnered with our District Council to be part of their Community Hub and provide each other on site support through our dedicated office.

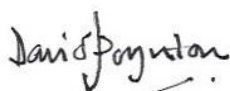
As well as ensuring we are physically robust within our infrastructure and team, this year we have strengthened our social responsibility. I am delighted that our [ISO14001](#) (Environmental Management) application through the British Standard Institute (BSI) was successful. Again, a lot of hard work was invested by our team to gain this accreditation and we did this again at the first time of asking with no non conformities during the whole application.

What has impressed me about our team is that we are not just looking inwardly at our own internal processes, but we are supporting our community to improve our environment. For example, we are jointly working with [Lichfield District Council](#) clearing up the water supply of the stream that runs through our local park and the city itself so as to cleanse the pools and improve the water supply for the wildlife and community. Our team individually sit as Trustees to many local charities and clubs and provide their free time to our community. Corporately, we have this year also supported a number of events such as the *Proms in the Park* which provides a free concert to the community.

Our team continues to grow, and we are supporting a number of new clients which include local authorities, charities as well as the NHS. I am really proud of our team who have make such a positive impact on the lives of so many individuals. They really have made a big difference to so many.

I would like to thank all our team and indeed our clients for supporting us again so positively. We look forward to the many challenges in the future with great enthusiasm and commitment. So, lets' together look positively as we stride into 2023 with equalled passion, empathy, integrity, determination, professionalism but also with a mind on our social responsibility.

We hope you all have a lovely Christmas break and I hope that 2023 is a happy, healthy and successful year for you, your family, colleagues and friends.



David Poynton  
Chairman of In-Form Solutions