



Impact Report 2025

Supporting you to live life, your way.



If you, or someone you care for, needs an extra helping hand, we're here to support. We welcome referrals from individuals, family members, GPs and social workers. Just give us a call or head to our contact us page.



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Welcome from our General Manager



Justin Rodway has led SiLS since 2000, working as General Manager, he's helped scale the business from 0 to over 200 clients.

For over 25 years, we've been supporting adults across Bristol, South Gloucestershire, and Torbay to live more fulfilling, independent lives. In that time, we've worked with thousands of people with learning difficulties, mental health needs, autism, disabilities, and those who just need a bit of extra support. I'm proud to say, we're as passionate today as we were on day one.

Over the past 12 months, we've seen the way adults access our care begin to shift. Previously, 99% of our clients were referred to us directly by local councils, whereas today there is a growing emphasis on individuals finding their own care. We're keen to help those needing support to live more independently, or indeed those supporting them, to access the right help.

This report shares information on how we've been helping our clients in the past year, so as a reader, it should give you an idea of what we can do. We're committed to taking the time to get to know everyone we work with, to understand their needs, goals, and challenges, in order to offer personalised support. We can then carefully match each client to the right support worker, someone who will celebrate client individuality, encourage new skills, and help increase confidence in everyday life.

It's through this personalised approach that we've helped hundreds of individuals work towards life goals during 2025.

If you, or someone you know, would benefit from this type of support, please do get in touch with us for a chat.

I hope you enjoy learning a bit more about us and look forward to working together in the future.

Best wishes, Justin

Independent living support

A service under pressure, but more vital than ever

In 2000, when we started SiLS, independent supported living was in its infancy. Inspired by individuals living within sheltered accommodation who desired their own home, we started a specialist service for a small number of people. Today, things have moved on greatly, and for many adults with learning disabilities, mental health needs, autism, and other needs, it's the preferred choice to live independently with a little extra help when needed.

It's a sentiment that is reiterated by the current UK Government. In the Fit for the Future: 10 Year Health Plan for England, launched by Keir Starmer in July 2025, clear ambitions are laid out that prioritise preventative care to help people stay independent. At SiLS, we're fully supportive of these goals, but equally, we're acutely aware that they require significant investment in community-based support services at exactly the time when budgets are most constrained.

Despite rising demand and clear policy direction, a significant number of people who are eligible for care are not receiving it at all. Tightening the eligibility criteria means that only those with the most critical needs now qualify for local authority support.

This shift has profound implications. Individuals receiving Personal Independence Payment (PIP) are now being actively encouraged to choose and fund their own care provision rather than waiting for council assessment. For some, this offers welcome control and flexibility.

Unmet need remains widespread:



1.5 million unmet care needs (Age UK, Healthwatch, 2024)



15% increase in requests for support since 2015/16 (King's Fund, Nuffield Trust, 2025)



Fall in people receiving publicly funded care despite rising demand (King's Fund, 2025)



PIP caseload grew from 2.2m in 2019-20 to 2.8m in 2022-23, with it projected to reach 3.8m by 2025-26 (Government disability benefits green paper, 2024)

For others, particularly those without family support or the confidence to navigate complex systems, it creates additional barriers.

At SiLS, we've navigated this landscape for over 25 years. We understand that personalised shouldn't mean expensive and that flexibility requires structure. We help individuals, family members, or referrers through the journey of organising the right support, ensuring often limited resources go as far as possible while never compromising on the quality of support each individual receives.

Our year in numbers

We're one of Bristol's largest providers of long-term outreach support, working with nearly 200 clients to help them live more independently. But it's not our numbers that make us different. It's our service. We personalise support around each individual. Whether someone needs a listening ear or help with everyday tasks, our experienced, compassionate team is there to help them build confidence, independence and work towards their goals, one step at a time.

In 2025, we're proud to have achieved:



16,037

Total support interactions resulting in 49,800 identified outcome milestones



7,406

Meaningful activities, supporting people to take part in positive, wellbeing-boosting activities



5,712

Community connections, helping individuals build relationships and reduce isolation



4,998

Securing benefits, improving finances, and reducing financial stress



4,479

Choice & control instances, enabling people to make informed decisions and have more control over their lives



4,322

Work, training & skills outcomes, supporting people into employment, volunteering, training, or skills development

2,973

Medical appointments supported

829

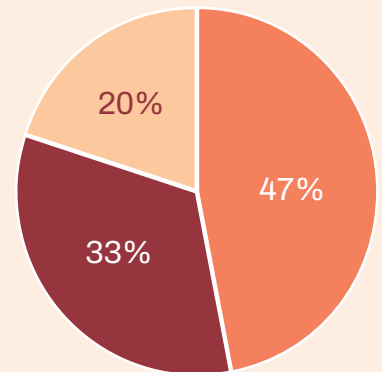
Instances of urgent cover or last-minute changes

999

Instances of client preference or choice of worker

50

Extended visits due to urgent need



■ Clients
■ Family members
■ Professionals

Stories of change

KR's story

From crisis to confidence: from homelessness to a permanent home.

Where it started

In late 2024, KR's world felt like it was falling apart. Recently diagnosed with autism and experiencing profound social isolation, she'd been served notice by her landlady. The prospect of losing her home wasn't just stressful. For someone with her sensory needs, it was an emergency.

Her housing status (Band 3) meant that finding a suitable, quiet, safe home felt almost impossible. The standard solutions offered by the system simply wouldn't work for her.

Making challenging times achievable

Our support workers recognised immediately that KR needed more than standard processes. They attended triage appointments with her, staying by her side to help manage her anxiety, and liaised directly with housing officers. Together, we built a case for elevating KR's status from Band 3 to Band 1 (High Priority) based on her health and disability needs.

When KR was officially presented as homeless in January 2025, our team didn't just drop her off at temporary accommodation. We organised a man with a van, moved her belongings into storage to reduce costs, and monitored her wellbeing as she struggled with communal facilities that felt overwhelming.

By March 2025, KR was offered a permanent flat, a space she could finally call her own. But securing the flat was just the beginning. The property was a shell, and the logistics of modern living felt daunting. Over spring 2025, our support workers became project managers, working alongside KR to overcome a number of challenges associated with moving house.

KR 2025 outcomes



Housing

Successfully secured a permanent tenancy



Financial

Debt clearance with energy providers
PIP review completion
Workplace pension accessed



Wellbeing

Registered with a specialised GP
Offered autism-aware advocacy in all professional meetings



Practical

Full home setup and removal of social barriers to utility management



Empowerment

Transitioned to independent living with the capacity to make her own decisions about her care

A foundation for the future

The year of support provided her with the physical and financial foundation to choose her own path. And that's exactly what we're here for: to support people until they no longer need us.



“Our role isn't to do things for people; it's to support them to build the skills, connections and confidence they need to live independently.”

IB's story

Reclaiming home space to build independent living skills



“Chores didn't seem hard when done with a friend.”

When IB spoke these words in August 2025, during her first “full flat clean and reset” in years, it captured something profound. For a 67-year-old woman who had lived independently in the same flat for over 40 years while managing treatment-resistant schizophrenia, this wasn't just about housework. It was about reclaiming her space, her dignity, and her sense of home.

Where it started

IB's mental health condition creates what her support team calls the “medication cycle”, which translates as periods where her monthly depot injections keep symptoms stable, followed by challenging windows when medication effects wane. During acute episodes, triggered by sleep deprivation or medication timing, auditory hallucinations can become overwhelming, sometimes convincing IB to stop eating solid food altogether.

Her flat had become cluttered and difficult to manage. Broken appliances sat unused. A significant care contribution debt with Bristol City Council loomed over her. And perhaps most significantly, IB had become increasingly isolated. She hadn't celebrated her birthday since her brother's death.

Personalised support adapted to the need at hand

Our support workers understood that IB needed flexibility, skilled practice, and most importantly, someone who would stick by her through the difficult cycles.

Our team coordinated closely with IB's community psychiatric nurse and GP to manage her monthly injections and acted as



vital links to the 111 mental health crisis team during acute episodes. When hallucinations convinced her to stop eating, we successfully advocated for nutritional drinks to prevent self-neglect.

But the support went far beyond crisis management. Through regular “banking sessions”, IB learned to check her balances and distinguish between essential and luxury spending. We spent months liaising with Bristol City Council to establish a sustainable repayment plan for her debt. And crucially, we respected her right to make her own choices, even “unwise” ones like large perfume purchases, while gently guiding her toward priorities like food and bills.

A home transformed

In August 2025, something shifted. IB and her support worker completed what they called a “home reset”, which equated to a thorough clean and reorganisation of her flat. For IB, it was revelatory. Suddenly, maintaining her home didn't feel overwhelming when she had someone working alongside her.

Over the following months, we supported IB to independently purchase and set up a new washing machine, electric cooker, and even a carpet cleaner, items she viewed as “big steps to independence”. The flat that had once felt cluttered and broken became comfortable and welcoming once again.

IB 2025 outcomes



Health & Wellbeing

Coordinated medical support
Proactive crisis management
Nutritional intervention preventing self-neglect



Financial

£6,000 debt resolved with a sustainable repayment plan
Improved money management skills
Pension credits accessed



Housing

Complete flat transformation
New appliances purchased and set up
Comfortable, personalised living space established



Connection

Birthday celebrated for the first time in years
Regular community activities
Reduced social isolation



Empowering

Active participant in her own life
Setting and meeting personal goals
Maintained independence in her home of 40 years

Still thriving

By the end of 2025, IB wasn't just surviving the complexities of her condition; she was actively participating in her own life. The skilled intervention of her support team provided the safety net she needed to build connections in the community she's called home for four decades.

Her condition remains complex, but with the right support, IB has shown that stability, dignity, and independence are absolutely possible.



“While IB's mental health challenges are ongoing, what we've seen in 2025 is the difference that relationship-centred care makes. It's not about doing things for people; it's about being there through the difficult cycles, celebrating the wins, and supporting someone to live their life on their terms.”

Our services/ benefits

Our flexible support services are for adults aged 18 and over, including:

- People with learning difficulties
- People with mental health needs
- People with physical disabilities
- People with autism and ADHD
- Older adults
- Younger adults

How we help

Budgeting and finance

Need a hand keeping on top of finances or understanding the benefits system? We can support you with budgeting, paperwork and debt management to help you stay in control.

Daily life

From cooking healthy meals to organising your living space, our experienced, non-judgemental team will support you in building the skills you need to look after yourself and your home.

Family, community and connection

Living independently doesn't mean being alone. We believe in the power of connections, and we'll help you nurture them, from rebuilding relationships with loved ones to being more active in your community.

Work and education

We have great connections with local work and education organisations, so our team can help you make informed choices about your career or learning options. We're not here to push or pressure, just to help you see what's possible.

Keeping healthy

What does living a healthy life look like to you? Whether you need support staying on top of appointments, looking after your health, or taking your first steps on a fitness journey, our team will be by your side.

Moving on

Our ultimate goal is to help you live independently. From finding safe, suitable housing to helping you settle in, we'll be with you through every chapter of your story.

Support in action

Everyone's needs are different, so we take the time to get to know you and personalise support around what matters to you. Our step-by-step approach combines practical and emotional support and might look something like this:

- **Needs assessment:** we start by understanding your unique needs, whether that's support with housing, healthcare, or building community connections.
- **Risk assessment:** your safety is our priority. We approach this with care, creating a non-judgemental space where you feel comfortable and supported.
- **Starting support:** once these assessments are complete, we'll begin your personal support plan.
- **Regular reviews:** we review progress every four weeks to see how things are going and celebrate achievements. We call this an Outcome Star.
- **Longer-term reviews:** every six months, we'll take a look back to see what's changed and discuss how the support is working for you.
- **Moving forward:** as you grow more independent, we'll talk through options and next steps together.



Supporting a long-standing, committed team

We're a committed team here at SiLS, with many of our team having been with us a number of years.

Commitment to ongoing training and professional development

This is a big commitment of ours. Training is continual, person-centred and constantly evaluated. We use gold standard local authority training, e-learning and internal coaching. Appraisals are 360 degrees and include client, manager and colleague feedback.



Investment in specialist training

Specialist training is funded and provided as required. Recent examples include welfare benefits, PIP, personality disorder training, hoarding and self-neglect.

Recognition of staff as the foundation of SiLS' impact

There is no other reason for our impact. So the management team's primary responsibility is supporting, nurturing and taking care of our staff team.



Looking ahead

2025 has seen a change in the way individuals access our support. As we progress into 2026, we're looking to strengthen our relationships with those who may benefit from the helping hand we can offer.

- 2026 impact goals
- Deepening focus on community participation and independence, supporting more people to confidently engage in everyday life
- Enhancing local partnerships and community connections to improve access to services, activities and opportunities

Thank you

We would like to thank all that have supported us throughout 2025. A special acknowledgement to:



Need an extra helping hand, or know someone who could use some support? Our friendly, experienced team is always happy to have an informal chat about how we could help adults in Bristol live more independently.

Contact SiLS | Supported independent living in Bristol



Get started:

mysils.co.uk

0117 960 8855

info@mysils.co.uk



Corona Buildings

Wood Road

Bristol

BS15 8DT

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