

# Education and Skills impact report

2024-2025



# Where are we?

Our locations



## Key



Acis



Clip and Riverside



Skills Centre PLUS



Abbey Access



Acis Students

# Who is Acis Group?

We are a charity that supports communities by providing housing, employment and education and wellbeing services. We began life in 1999 out of the large-scale voluntary transfer of properties previously owned by West Lindsey District Council. Since then, the organisation has grown significantly. Today, we develop homes, provide housing and related services, deliver community regeneration and provide education, wellbeing and employability support, operating across 26 local authority areas.

All that we do is focused on our vision to be there to support people when they need us.

We own and manage nearly 7,000 properties to rent or lease, including a growing portfolio of low-cost home ownership, supported products and more than 1,600 student accommodation bedspaces in Nottingham and Sheffield.

Our commitment goes beyond housing. We know we play a vital role in ensuring communities thrive. We work to ensure people have access to opportunities, services and the support that they need. This means we deliver more services than a traditional landlord. Through our wider group of companies, we deliver education, employment, training, wellbeing, and community health services. We work with people to help them gain skills, grow their confidence, focus on their own wellbeing, and move towards employment. Through these wider services, we support thousands of people from our local communities each year to take their next step.

This year we have continued to add to our specialist provision to meet the needs of our communities.

Our innovation project, Campus for Future Living, launched in Mablethorpe in April 2025. The Campus supports wider projects to help tackle health and wellbeing inequalities, working with the University of Lincoln, the NHS and the voluntary sector. It also offers a new, exciting environment for learning, research and connection, which works to raise aspirations in the community.

Skills Centre PLUS joined the Acis Group family in May 2025. Not only does this secure vital specialist SEND provision for North Lincolnshire, but it also increases our ability to support tenants who already live in the area. We know that in areas where people live in our homes, there are likely to be increased SEND needs – so we've grown to ensure tenants can access vital services too. And it gives us the opportunity to develop our vocational skills offer across the Group - something which will further help all our communities to thrive. You can read more about Skills Centre PLUS and their impact over the last academic year in their own Impact Report.

In our corporate strategy, we said we believed that home is more than bricks and mortar. It's a feeling – a sense of belonging. It's community, with friends, family and the people or services you need around you. And our Home priority ensures we focus on not just delivering quality homes, but doing even more to support our people and the communities they live in.

Through mental health and wellbeing support, building skills for work and further learning, we're committed to helping people to reach the destination that's right for them.

***This year alone, through Clip and Riverside, we have delivered more and helped more people than last year.***

**We've delivered 33 contracts across our 4 centres and 18 outreach sites.**

**And we have engaged and supported**

**17,184 through:**

- Wellbeing
- Activities
- Employment support
- Learning
- Qualifications
- Finding work

and lots more supported through drop ins, coffee clubs, social events and our cafes.



Every person has their own destination in mind, and we are proud that we have helped people progress in their journey.

Over **40%** of people on our programmes have positively progressed into work, education or voluntary and other opportunities, with thousands of others engaging with us regularly, building confidence and taking steps on their journey.

**This includes:**

**260 into Work**

(including learners we have supported to remain in work, upskill and secured work)

**185 into Further Education**

**And more importantly we have continued to achieve high levels of satisfaction from those we help:**



**95%** satisfaction with our services

net promoter score of **68.9**





# Who are Clip and Riverside Training?

This report focuses on the impact we've made in our communities through our education and skills provision delivered by Clip and Riverside for the 2024-2025 academic year.

Our provision recognises and supports differing learner needs and aspirations. We ensure that everyone experiences meaningful growth, whether personal or professional.

Riverside Training is our independent training provider that delivers training, skills and employability services across Lincolnshire to help people realise their potential and find work.

Our expert tutors and coaches work with people of all ages each year, supporting them on their journey to work. We break-down barriers to employment to ensure people succeed. We offer family learning, independent living skills, finance and budgeting support and building confidence. We partner with employers to make sure our training meets real-world needs and creates lasting opportunities – ensuring that work is a positive outcome for people and helps them thrive.

Clip is our specialist community-based education and wellbeing provider, supporting people across our centres in Gainsborough, Market Rasen and Mablethorpe and the surrounding areas. We have been delivering for communities for over 25 years and focus on helping people of all ages improve their wellbeing and gain the qualifications needed to progress.

Through our wellbeing services we offer a range of support alongside access to hundreds of partners for anyone free of charge. This includes specialist dementia and autism groups and our community cafés – offering a safe and inclusive place to ensure communities have the support they need.

Our education provision offers an alternative for people where mainstream might not be right for them. Specialist programmes for young people aged 16 to 19, alongside adult education programmes, give access to fully funded or affordable accredited qualifications ranging from entry-level to GCSE. We also support access to university, delivering our Access to HE Diploma in Health Professions – ensuring everyone, regardless of their background, has the opportunity and ability to succeed academically.

In June 2024, we successfully retained our Good Ofsted rating, reflecting the continued quality and consistency of our provision and achieving this at the end of last academic year has meant that this year we have really started to develop our curriculum and our people and embed our quality practice.

# The last academic year





This year, across Riverside Training and Clip, we supported 8,232 people in more ways, and in more places. This gives a 21% increase in people accessing our services since last year.

This year has been busy. We've delivered our impact against a landscape of:

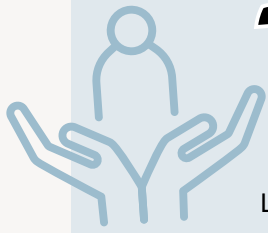
- taking on new contracts – we delivered against 33 contracts in the year. And while we saw 16 of our contracts come to an end, we started 11 more new projects. We also embedded a new corporate structure and a new management structure with team changes to support them.
- investing in and improving our learning spaces, in line with our strategic plans, to deliver quality services in quality spaces right in the heart of communities. moving our operations in Mablethorpe to the Campus for Future Living.
- investing in heritage buildings as we continue our renovation project to bring our sites together at the Old Bank in Market Rasen.
- embedding our café into our community delivery in Market Rasen, increasing sales and footfall.
- building capacity, and our curriculum to meet the needs of our communities.

We've made strong progress across all our contracts over the year, and our approach to engaging with our communities where they are is bringing results too.

Working with smaller numbers of people on our programmes means we can more easily tailor our provision to meet customer needs, and increase the likelihood of a positive destination – which is seen in the bigger personal impact for the individuals we support.

	23/24		24/25
Net promoter score	69.9		68.9
Satisfaction score	93%		95%
Clip satisfaction score			97%
Riverside satisfaction score			93%

Total engaged and supported  
in communities

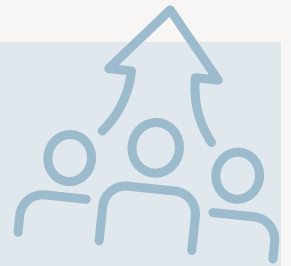


**17,184**

Last year: 6,802

**41%**

positive progression  
to a destination



Education -  
our achievement  
rate for our academic  
education courses is

**84%**

Last year: 49.85%



Employment - people  
into work through  
our employability  
programmes

**61%**



Of those we have reached,

**16,023**

supported through wellbeing  
and engagement activities



Last year: 6,218

By strengthening our delivery capabilities, and building capacity through our governance structure, we are better positioned to deliver education and skills support. We're a safe pair of hands for funders, and we know our people and communities. We can identify need, adapt our approach and deliver outcomes. And our Group structure provides a greater level of assurance, as well as a robust risk management framework.

## Our ways of learning



Online



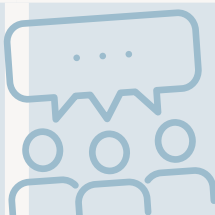
In person  
at one of  
our sites



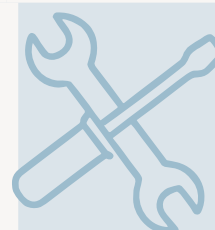
Via our Campa  
Connect van



In our  
cafes



In groups

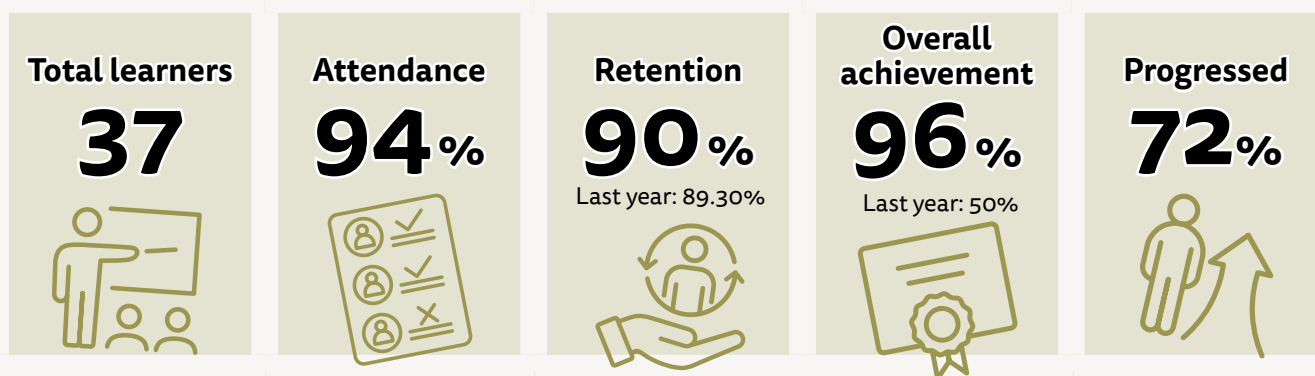


In  
practical  
ways

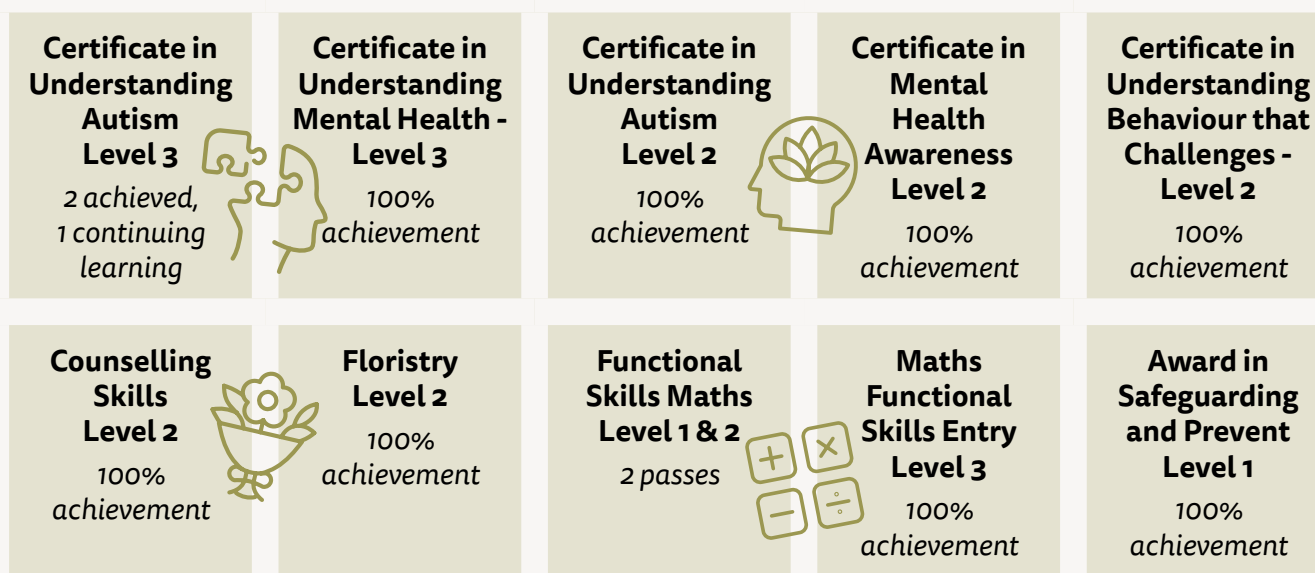
# Adult education

Our adult education provides opportunities for people of all ages to build skills and confidence. and gain qualifications, where they may otherwise have not been able to. We continue to deliver a full range of qualifications for adults – from entry level through to Level 3 – and deliver this in ways to meet people's needs – including distance learning.

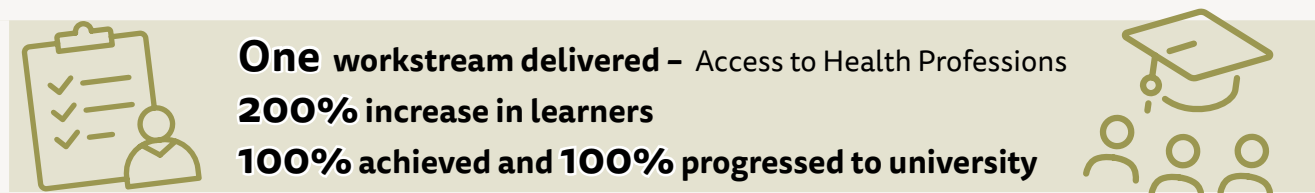
## Our year in adult qualifications



## Range of qualifications delivered this year



## Spotlight on Access to HE





This year, we've delivered courses for adults in Lincolnshire across 11 qualifications. These included courses that support progression towards healthcare routes like mental health qualifications, counselling, understanding autism and safeguarding, as well as maths.

A key focus has been on addressing gaps in maths skills attainment. Through funding from our Multiply contracts, we've been able to deliver differently to help people engage with maths. Across our sites, in the last year we ran 18 Multiply engagement events with 253 people attending over the year.

The events were small taster sessions, designed to show how people could improve their everyday maths skills, delivered through fun and creative courses. The sessions helped people achieve some basic maths skills, and two have enrolled to start Maths Functional Skills with us in the new academic year.

In addition to the engagement events, we have also delivered 50 Multiply courses this year, supporting 318 people. This represents our best year ever on this contract, widening our impact. The courses covered things like increasing confidence with maths, managing money, supporting job skills and help for parents supporting children. We delivered maths skills through creative crafts, upcycling and cooking courses, alongside support for people looking for work and using Excel, calculating costs and so on.

Responding to increasing needs in our communities, our qualifications for Level 2 and Level 3 in Understanding Autism have had a 100% pass rate. This is just a small part of our commitment to supporting people with autism – which has formed a large part of our wellbeing provision over the last academic year.

Our Access to Higher Education qualification has seen five people secure university places. These qualifications provide opportunities for people who otherwise may not be able to consider university and make higher education more accessible.

They also contribute to the increasing need set out in the NHS Workforce Plan for people going into health professions.

While it's challenging to deliver with low numbers, we are increasing impact by getting more people through the qualification this year. And all participants this year are moving on to Higher Education places in healthcare subjects. This is an incredible achievement, and without our community based, flexible provision these learners may not have been able to progress towards work in their chosen sector.

Our education programmes have helped people move into further education, start or stay in work, and start volunteering - with more than 44% of those studying with us progressing in this way.



# Supporting young people with education

Flare provides a community-based learning environment, delivered in smaller groups by a team of experienced people. We work with 16 to 19-year-olds in and a small number of Year 11 learners in Gainsborough and Mablethorpe who need alternative support in education. We also support learners in Lincoln through our partner Abbey Access who have delivered on our behalf throughout the academic year.

We know that young people's needs are increasing. And this is even more prevalent in more deprived communities. We see this increasing need across all areas of our work, not just in education and skills. More young people are experiencing mental health challenges, find mainstream environments difficult or are less likely to progress. This is due to a combination of factors like financial instability, the impact of the pandemic, housing issues and increasing loneliness.

We help learners gain qualifications in Maths and English and employability while supporting them with their social, emotional and mental health.

We provide extra support to build their employability skills and life skills helping them to take the next step in education or employment.

In the last year, we've supported 134 young people, who achieved almost 400 qualifications in the year. We completed 24 GCSEs, with a 100% achievement rate.

We have also supported **37 GCSE examinations** for people in private education, alternative provision and young people who are elective home educated. We facilitated their exams in Maths, English Language, Biology and Geography.

Our Flare learners had a 100% achievement rate in their GCSEs. This was the second year in a row for Maths, and our English achievement has increased from 95% in 23/24 to 100% in 24/25 academic year.

We don't measure just by a pass rate of grade 4+. To us it's important that all learners' achievements are celebrated. And we know this approach works - as of the learners who achieved a grade 4 or higher, 40% achieved this in Maths against a national average of 15.3%. And 39% of our learners achieved this grade in English against a national average of 19.7%.

Our Flare learners are young people who were likely to have disengaged from education entirely, but have instead achieved qualification to set them up for a more successful future.

We strive to provide a safe and inclusive learning environment that promotes wellbeing. Leaders and managers have a clear vision and consistently drive improvement across teaching, learning, and support. Teaching quality and outcomes continue to improve too.

## Young people



Total learners

**134**

Last year:  
83



Attendance

**92%**



Retention

**89%**

Last year:  
74.1%



Overall  
achievement

**72%**

Last year:  
49.7%

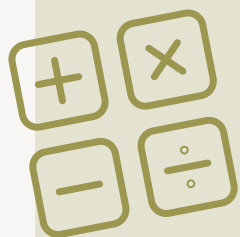


Progressed

**71%**

Last year:  
68.7%

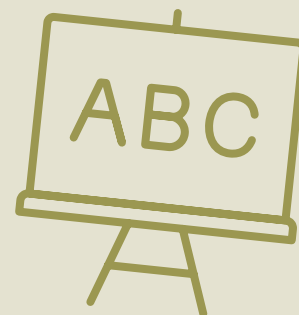
## GCSE



GCSE Maths and English – number taken **13**

Achieved **100%**

Grade 4+ **40%** (national average of 17%)





## Case Study:

### **Chloe's story, Access to HE Health Professions, Clip**

Chloe lives in Lincolnshire with her son. When she isn't caring for her Mum or doing the school run, she loves to explore and walk with her son. Having previously struggled to complete educational studies, with our help, Chloe is now preparing to study at university as she pursues her dream career as a nurse.

When she moved to the area, Chloe started looking for Access to Higher Education diplomas, which provide an alternative route to university for people over the age of 19. Living in a rural area and having family commitments limited Chloe's options until a Google search found the Access to Higher Education Diploma (Healthcare Professions) at Clip, a qualification she could study in person and online.

The flexible hybrid approach helped Chloe fit her studies around caring for her mum and supporting her child through school. It was particularly helpful when Chloe's family needed her most. In December 2024, both her dad and son were unwell at the same time. She could adapt her studies around hospital visits, while still feeling included as she joined classes online.

### **Chloe's learning journey**

Chloe always knew she wanted to be a nurse but didn't finish her GCSEs due to anxiety – which struck again when she started college. Two years later, Chloe returned to education but had to withdraw again. Then when her son was born, her education wasn't a priority. But when Chloe and her family relocated to Lincolnshire, she didn't want to be isolated and have no direction.

Having applied for the Access to Higher Education Diploma (Healthcare Professions), Chloe spoke with Zoe, a tutor for the course. Chloe said, "When I first signed up, I had no idea how I would get on. I questioned if I could complete the course rather than looking forward to what happens next. I didn't have the confidence as I hadn't completed any educational studies before. Tracey, my tutor, has been great. Jeanette, another tutor, has been amazing, too. And I physically couldn't have done it without Zoe's support and understanding."

### **Support**

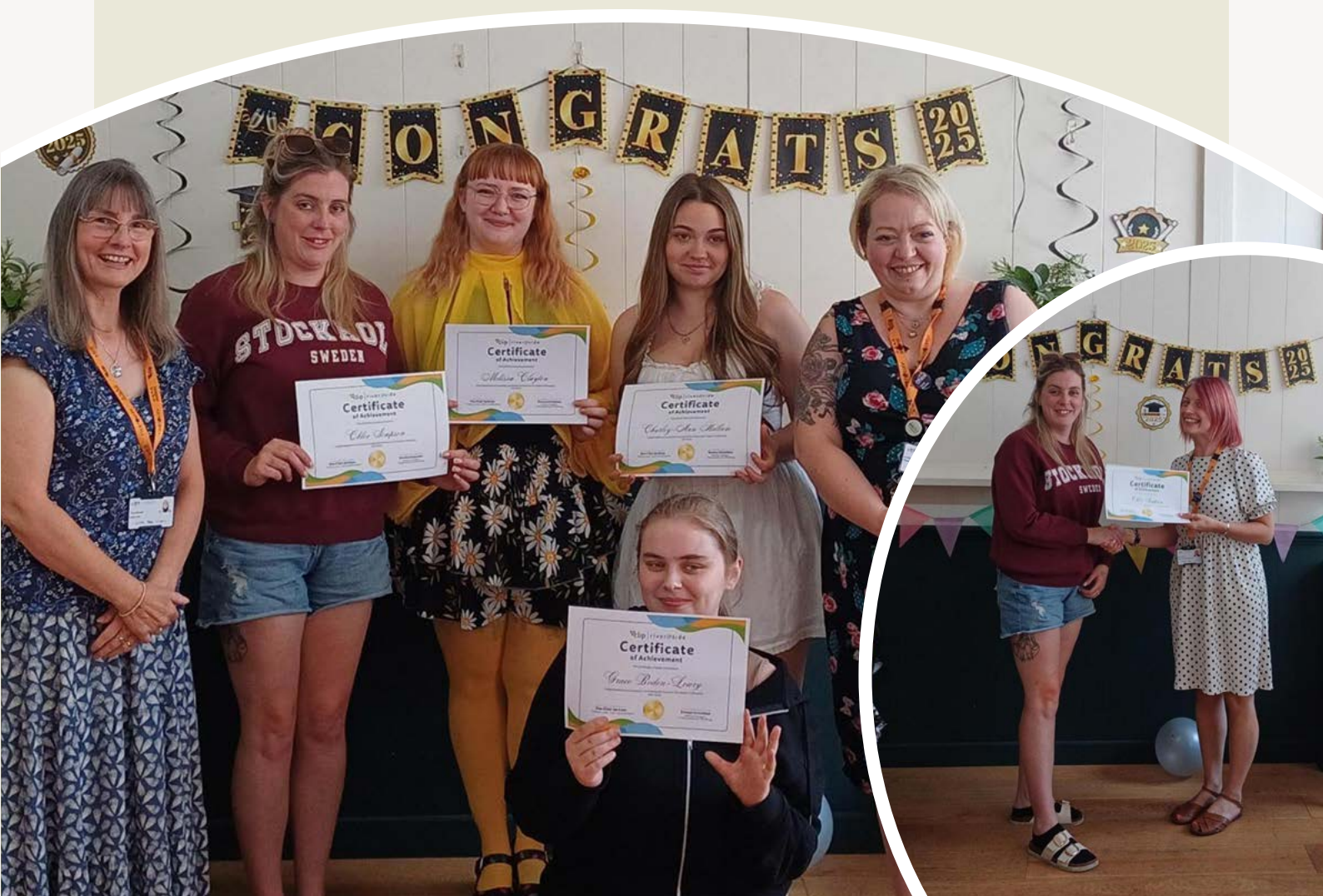
Support throughout the course was important for Chloe. She said, "I've had extension requests and things have happened in my personal life that I didn't expect. And I've been able to speak with openly with the tutors when these have happened. Their nurturing support has helped. I've grown as a person through the course, my self-esteem has improved massively. I've always been told I won't achieve much and to accept whatever comes my way, but Zoe taught us to look at ourselves differently."

## Applying for University

Having particularly enjoyed modules like biology, sociology, and the history of the NHS, Chloe decided to apply to study at university. She applied for course at the University of Lincoln - she knew this was the one for her. With help from Zoe, who proofread her personal statement and helped her find her previous grades, Chloe learned she'd got an interview. She told us, "Before my interview I was nervous. I was also nervous waiting to find out if I had been successful. Eight weeks later, I got an email asking me for additional information, and I had received a conditional offer to study! I couldn't believe it. I rang Zoe, and I was crying because I didn't think I would be able to do it. It changed the way I view myself. I feel like I can complete University now. Before, I thought it was for everybody else and that it was unattainable for me. In three years' time I will have finished University and, without this course, I never would have got a foot in the door."

Having now completed her Access to Higher Education Diploma (Healthcare Professions), Chloe started studying her BSc Registered Nurse (Adult) Degree at Lincoln University in September 2025. She's interested in a career in both Accident and Emergency Nursing and Mental Health Nursing, and will see what fits naturally for her during her course.

From being told she couldn't achieve anything and not believing in herself, Chloe has completed her Access to Higher Education Diploma and is now starting a new chapter at university. Chloe achieved this whilst being a full-time mum, as well as caring for her own Mum. Chloe's journey is just one example of the opportunities that studying at Clip brings.





# Engagement

This year's strong progress reflects our consistent focus on quality delivery and real outcomes, like progress towards work, staying in a job or moving on to other education programmes.

Our approach to engagement is firmly rooted in the needs of the communities we serve, and means we're engaging more people than ever before, providing support to those who need it most. By adapting our delivery to meet those needs, we now have strong, regular footfall in groups, courses and at our engagement events. This has embedded this year, and we've been able to reach more people, widening our impact further. . And we're doing even more to ensure we're working where people are.

The rural nature of Lincolnshire, together with a lack of public transport options, means that engaging in learning or employment support, sometimes just isn't possible. To bring opportunities to take part to more people, we launched our Campa Connect project, which takes our services on the road in our specially kitted out van. This is a great example of how we're adapting our services to the needs of communities – still giving people the opportunity to engage with us, without the need to come to one of our sites.

Through Campa Connect, we engaged with more than 1,000 people across two Campa Bonanza events, and almost 300 more on the Campa Connect bus. We've also continued to engage communities through school assemblies, engagement talks and focus groups and drop ins - all of which culminate in ensuring people know we are there to support when they need us. We've also continued to engage communities through school assemblies, engagement talks and focus groups and drop ins - all of which culminate in ensuring people know we are there to support when they need us.

Our community-focused model not only makes it easier for people to take part in our programmes but also drives real impact in learners' lives. Our community cafe has become a vital hub for grassroots engagement, offering far more than just refreshments. It has evolved into a trusted, welcoming, and safe space where people feel genuinely supported and valued. As a community anchor, the cafe plays a vital role in building local connections and fostering a strong sense of belonging- not just for our services but those vital services offered by our specialist partners too

Through regular interaction and relationship-building, people who may have initially come in for a coffee are now forming meaningful connections, with our colleagues and fellow community members. This informal yet powerful engagement has helped reduce isolation and encourage integration, particularly among people who may not traditionally access support services – and were able to spot when things just don't seem right, putting safeguarding protocols in place exactly when its needed.

But engagement is not just about our programmes and sign-ups. Our Riverside Training and Clip teams are our engagement and participation experts for the Group. And their skills and

knowledge are vital to support all kinds of activity to help us strengthen our community involvement. With their help, we've completed huge engagement activities ahead of new, important projects that will benefit our communities in Market Rasen and Mablethorpe.

We launched the Campus for Future Living in Mablethorpe in April 2025 where Clip took up their new home as a key tenant. But ahead of opening the doors, it was important to us to talk to the community about plans for the Campus, and what it would mean for our customers. Being part of this is a huge opportunity for Clip to showcase its local community engagement and show how it can have the wider impact nationally, when it comes to researching health inequalities in rural and coastal communities. Moving into the Campus helped to position Clip at the forefront of health and wellbeing provision, by being present in the same site – and by bringing both its wellbeing hub and training based in the Campus Café, and its wider education and employability support it can truly raise aspirations for the local community.

We've expanded our cafe-based learning opportunities and continued to build both capacity and our curriculum in direct response to local community needs – including successfully securing a new contract from Lincolnshire County Council Skills Bootcamp to launch in the new academic year.

Being part of the Campus for Future Living engagement activities saw us communicate with 450 people over two days of events. We also gathered feedback from a whole host of local and national partners.

Our community engagement around The Grange Collective, which will bring together specialist housing, education and skills provision, saw 150 people come to see our plans and share their thoughts.

We have continued to play a vital part in local engagement through specialist projects such as Thrive and Food Insecurities. Both these projects were established to focus on some specific local needs identified in the West Lindsey area – and work with local partners to develop solutions to meet the needs.





## Case Study:

### Campa Connect

Campa Connect is an innovative service supported by Community Investment Funding from Theddlethorpe GDF Community Partnership. Campa Connect delivers education, training, and wellbeing services directly to the community, addressing challenges around mental health, employment and skills, and helping to build a stronger community.

The project was born out of feedback from our delivery teams in and around Mablethorpe, as well as our other Clip centres – telling us that accessing support and learning in coastal and rural areas is difficult for many people. Clip's Community Connector and wellbeing programmes have shown us that social isolation and limited social support networks can negatively impact wellbeing and mental health. This is especially the case for people who live in coastal communities. Geography and infrastructure in these areas can make it harder to access healthcare, education, employment, and social support. We also know there is a lack of adequate public transportation links, which prevents access to services and connectivity.

Campa Connect brings opportunities for residents to create positive change, in both their own lives and in their communities, closer to home. It's delivered via our specially kitted out van for people in the Theddlethorpe, Withern and Mablethorpe electoral wards, and the surrounding areas. We work with people facing social isolation or health challenges, as well as young people and families – especially people who are looking for education and progression opportunities. Being mobile in the van means we can engage with even more people right in the heart of the community – and they don't need to come to one of our sites to see us.

We've engaged with more than 1,200 people across the academic year, adopting a 'listen first' approach to understand people's needs and interests. We have talked to people in the community about their challenges and what they are most interested in to help with their wellbeing. We've also worked with primary schools and supermarkets too, all helping us to meet more people, learn more about our communities and plan future provision.



# Engaging and supporting tenants

As a registered provider, Acis must help the communities where we operate to make sure they feel safe and promote community wellbeing. Key aspects include promoting social, environmental, and economic wellbeing.

We know that through our work in Clip and Riverside we support tenants, tenant households, neighbours, residents and local communities. We support personal and community wellbeing and provide the skills, confidence and opportunities to help people thrive and reach their destination. But it's important we continue to ensure that we continue to focus on doing more in this area.

That's why this year, as a Group, we launched Acis Communities Limited which helps us ensure we deliver projects specifically to support tenants and their local communities alongside our other externally funded work.

Through this since April, Clip and Riverside have enhanced their support to ensure we meet the needs identified for tenants. This includes delivering wellbeing activities specifically in our sheltered schemes, developing engagement activities focused on high density areas of tenant homes such as Park Springs in Gainsborough, offering qualifications to all tenants through distance learning, and developing new approaches to participation and support to find work. This is still very early in its journey but we've got off to a great start, supporting almost 100 people directly through this work alone from April to July 2025.

We're also being more proactive in our approach in engaging tenants in our wider activities. This includes tailored engagement strategies to better understand tenant interests and needs, so we can better promote events. It will also help us introduce more inclusive, accessible programming. As a result, tenant participation has grown, helping to build stronger community connections and improve overall wellbeing.



We deliver from **4** centres – **3** of which are based in our highly populated tenant areas, with outreach locations including 3 Acis-owned sheltered schemes to specifically support our more vulnerable tenants.



And of the people we have supported, **58%** live in the areas we have homes. That's more than last year.



From these centres, and outreach locations in tenant areas, we have supported almost **1,500** people throughout the year.



We've also seen **more than 7,500** people attending our wellbeing activities and drop ins based in tenant areas – and while we can't monitor if these are tenants – we know they are local and the activities and groups are held within Gainsborough.



Additionally, we launched activity to support tenants through Acis Communities in April 2025. We have already **supported 86** people directly through this.

# Employment

All our programmes and support are centred on moving people forward and helping them reach their destination. And while employment opportunities for some may be far away from their plan, all that we do is centred to help people move forward and explore options that meet the local labour market and local skills needs.

This year we have delivered on some key employment support – both on nationally recognised contracts such as the Restart programme as a delivery partner for Jobs 22 (now AKG), and our own locally developed programme STEPS through UK Shared Prosperity funding from West Lindsey District Council. We have continued to deliver our employability courses through our adult education funding with Lincolnshire County Council and continue to support people with their job search in ways that meet their needs.

And our results speak for themselves. We have helped 61% into work this last year, which is above national averages.

Overall, our employability support has benefited more than 400 people across all our employability programmes and more than 260 people have either progressed into or stayed in work.

For Restart, where in the year we were a delivery partner for Jobs 22, we were third place nationally for the prime contractor on customer service, with our satisfaction score at 9.22 out of 10. We also delivered above our outcome targets right to the end of the contract.

We've seen several bigger contracts come to an end in the year due to funding ending, but we're still delivering to provide vital employment support for people who need it however we can.

Through programmes such as STEPS we offer individualised support action planning and courses which develop participants to become work ready and build relationships to support employment.

Following successfully delivering STEPs last year we have been able to secure continuation funding to continue this vital service in two areas - with is achieving strong into work % so far too.

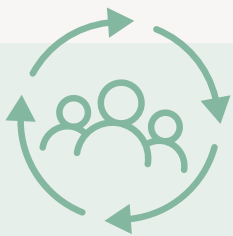
Through our Sector-based Work Academy Programme (SWAPs), we've worked directly with jobcentres to prepare people for specific roles, providing training for groups of jobseekers. Our SWAPs programme has also seen five successful job outcomes, and 36 people have benefited from our preparation training for work. While not all group participants have been successful in securing a role due to the number of positions, everyone taking part has improved their employability skills or even gained a qualification. We've worked across different sectors including customer service, facilities, hospitality and business development to help people prepare for work in these areas. And, through Riverside, we're using SWAPs to support our own recruitment across Acis Group.



We're also increasingly becoming a partner of choice for funders. This is evidenced from our work within the Jobcentre in Gainsborough to provide face to face support and advice to their customers. This proactive model supports real-time engagement with potential learners and enables tailored progression planning. We've had 96 people referred through to a range of courses over the last academic year. Plans are now in place to replicate this successful approach in Lincoln and Skegness JCPs whilst also having Hubs in our Market Rasen and Mablethorpe sites which will bring that real-time engagement across all our centres during the next academic year.



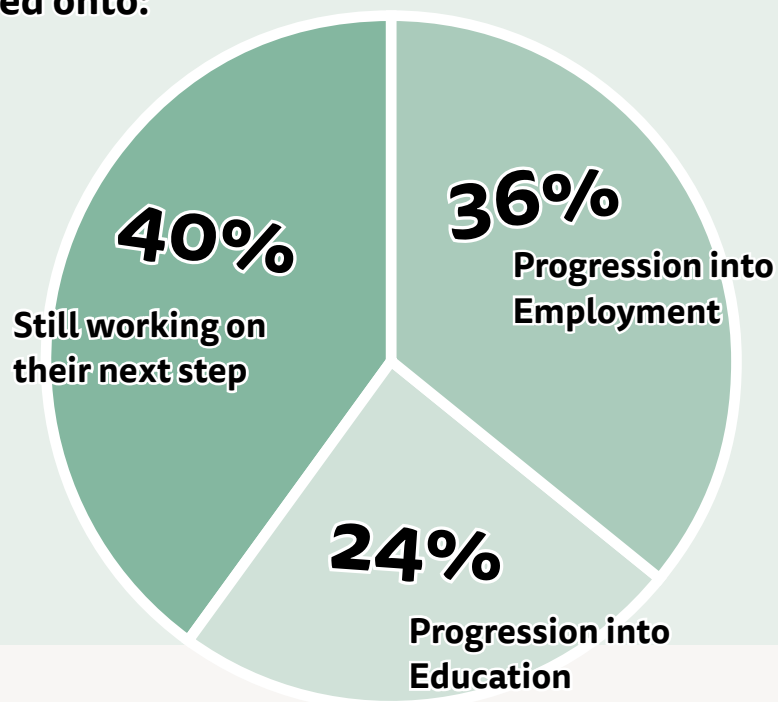
**Helped: 419** people with specific employment support – all receiving 1-2-1 support and action plans to help them succeed.



**Gaining or staying in work: 61%** of participants



**Those who engaged in our employability courses, progressed onto:**



## Case Study:

### ***Josh's story, SWAPs, Riverside***

Josh studied T Level Business and Administration, but found there weren't many work or learning opportunities nearby for things he was interested in. So, he joined Work Help meetings at Jobcentre Plus in Gainsborough, where they recommended Riverside Training, and he joined our SWAPs customer service course.

SWAPs prepares candidates for real, specific roles that are available. The project is employer-led, with guaranteed interviews available for people who complete the three-day preparation course. The job on offer was Customer Service Advisor at Acis Group.

The Riverside Team got to work to make sure the candidates were all ready for their interviews. They looked at CV writing, interview preparation and practice, an introduction to customer service and even brought in people who had done the job before to talk to candidates about what to expect.

Josh also got to learn what the hiring team at Acis would be looking for at each stage, to make sure he was fully prepared. Josh said, "The support was great. when They delivered the information in an interactive way. I learn best by talking and doing so this suited me. They asked us to do a questionnaire around our learning style and I really felt like they used this to deliver the course. Both Claire and Louise were helpful, and I felt I could talk to them and ask questions without being judged. They gave me a mock interview and their feedback gave me plenty of think about and practice. They went above and beyond in helping me with this."

When interview day came Lisa, the Customer Service Team Leader, and Adele, Customer Experience Manager, gave Josh a scenario and asked how he'd deal with it. They followed up with questions specific to the role, and about Josh.

Josh got a phone call on Friday 20 December 2024 offering him the role, and he started work on Monday 13 January. Josh is going from strength to strength as he approaches his first-year milestone.



# Wellbeing

Wellbeing is embedded in everything we deliver across Clip and Riverside – but we have specialist programmes of support delivered through Clip to ensure we meet local community needs and really focus on supporting people who are most isolated.

This year we have focused on developing to our strengths and meeting local needs, with isolation support through our cafés, continued development of our wellbeing hub activities across Gainsborough and Mablethorpe and surrounding areas, and delivery of specialist programmes of support including autism, dementia and winter pressures.

One of the most significant developments this year has been the relocation of our Mablethorpe provision to the new Campus for Future Living in April to position Clip and its specialist wellbeing services as part of this new innovative project alongside other key services.

This state-of-the-art facility has been purpose-built to foster better community connections and to provide an integrated approach to local service delivery.

By co-locating these essential services, the Campus promotes stronger collaboration between organisations, encourages greater community engagement, and improves access to joined-up, person-centred care. This move marks a key step forward in ensuring that the people of Mablethorpe have a supportive environment in which they can learn, grow, and thrive.

Hosting community connectors has led to increased activity and engagement across all our sites, and in our tenanted accommodation too, as they support growth and change in their new areas in Lincolnshire.

Our work across the Trent region and in Market Rasen has increased significantly during the year – with our wellbeing groups delivering activities to reach more than 13,000 people across the year.

We continue to work closely with care homes in the Mablethorpe and Market Rasen area, leading to multiple sessions being held in these locations that support wellbeing engagement. Warm spaces provision across the county and autism groups (supported via LPFT) are growing in number, which has helped extend our work around autism outside of delivery of qualifications.

Autism diagnoses have risen significantly, due to greater awareness, improved diagnostic tools and changing definitions. Increasingly, people are looking for support in their communities, in a safe, welcoming space. The Lincolnshire Partnership NHS Trust turned to us – a trusted local provider with experience – to help fill the gap. We're seeing increased needs for this type of support from our wider wellbeing work, and our community engagement within the areas we work in too. We put forward a model to address existing groups that weren't working – showing how we could deliver differently, tailoring support to community need and create outcomes. And now they're thriving – we welcome on average nearly 50 people a month to our groups.

We now run four autism groups in three of our locations – these have engaged more than 1,000 people across the year attending our groups and courses.

We've also launched our Autism Virtual Reality Awareness Course, delivered through the Family Learning Activity (FLA). The course improves our personal development and inclusivity, and its innovative approach deepens learners' understanding of neurodiversity. It has also improved inclusive practice across other providers, and our colleague teams, having a positive impact for people with autism for generations to come. Its success demonstrates our commitment to using digital tools to expand reach and enrich the learner's experience. We're furthering our own understanding too, by offering Autism Awareness training to all our colleagues across Acis Group.

To further support continuous professional development among practitioners, we've delivered qualifications for Level 2 and Level 3 in Understanding Autism - which have had 100% pass rates in the year.

While we've focused heavily on supporting our communities with needs around autism, we've also continued to offer support for people with dementia, and the people who care for them, with a vast array of groups across our wellbeing provision.

We've also started to do more work to support people in early childcare settings, developing our curriculum to deliver Makaton. This curriculum development has extended to look at how we can deliver more skills and employability support through courses that might traditionally been seen as craft, such as floristry, to build entrepreneurship and broaden destination pathways.



Reached almost

**14,000** people throughout the year through groups, courses and activities - many of which have seen people coming back to us time and again for different support too.



People Gained skills to support their wellbeing:

**317** through our courses we deliver



Through Family and Schools:

**858**





## Case Study:

### ***Our Autism Peer Support Group's story, Clip***

Our Autism Peer Support Group, run by Clip, visited Gainsborough Old Hall to share insights on how the venue can improve its visitor experience. The story shows the impact sharing lived experience can have in making places more accessible and inclusive for everyone. This visit has resulted in more funding for the group to work with other venues to create more inclusive places to visit in our community, helping people and communities thrive.

The Autism Peer Support Group recently collaborated with English Heritage to improve accessibility at The Old Hall in Gainsborough for autistic visitors. Their Discovery visits create unique and memorable learning experiences to bring the topic to life for school children.

Gainsborough Old Hall is a stunning medieval manor house in Lincolnshire. This beautifully preserved building features a grand Great Hall, a working medieval kitchen, and a unique timber-framed design. Visitors can explore more than 500 years of history through guided tours, interactive exhibits, and special events that bring its story to life.

The Autism Peer Support Group observed a group of over 60 children on a morning Discovery visit from a local school. The group shadowed the tour to identify sensory and accessibility considerations for neurodiverse visitors and provided constructive feedback on practical adjustments after the visit. Key recommendations included:

- Pre-visit materials to help people familiarise themselves with the environment, easing anxiety and uncertainty.
- Sensory considerations in certain areas, like adapting lighting and introducing materials to absorb sound.
- Quiet space: Having a designated quiet area available for people to use could help people who may become overwhelmed.

Angela, Educational Visits Officer for English Heritage, was very pleased with the feedback. She shared insights with the English Heritage learning team, and they're already making plenty of adjustments across all English Heritage sites.

Angela said "The group was brilliant. Their actual lived experience was invaluable. The bright lights are now on our radar. We've bought some ear defenders to lend to students, produced an autism-friendly guide for pre-visits to the site which we can send to schools when they book, and we are going to create a swatch of fabrics used in the costumes for students to use."

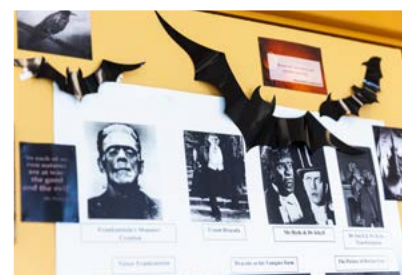


Following the success of this visit, we have secured Thriving Abilities funding for further visits for the group. This will help to create more accessible and engaging places to visit for everyone – supporting community assets to be more sustainable by improving inclusivity. Projects like this offer value for money in helping our communities, and people with additional needs to thrive.

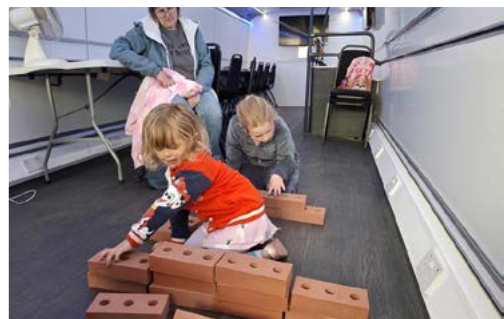




## A year in pictures ...











## Get in touch

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