

Partnerships for Progress Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Partnerships for Progress Limited

Provider summary

The provider was registered on:	25/10/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Dedicated L&D Coordinator role oversees all training. Manager and L&D Coordinator meet monthly to review compliance on training matrix and new needs identified / gaps etc. Quarterly meeting with HR , RI and Management Team to reflect on wider matters and actions required. Some additional training commissioned this year beyond the mandatory training, includes neurodiversity training for MDT and Building Early Attuned Relationships (BEARs) for 2 staff.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have actively promoted vacant roles through various job sites and job fairs. Took part in initiative with job centre where we offered a placement to an individual which was funded initially by the job centre before this transitioned in to a full time role. Social media has showcased roles and set expectations. Applications moved to the option of an online form. Performance awards were offered to support retention, and internal promotions were aligned with individual skills.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Seren	Residential Family Centre	None

Service: Ty Seren

Service summary

Service Type	Residential Family Centre
Type of Care	None
Approval Date	25/10/2018
Maximum number of places	33
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Lauren Sian LincezA maximum of 33 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	68

Service management

Responsible Individual(s)	Lauren Lincez
Manager(s)	Samantha Evans

Service contact details

Service Telephone Number	01656 333637
Service Contact Email Address	service@pfp.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 10Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 10On-site parkingOutdoor play areaOutdoor seating / entertainment areaPhone pointQuiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWheelchair access

Engagement with people using the service

<p>Consultation is firmly embedded in our practice. Families are routinely asked if they require any additional support and are invited to provide weekly feedback on the service, including a rating of how well they feel supported. Regular family forums are held and are designed to be engaging—for example, by inviting former residents to share their experiences. An anonymous suggestion box and feedback forms are available to encourage open communication. Where significant feedback is received, it is discussed with management or at MDT meetings to determine appropriate actions. End-of-placement surveys also contribute to service development, gathering insights across key aspects of the support provided.</p>
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The manager maintains monthly contact with families to ensure ongoing satisfaction, and the Responsible Individual also engages with some families during visits.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£01050.00
The maximum weekly fee payable during the last financial year?	£11794.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	13
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	3
Number of complaints not upheld	9

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	47
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	14	0
Care Worker	31	4
Social Worker	4	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Social Worker	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Social Worker	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Social Worker	Working towards all staff completing	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	1	0	0
Senior Care Worker	14	0	0
Care Worker	30	1	0
Social Worker	4	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	0	1
Senior Care Worker	13	1
Care Worker	12	19
Social Worker	2	2
Other Staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	9	5
Care Worker	11	20
Social Worker	4	0
Other Staff	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Social Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	Mon-Fri 9-5:30
Senior Care Worker	Shift Co-ordinator Pattern 6.30am-7pm / 6.30pm-7am - 11.5 hour shift
Care Worker	7am-7.30pm / 7pm-7.30am - 11.5 hour shift Mixture days and nights unless dedicated nights