

A New Strategic Vision 2026 - 2030



A Shared Journey

Over the past four years, Balance has worked closely with our commissioning and delivery partners to strengthen services, improve outcomes and build a more resilient organisation. Together, we have:

- Expanded from 3 to 8 commissioning authorities
- Grown a network of over 100 operational and community partnerships
- Delivered consistent growth in services, workforce and support hours
- Maintained strong financial performance and increased reserves



Our Focus for 2026-2030

This strategy builds on what we have achieved together and sets out how we will continue to deliver high-quality, sustainable services in a challenging environment.



98%
of people we
support say
our work
improves
their lives



Our Priorities

Deepen Partnerships and Collaboration

Continuing to work alongside commissioners and partners to:

- Strengthen referral pathways
- Develop new service models
- Respond to emerging and unmet need

Maintain Quality and Consistency

Ensuring all services deliver:

- Reliable, person-centred support
- Strong outcomes for individuals and families
- Consistent professional standards across the organisation

Invest in Workforce and Innovation

- Supporting staff through training, development and wellbeing
- Expanding use of digital and assistive technology to improve independence and efficiency

Strengthen Financial Sustainability

- Maintaining a full-cost recovery approach
- Managing cost pressures proactively
- Diversifying income to protect long-term service delivery

Increase Community Engagement

- Expanding volunteering and local partnerships
- Increasing visibility and accessibility of our services

Our Vision

To empower and support people with learning disabilities and enduring mental health needs, as well as their families, to live the lives they choose.

What This Means for Our Partners

For our existing commissioners and partners, this strategy represents:

- Continuity – maintaining stable, reliable service delivery
- Improvement – ongoing investment in quality, workforce and systems
- Collaboration – working together to shape future services
- Growth – expanding provision where there is shared opportunity

Working Together

As we move into this next phase, we want to:

- Build on existing partnerships
- Explore opportunities for service development
- Identify areas where we can expand or enhance provision
- Continue open, constructive dialogue about challenges and opportunities

Responding to a Changing System

We recognise the continued pressures across adult social care:

- Rising costs and workforce challenges
- Demand outstripping available provision
- Greater competition in commissioning markets

Our approach is to remain:

- Financially disciplined
- Operationally flexible
- Locally responsive

This ensures we can continue to deliver sustainable, high-quality services with trusted partners.



Let's Continue the Conversation

We would welcome the opportunity to discuss how this strategy aligns with your priorities.

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