

A New Strategic Vision 2026 - 2030



Who We Are

Balance Support CIO is a specialist provider supporting adults with learning disabilities and enduring mental health needs to live independently, safely and with choice and control. We currently deliver services across South West London and have grown significantly since 2022, strengthening our services, workforce and financial resilience.

- 98% of people we support say our work improves their lives
- Services expanded across 8 commissioning authorities (up from 3)
- Strong growth in partnerships, workforce and service delivery



The Challenge

Adult social care providers are operating in an increasingly complex environment:

- Contract rates below the true cost of delivery
- Workforce pressures and rising employment costs
- Increasing demand and unmet need
- Market consolidation favouring large national providers

We believe there is a need for strong, locally embedded providers who can deliver high-quality, cost-effective and flexible support at scale.



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



Let's Start a Conversation

We would welcome the opportunity to explore how Balance can support your local priorities.

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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 We're Looking For

We are actively seeking:

- New commissioning partnerships
- Opportunities to expand services into new boroughs
- Collaborative approaches to meet unmet and emerging need
- Conversations around innovative, partnership-led service models

Our Track Record Since 2022, Balance has:

- Increased service users, support hours and workforce capacity
- Delivered consistent financial surpluses and strengthened reserves
- Expanded partnerships from 21 to over 100
- Embedded digital tools to improve efficiency and outcomes

We combine values-driven care with strong financial and operational discipline, creating a sustainable model for growth.



Our Offer

We are seeking to work with new local authority, NHS and voluntary sector partners to:

- Expand local provision for adults with learning disabilities
- Reduce pressure on existing services through flexible, scalable delivery
- Develop partnership-led models that combine local knowledge with operational excellence
- Deliver measurable outcomes with transparent, financially sustainable models

Our approach is rooted in full-cost recovery, strong governance and proven operational delivery.



Inspected and rated by



Charity Number 1190859

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