

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

Important

* You must only use the templates provided within the 'Workforce Templates' menu.

* Only the templates provided will be accepted.

* Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

Please select the language(s) you want to publish the Annual Return in.

If you are a provider who provides or is working towards providing an 'Active Offer' of the Welsh Language, you may wish to complete and submit your Annual Return in both languages. If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing you to publish the return in both languages.

If you select 'English' all free text questions will be displayed in English only.

If you select 'Welsh' all free text questions will be displayed in Welsh only.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the Annual Return?	English
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	PSS UK	
The provider was registered on:	10/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	PSS UK	
	Service Type	Adult Placement Service
	Type of Care	None
	Approval Date	08/10/2019
	Responsible Individual(s)	Harriet Michael-Phillips
	Manager(s)	Lucie Williams
	Service Conditions	PSS UK is registered to provide an Adult Placement Service in Wales. The responsible individual for this service is Harriet Diana Michael-Phillips

Provider Profile

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	PSS UK
Is the Provider Name correct?	Yes
Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	

Registered Company Number	00214077
Is the Registered Company Number correct?	Yes
Registered Charity Number	224469
Is the above information correct?	Yes

Registered provider's primary address:	P S S, Unit 16, 24 Derby Road, Liverpool, L5 9PR
Is the registered provider's address correct?	Yes
Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01745 828000
Provider Telephone Number	lucie.williams@pss.org.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	https://psspeople.com/
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Colin Bell (Trustee) Beverley Mitchell (Trustee) Matthew Rothwell (Trustee) Richard Bramwell (Trustee) Helen Shaw (Trustee) Nicola Parkinson (Trustee) Harriet Michael-Phillips (Director) Julie Cooke (Trustee)
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide		
Name of Service	1st Line of Address	Service Type
PSS UK	Unit 5410	Adult Placement Service
Is the list of regulated services correct?		Yes

Training and Workforce Planning

Information about training and workforce planning.	
<p>Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.</p>	
<p>Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>We carry out a training needs analysis and asked each team member to complete a survey about training and learning they needed for the year, helping to plan anything needed on top of regular training. We are able to pull data from the online learning system which helps monitor the overall training compliance. Staff were asked for their feedback on development of a new learning strategy, to identify different learning methods, obstacles to engagement and development goals.</p>
<p>Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>This year our service coordinator sadly passed away; we recruited externally for the role using our non-biased blind recruitment system, Applied We've had a focus on wellbeing and team culture, so we have high retention rates. Our EAP platform is VivUp. It includes financial support and advice. We also have an organisation-wide wellbeing strategy to support our staff to stay happy and healthy at work and have drafted a new Belonging policy. This will be rolled out in Summer 2026.</p>

People at the provider

<p>Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.</p> <p>The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.</p>	
Please upload the workforce information for this provider	ciw_ar2026_providerworkforce_nonla_en (1) (2).xlsx

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.	
Name of Service	PSS UK

Is the registered service name correct?	Yes
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Primary address from where the service is being delivered from is:	Unit 5410, North Wales Business Park, Cae Eithin, Abergele, LL22 8LJ
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	01745828000
Service Contact Email Address	lucie.williams@pss.org.uk
Website address	psspeople.com
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	
Non-verbal communication methods used at the service	
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	Both
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Harriet Michael-Phillips
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Lucie Williams
Are the service managers correct?	Yes

The total number of full time equivalent posts at the service (as at 31 March)	2
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Use this section to upload the workforce information about people who work at this service.	
The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.	
Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en.xlsx

Statement of Purpose

The most recent Statement of Purpose was submitted to CIW on	20/05/2026
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	106
How many people were being provided care and support by the service as at 31 March?	64

Complaints

Service complaints and arrangements for consulting people who use the service	
Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Is the information about complaints correct?	Yes
<p>Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.</p>	
<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?.</p> <p>If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.</p>	<p>We have just completed our annual survey for the people we support and other stakeholders such as shared lives carers. Our return rate on this has increased again on last year to 73%.</p> <p>Our Quality Team have shared some of the comments we have received from the people we support.</p> <p>“Friendly, helpful people.”, “I've always felt very supported”, “Everybody is very friendly, welcoming and helpful”, “Very well, the support has opened my eyes to new things”, “Treated very well, listen to me and help and supported me fully with my ongoing issues”, “very safe, it's my happy place”, “Safe enough to dream again”</p> <p>We have a Shared Voices group; this is led by people we support. We have had group discussions around what makes a great carer and what makes a great development worker. Our Shared Voices group will help shape the future of our service, with their voices at the centre of what we do. Our Shared Voices groups across PSS want to plan a day at the seaside together.</p>

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate statement.

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Disclaimer

IMPORTANT

This PDF provides an opportunity to review the content of your draft Annual Return before formal submission. The Annual Return is only deemed as submitted once the 'Declare and Submit' section of the webform has been completed and the return formally submitted.