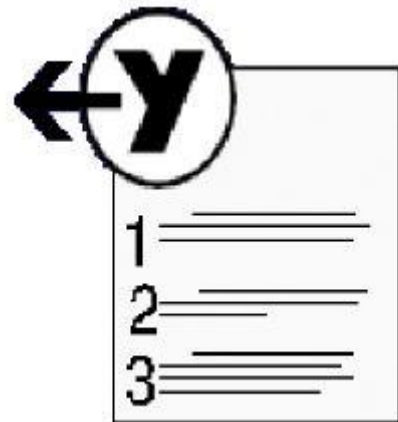


# 22nd Annual Report



**April 2010 to March 2011**

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## Welcome to our Annual Report

The last year has been very busy for us as an organisation and as a community.

- 🏠 Tenants and their staff teams have been finding new ways of working that help tenants take more control of their lives.
- 🏠 Managers have been working hard together to save money and make our services better for tenants.
- 🏠 We are trying to find new ways as a community to work together and help people who need support locally and nationally.

We have agreed a new purpose for the Consortium, this is to:

- 🏠 **Support people to live the life they choose.**

This purpose is something that will both unite and challenge us all.

- 🏠 It means that we will only do what matters to the people we support.
- 🏠 At the same time we will all work together to get rid of waste and bureaucracy.





In our Business Plan we are asking ourselves 3 questions that will have a big impact over our work in the coming years:



- 🏠 How do we become both person centred in the way we work while becoming as efficient as we can in the way we use resources?
- 🏠 How do we help to create communities within which members feel valued and like they can make a real contribution to the world around them?
- 🏠 How can our work together become more sustainable in creating a healthy, fair and enjoyable world locally and globally?

Our Annual report explores how these questions have been explored across our community over the last year.





The people we serve want support that helps them to:

- 🏠 Be as independent as possible
- 🏠 Develop friendships and the relationships they want
- 🏠 Grow as people and as members of their communities.



At the same time there are more and more people needing support and less money to provide public services. How can we provide the support that people want while managing cuts to our funding?

In September 2010 we started working with Vanguard Systems Consulting to help us be both person-centred and really efficient. As a result we have developed a new approach to helping people plan and record their lives based on conversation rather than form filling. Here are some of their stories:

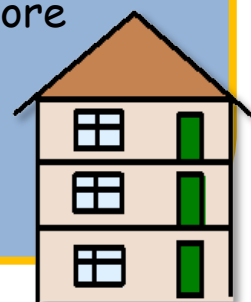
### Paul

Paul lives in Port Tennant and works part-time in a hospital. This year Paul and staff produced a service delivery plan following the systems thinking process. Paul's goals for his future were that he would like to live on his own in a flat and that he would like to keep his medication in his bedroom and take it himself. Usually Paul's medication is kept in a cabinet in the staff office and medication given to Paul at the appropriate times. Paul was also concerned about the recordings written about what food he ate, what he had been doing during the day and his general mood.



## Paul continued

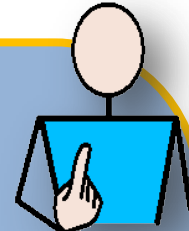
Since the introduction of his new service delivery plan, Paul keeps his medication in a lockable box in his own room which he now self administers. Paul checks his medication and informs staff when medication levels are low. This was started in May this year and there have been no problems. Also staff members no longer keep records about Paul and his day. This makes Paul more independent and more in control. Paul says he is very happy with this. Paul and staff are now working on his other goal - a place of his own.



It is great to see people having the freedom to live how they choose.

**Jean from Gowerton** wanted to do her own shopping. She can check the contents of her food cupboards by using her shopping list made of cards - photos of foodstuff. She checks to see if she needs to buy items of food and if she does she places these relevant cards in a wallet.

When she goes shopping she uses the cards in the wallet to choose the food items. This has resulted in Jean being more involved in her shopping and making it a more enjoyable experience.



## Phil

Phil lives in Llansamlet and takes an active part in the community. He especially loves attending the local church which is a short distance from his home.



Phil wanted to video his service delivery plan. In April 2011, Phil his staff got together to talk about what was important to him. Through using person centred planning tools (Relationship Map and Path) it was discovered that Phil used to go horse riding in Ogmere on the beach some years ago. Staff then arranged for him to attend Cimla Equestrian Centre. Phil said he was nervous at first. The attendant at the horse riding centre said that Phil's posture whilst sitting on the horse was good. Phil now goes regularly and thoroughly enjoys it.

Phil's other wish was to see more of his girlfriend. This has happened with the support of her team. Phil is very happy with the outcomes of his plan and is presently thinking of his next goal.



Our systems working is clearly helping us help tenants to do what they want, but what about efficiency?






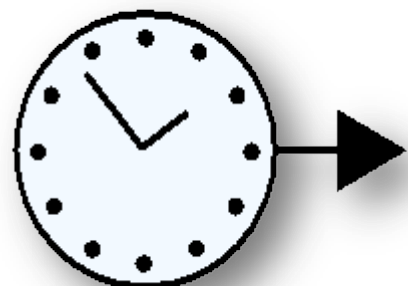
We are looking at all of our policies and ways of working and stopping doing things that don't help us to achieve our purpose. As a result of this we are working with our management team to remove waste that will enable us to reduce our front-line management time by 30% by October 2011. This will enable this really experienced team of people to spend more time with tenants and will save up to £200,000 per year.

You can find more about person centred working and systems thinking by going to our website

 [http://www.communitylives.co.uk/consortium/making\\_the\\_consultation\\_better/SystemsThinkingTools.shtml](http://www.communitylives.co.uk/consortium/making_the_consultation_better/SystemsThinkingTools.shtml)

### What will happen next year?

-  We will roll our new approach to planning with people across all of our services.
-  We will look into the way we provide the right member of staff for each tenant and the way we use computers and technology to ensure that it is both person centred and efficient.
-  We will work with our Board of management to look at how we manage the organisation to use these new person centred ways of working.






These new ways of working are very useful, however they are not just about 'doing' things differently ..... they require us to 'be' differently together.

Our old paper and policy based systems meant that we were following the same basic rules with all the people that we support. Our new way of working needs people to work together in different ways depending on the person's interests and needs. This requires much more trust, personal judgement, and communication between everyone involved in the person's life.



To do this well:

-  We will need to become more assertive as individuals (be we tenants, staff or family members), active with praise and also honest with our views.
-  We will also need to be more enthusiastic sharers of stories, good ideas, and concerns across our community.
-  We will also need to become better able to help each other using our skills and abilities. We will need to rely on each other rather than expecting somebody else to come and 'fix' the problem.

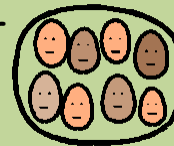
How do we support this to happen as an organisation and as a community of people?

How can we help this to happen in the communities around us?

In the last year we have tried a range of things:

### The Tenant Assembly

Our first Tenant's Assembly was held in Clydach in June 2010. We had over 100 tenants who came together to meet each other, exchange views and get information about things that were going on. There was also food and a disco to round off the evening. Tenants told the Management Committee that they wanted more social events and more time to meet people and find friends with similar interests to them.



Some of these have been quite ambitious

### Time Together Gorseinon

We worked with Swansea Social Services, SCVS, Time Banking Wales, and Gorseinon Development Trust to find a new way of organising support with the people who lived in Gorseinon. This used time credits to help people to come together to make Gorseinon a stronger more supportive community. Unfortunately this could not continue because we couldn't get longer term funding, we have learnt lots we can use in the future.



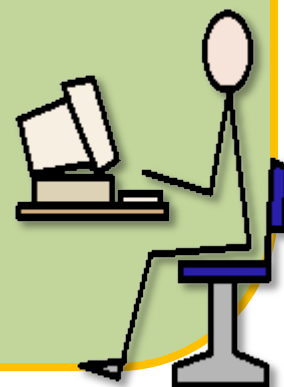
We learn how to organise a wide range of things together:

### Our On-line values training course

We created videos for the values course together with Swansea People First and Swansea Participation Service. We worked with willing volunteers and discussed what would be the best scenario for staff to explore. Once we agreed the outlines of the stories we were happy for the videoing to take place.

People can use this course on-line. This is a very effective way of getting people involved.

They can get training, share comments or express their views. So far people have felt that the course has been a very useful way of learning.



We are proud to work closely with our partners

### Consortium and UNISON working together.



UNISON Workplace Representatives deliver a valuable service to members including:

- Supporting members within disciplinary and grievance processes.
- Representing member's interests in agreeing our policies and practices.
- Sitting on our Board of management and other sub-groups.
- All of UNISON Workplace Representatives are accredited Health and Safety Representatives.

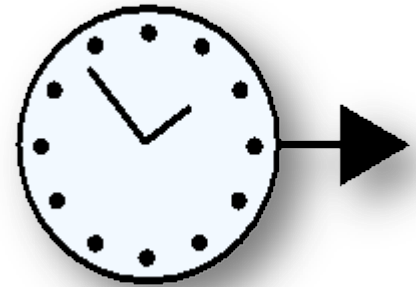
UNISON Learning Representatives act as a sign post to Lifelong Learning for everyone who wants to enhance their education and widen their knowledge. ULRs' have a strong commitment to learning and are enthusiastic to raise awareness of learning opportunities and providing support and guidance to anyone who is interested in enhancing their skills.

We are very keen to recruit new Workplace and Learning representatives, so if you are interested or want to join Unison contact your local Unison representative, you can get contact details for them at our offices.



## Thinking about the Coming Year

- 🏠 We will work with members to help as many people as possible to feel actively involved with how our organisation is developing.
- 🏠 We will look at how people can build better relationships and support networks through sharing skills and time together.
- 🏠 We will put in place an on-line learning environment and other communication tools to help us communicate and learn together as a community.
- 🏠 We will start to explore how we help stronger communities in the neighbourhoods around us.





The last year has been a challenge:

- 🏠 Financially we have had to save money serving the people that we support in the ways that they want.
- 🏠 Socially we are aware that the financial recession is increasing the cost of living for people while reducing the public services and benefits that people and their families rely on.
- 🏠 We also need to work in ways that don't damage our planet and support fairness and social justice across the world.
- 🏠 It is not possible to think about these things separately because they are all linked together.

If the Consortium is to be successful in the long term then we need to work so that we:

- 🏠 Cost as little money as we can while delivering a great service for the people that we support.
- 🏠 Build ways of working that strengthen communities and help us all to maximise our potential.
- 🏠 To reduce the damage we do to the planet, and over time find ways of working that actually improve the environment around us.

## Money

In the year before March 2011 we reduced the cost of our services by £93,000. We did this by saving money on things like; office costs insurances, and consultancy. We reduced money for staff training and introduced the same charges for Tenants Services that social services charge for receivership services. All of this helped us to reduce our costs to Social Services.





## Planet

Our Consortium produces about 140 tonnes of Carbon Dioxide every year, most of this comes from our staff team driving around to get to tenants homes. We are thinking about how we can get people to work with people closest to where they live. This will improve their work experience, and be less damaging to our planet.






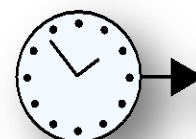
## People (& a bit more planet)

Our workshop team has been collecting food waste for a while and turning it into great compost. This year they have taken this a bit further. They have set up a large food garden in agreement with a group of tenants with a large garden they weren't using. They have been selling the food that they are growing to tenants and staff.



## Thinking about the coming year

-  We will find ways of staff working with tenants close to where they live.
-  We will look at further ways of reducing our Carbon footprint and helping tenants to do so also.
-  We are looking at how system thinking can help us to provide a more person centred and cost effective service.






We support people who need extra support and social care to live successful lives in the communities of Swansea and Neath Port Talbot.

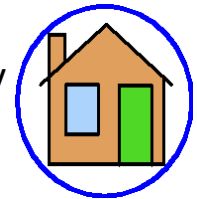



Our shared purpose is

 **To support people to live the life they choose.**


By the end of March 2011:


 We were supporting 232 people; there were 10 empty tenancies in shared properties where we are providing housing support.



 These people received on average 13,964 hours of support each week alongside a range of other services such as; support to manage their money, support to look after their home, and advice and guidance to them and their team maximise their choice and independence.





 We employed 623 staff of which 576 are directly delivering services to the people that we support.


 The people that we support have 8 different social landlords, some also have private landlords and two now own their homes.




 We spent £13.0 million on our services.

 Our staff sickness rate was 4.5%, and rate of turnover was 0.6%.

 90% of all complaints made to us were resolved to the satisfaction of the person who made the complaint.

 There was an 11% movement of staff between services in the final 3 months of the year, this is higher than we would want and has reduced in April to June 2012.

 Over 95% of tenants indicated that they were satisfied with their personal plan.



**Where did our money come from?**

Residents Charges & Housing Benefit	£2,376,427
Local Authority	£9,787,822
Other Income	£1,098,837
Bank Interest Received	£1,718
<b>Total</b>	<b>£13,264,804</b>



**How did we spend our money?**

Charitable Activity Expenditure	£13,039,587
Goverance Costs	£47,742
<b>Total</b>	<b>£13,087,329</b>



 **This meant we made a surplus on our operating activities in this year of £177,475.**

What was our financial position on the 31<sup>st</sup> March 2011?

**What money and things did we have on the 31st March 2011? - (Assets)**

Fixed Assets Comprising Office Furniture, Motor Vehicles, and Equipment	£169,158
Cash at the bank and in hand	£1,048,489
<b>Total</b>	<b>£1,217,647</b>


**What are we owed? - (Debtors)**

Grants due and rent arrears	£435,112
Prepayments and other debtors	£656,320
<b>Total</b>	<b>£1,091,432</b>




**What do we owe? - (Creditors)**


Trade Creditors	£247,904
PAYE & Social Security	£211,780
Other Creditors & Accruals	£30,000
<b>Total</b>	<b>£489,684</b>


 **This means that by the end of March 2011 Community Lives Consortium owned £1,819,395.**

**How is what we own made up?**

Share Capital	£200
Restricted Funds	£676,830
Income & Expenditure Reserve	£1,142,365
<b>Total Capital and Funds</b>	<b>£1,819,395</b>

 The preceding figures are taken from the full audited financial statements of CLC for the year end 31 March 2011, approved by the CLC board on the 24th August 2011 and submitted to the Financial Services Authority.

 The auditors Haines Watts Wales LLP whose opinion was unqualified have confirmed that this summary is consistent with the full report. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the association.

 For further information the full accounts, auditors report and the Board of Management’s annual report should be consulted; copies of these can be obtained from Stephen Harrison (Director of Business and Finance).



We hope that you have found this report interesting and useful.

If you want further information about the Consortium or any of the things discussed here, please look at our website at [www.communitylives.co.uk](http://www.communitylives.co.uk) or contact Debbie Chegwen at our offices.

We would like to thank our Chair Person Pam Evans and our Board of Management, Frank Hounsell, Dave Cox, Cliff Alden, Nicola Roberts, Chris Edwards, Chris Rowlands, Kate Young, Wendy Evans, and Janice Connick-Evans for their hard work throughout the year.



We would also like to thank all of the tenants that we support their families and their supporters, all of our staff and managers, and our partners in other agencies in Swansea and Neath Port Talbot for their commitment, support and sometimes patience throughout this year.



[www.communitylives.co.uk](http://www.communitylives.co.uk)

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