



Working for Valued Lives in the Community

20th Annual Report

April 2008 to March 2009

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Welcome to our 20th Annual Report

This year our Annual report not only looks at the last year but at the last 20 years since the Consortium was set up in 1989.



I want this report to help us to look forward to the future in which we will live and work together.



As usual you can find lots of information in the Annual report about the services the Consortium provides.



I do hope that you find our report interesting, thanks Rick Wilson



Looking back and forward



Over the last 20 years so much has changed for the people that we serve.

- The long stay hospitals and large segregated institutions are not completely gone, but they now seem like a sign of failure to plan effective community services.
- Living in the community is now the norm, people and their families have high expectations. Individuals have a strong sense of their rights even if they don't always get them.



David Sherwood receiving an award for working at Mecca Bingo

We have played our role in these changes and together we have proved that living in the community is possible and attractive whatever your individual needs. This proof can be seen in:

- The personal stories of the people who bravely live their lives and defied the expectations of not an always welcoming public.
- The family members who support their loved one(s) to develop their own personal routines and choices.
- The staff who have worked for the Consortium, or our partner providing or commissioning agencies, who have worked out how to create reliable, safe, and empowering services.
- The neighbours' and friends that got involved and joined our community.

I feel we are at a balancing point, looking back we have achieved so much, then looking forward we have so much further to go and will face new pressures and challenges.

The next 20 years will see our communities under increasing pressure; the need for social care will increase as our society ages and factors like climate change start to have an effect on public funding and create social instability.

Looking back and forward



We have made great progress in helping people to live in the community; I feel the challenge for the next 20 years may be helping to create communities that help people to help each other.

I believe we are more than equal to this challenge if we do what we do – that's work together.

I am really pleased that Chris Smith the Chief Executive of the Consortium from 1989 to 2001 is able to offer us this message. **Rick Wilson Chief Executive.**

Congratulations to the Consortium on your 20th Year.

In 1989 I was appointed as the Director of the Consortium by a management board of like minded people who were determined to give homes and tenancies to people who previously had not believed that this was possible.

These people consisted of parents, local and health authority professionals and housing associations. Funding for this venture was provided from the 'All Wales Strategy' and whilst limited at first (as my role was to refer people to other agencies for their housing need), it was soon recognised that the Consortium should be the vehicle to provide this specialist service.

1990 – with the support of Maurice Wilde, Parent and Chairman, and my Deputy Margaret Evans, with the support of staff, the committee and the local / health authorities, the provision of assessed support to people living in tenancies in houses and flats in the community became a reality, as you will see below.

When I moved on in 2001 I can see that the Consortium was left in good hands and I would like to pass on my best wishes to all involved with the Consortium including the staff and tenants, and wish you good fortune for the years to come.



Chris Smith in the picture used in our first ever press release.



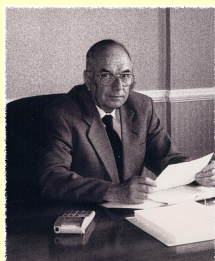
1989

West Glamorgan Housing Consortium

‘Since the Consortium started operating on December 1989 there have been over 50 referrals’.

‘To start with there was just the Director Chris Smith and a volunteer Barbara Thomas in a small office in Swansea Housing’.

3 people are placed in a group home, and 1 in their own tenancy.



Maurice Wilde Chair and one of the founder members.

1994



West Glamorgan Housing Consortium

120 tenants housed in 44 properties.
WGHC employed about 300 staff.

Concerns about lack of funding. The company had grown so fast we needed to build strong management systems. We plan our Tenant Systems.

We are providing services in Swansea, and Neath Port Talbot.



Chris Smith, Margaret Evans and Rick Wilson the early management team.

1999

Working for Valued lives in the Community



140 tenants living in 50 properties.
WGHC employed 420 support staff and managers and about 29 central support staff.

Our open approaches to partnership complaints and whistle-blowing are developing and are popular.

‘Paper work is too complicated’
Need accessible information for tenants.



Diane and Dominic Smith on their wedding day

2004



191 tenants living in 82 properties.
We employ 576 staff, 512 involved in direct services.

Not care homes but own homes.
Tenants join the Board of Management.
Management re-structuring

Easy read information
First use of computers and technology in offering support.



Geoffrey Biddick lets himself in

One vision – Housing and Support for people with learning disabilities who want to live ordinary lives in the community.



2009



225 tenants living in 105 flats and houses, and a range of extra services to help people live lives in the community.
We have 620 staff, 515 involved in directly delivering services.

Direct Payments and person centred approaches start to take hold.
Helping people to record their lives in pictures, sounds and video through the web is becoming more common place.

New models of community support like the Response service and Targeted support are tried out.
The use of Assisted Technology becomes commonplace.



Catherine Williams in her film 'My Life'

Our next 20 years



Who knows what our logo will be like!

Direct support becomes only part of what we do.
We also help people to choose, design and organise their own support, either individually or together with friends or people in their neighbourhood.

We work closely with lots of provider and purchasing agencies to help communities become better at helping each other.
Although we are still expert in helping people with learning disabilities we need a wider range of skills for everybody needing help in the community.

We work as part of sharing networks, which involve citizens closely, these work together to make sure that support is based on the best information and skill, uses as little resource as possible, is locally delivered, and creates little waste.



Winston Waters, Malcolm MacMahon and Geraint Howells

The Same Vision – Valued lives in communities that help each other.



Providing Support to Tenants



We are supporting 225 people this is the highest number in our history.



We reorganised Network 2 to use our Targeted Support model of delivery this is working well, this is our first network in Swansea to use this model which combines area based staff and assistive technology.



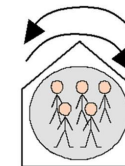
Our Supporting Participation through ICT course is helping staff and tenants to use computers and video to work in a much more person centred way.



We are working hard to make sure that tenants receive the best quality of support; we do this using Active Support and Inclusive Communication. We have made good progress this year monitoring and improving the way we use these tools, thus more tenants have used skills independently as a result.



We are achieving a good level of staff consistency for tenants, by the end of this year only 3% of staff moved between services. However too many keyworkers changed especially towards the end of the year.



You can get detailed information about our services to tenants over the last year in our Tenants Lives report 2008 / 2009 available from the office or on our website.





Providing Quality Housing



We are really pleased that more tenants are getting involved in reporting repairs, and these repairs are being done quickly and effectively.



There were 8 empty tenancies at the end of the year, however we feel that these empty tenancies are being filled at a reasonable speed.



You can get detailed information about our housing management services in our Providing Quality Housing report 2008 / 2009 available from the office or on our website.



Supporting Staff and Managers



We have the lowest staff turnover for 6 years (7%), and a very low level of staff sickness (4.5%).



The majority of our staff have achieved their professional qualifications we have met the national standard for this area over a year early.



We are still concerned that some staff are working too many hours, we are putting in place a plan to resolve this in the coming year.



You can get detailed information about our staff support services in our Supporting Staff report 2008 / 2009 available from the office or on our website.





Some key actions for the coming year

We help lots of tenants to get involved in speaking up about their lives and what they like and dislike about the Consortium by setting up a Tenant Assembly, this will be organised by the Tenant's Lives group and will underpin our quality assurance systems.



We will tender for our first service for people who have physical disabilities in the Swansea area. This could be the start of us providing a wider range of services to people needing support in the local area.



We will explore new models of Citizen Directed Support with local provider and commissioning agencies, we want these models to be more empowering for people, locally delivered, and to encourage cooperation between agencies and people in the community.



We will continue to develop new models of community services, another network will move to our Targeted Support model, we will start our Night Time Response service pilot, and re-model respite services for people who want individual services.



We will deliver our first web delivered training course through our virtual learning website, and also redevelop our Activity Centre to provide a training venue that can be useful to a range of local agencies.



You can get details about our plans for the coming year in our Business Plan 2009/2010, this is available at our office or on our website.



How much have we spent in the last year?



We have had a successful year financially; our budget was about £12.5 million.

Summary Accounts For The Year Ending 31st March 2009

Annual Operations 2009

Where Our Money Came From:

Residents Charges & Housing Benefit	£2,198,727
Local Authority	£9,565,629
Other Income	£720,967
Bank Interest Received	£42,729
Total	£12,528,052

How We Spent Our Income:

Charitable Activity Expenditure	£11,041,134
Support Costs	£1,165,146
Governance Costs	£71,018
Total	£12,277,298
Surplus For The Year On Operating Activities	£250,754

The following figures are taken from the full audited financial statements of CLC for the year end 31 March 2009, approved by the board on the 15th September 2009 and submitted to the Financial Services Authority.

The auditors Haines Watts Wales LLP who's 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.

These financial statements were approved by the board and signed on its behalf by Mrs Pam Evans (Chairperson) and Mr Dave Cox (Vice Chair)

For further information the full accounts, auditors report and the board of managements annual report should be consulted; copies of these can be obtained from Stephen Harrison (Finance Manager)

The Consortium's Financial Situation as of 31st March 2009

What The Company Had On The 31st March 2009 - (Assets)

Fixed Assets Comprising Office Furniture, Motor Vehicles, and Equipment	£11,863
Cash At The Bank And In Hand	£1,153,823
Total	£1,165,686

What The Company Is Owed - (Debtors)

Grants Due And Rent Arrears	£403,770
Prepayments And Other Debtors	£316,316
Total	£720,086

What The Company Owes - (Creditors)

Trade Creditors	£58,357
PAYE & Social Security	£221,209
Tenant Mobility & Travel Creditor	
Other Creditors & Accruals	£120,441
Creditors Due After More Than One Year	
Total	£400,007

Leaving What The Company Owns

£1,485,765

How This Was Created:

Share Capital	£191
Restricted Funds	£478,407
Designated Funds	£458,549
Income & Expenditure Reserve	£548,618

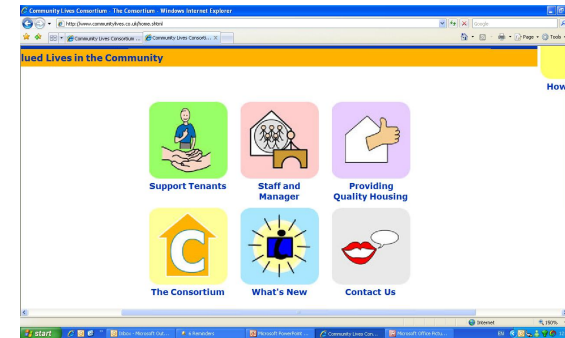
Of the money we spent, 71% was spent on support, 23% was spent on managing and supervising of our services (this also includes some direct support), and 6% was spent on central services.

Other information that you can find about the Consortium



There is lots of additional information that you can get that people have produced in support of this annual report.

You can get this information from our website at www.communitylives.co.uk/annualreport or by contacting us at the office.



You can find our performance reports giving detailed information about what we have done.



You can also get a copy of our Business Plan



You can also find links to our statement of purpose, service user guide, and who's who.



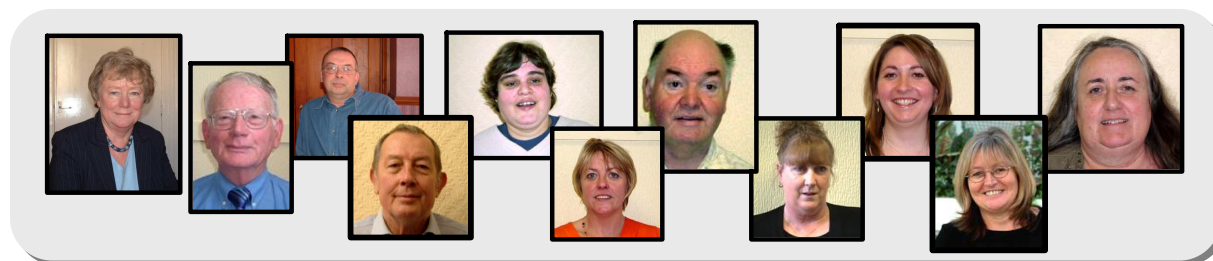
Thanks to you all



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 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, Julie Harries, Chris Edwards, Chris Rowlands, Kate Young, Wendy Evans, and Janice Connick 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.

