



Working for a more valued future for all.

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Performance Report Tenant's Lives

April 2008 to December 2008

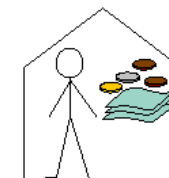


Supporting Tenants

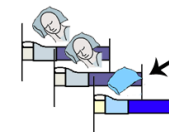


Consortium Support

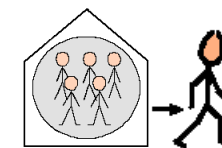
At the end of march the Consortium supports 217 people; this is the highest number in our history.



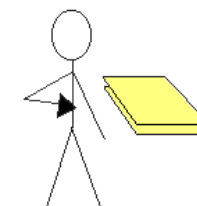
There were 8 empty tenancies at the end of December 2008; Where there are empty tenancies these are usually filled quickly.



The number of key worker changes (4%) has decreased significantly in both Swansea and Neath Port Talbot. This is very good.



We are pleased that individual plans continue to be successfully delivered for the majority of tenants.



Supporting Tenants (Continued)

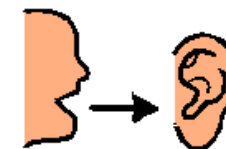


The level of successful Opportunity planning as part of Active Support has stayed the same over the last year.

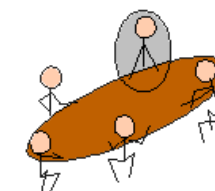
This is very important and we must continue to find ways to do make sure that all tenants experience Active Support.



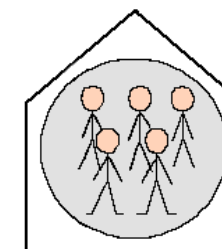
Our Active Support and Inclusive Communication Management Audit tool is called a 'Personal Support Audit' is being used by Team Coordinators to make sure that the quality of our personal support to tenants remains high. We want this to make sure that Active Support and Inclusive Communication are performing well.



It appears that less tenants (79%) have had their individual plan reviewed in the last year with their social worker or community nurse. We want to make sure that this happens at least once a year.



Our staff team was 608 staff by the end of December. Our turn over the last year is 8% this is excellent, the movement of staff between services has also dropped to 4% this is half what it was compared to the previous year.



Supporting Tenants (Continued)



Although 94% of hours we deliver are provided by staff working within their contracted hours, we are still concerned that some members of staff have to work too many hours.



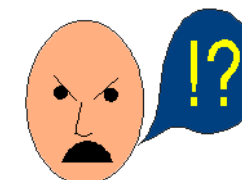
Complaints and Concerns



Between April 2008 and December 2008 we had 40 compliments.



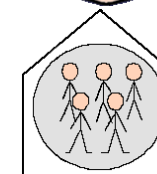
We had 9 complaints that were looked at within people's services and another 32 complaints were looked at by somebody outside of the service.



12 of the complaints were service users raising concerns about the way services were provided to themselves or other tenants.



Another 12 were concerns raised by staff about the way other staff provided services to tenants.



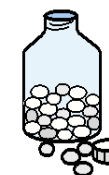
Supporting Tenants (Continued)



4 staff members have been suspended from work.



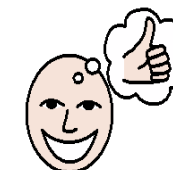
We had 47 errors in the delivery of tablets or medication, where these happened the staff were re-trained.



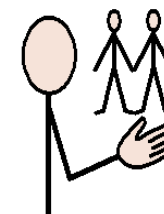
There were 15 incidents that concerned possible abuse and required investigation through the 'Protection of Vulnerable Adults'.



32 (78%) of these complaints were sorted out in a satisfactory way for the person making the complaint.



Most of the other complaints involved other agencies involved such as Social Services.



Supporting Tenants (Continued)



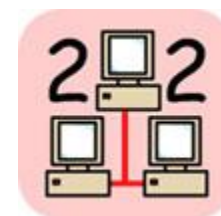
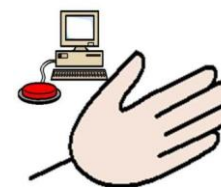
How are we going to improve our service to tenants?

Targeted Support – We are preparing to role out Targeted Support further across Swansea. The information about turn-over of staff and reductions to changes in key workers suggest that this Targeted Support is starting to achieve what we hoped.

In the next year we will look at Targeted Support in Network 2 to ensure it is working as effectively as possible.

If this looks positive we will then start the consultation to change Network 4 this could happen by October 2009. We will then look at the remaining networks to look at how they could use targeted support.

Night-time Response service – We have agreed with Swansea to look at how support is given to people at night. Building on Targeted Support will try a new way of providing waking staff based in our community offices who can support people living in a local area.



Supporting Tenants (Continued)



Swansea People – We have helped develop a new website called ‘Swansea People’ and ‘Neath Port Talbot People’. This will help people to plan their life and stay in touch with friends using pictures, symbols, videos, and sounds.



We have recruited Swansea People Support Officer called Sarah Bonnell who will help tenants to use this and learn how to use computers.



We have developed a training course called ‘Supporting Participation through ICT’ (SPICT), this course will train staff to use Person Centred ways of working and computers to become more independent.



Save the Planet Group – Tenants are working together with the Consortium to be more environmentally friendly. Most tenants have now completed a Carbon Footprint for their life at home and have agreed things they will do reduce the amount of carbon they produce.



Supporting Tenants (Continued)



Assistive Technology - We have installed burglar alarms in shared houses where tenants need them; these can also be used by tenants to get help when they need support and assistance. Over the coming year we will provide these systems to more independent tenants living in their own flats and houses.



In the next year we will also make available to tenants video door entry systems to help them to be more secure in their own homes.



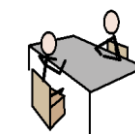
Tenant Participation – Over the next 12 months we want to look at some new ways that tenants can get more involved.



We want to look at our Quality Assurance process to make sure that the views of tenants and their supporters are at its centre. The tools for this are being built at the moment and will be tried out by summer 2009.



We will try out some new ideas about involving tenants when recruiting the staff who support them.



Supporting Tenants (Continued)

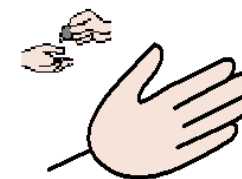


In Control – We are now a member of the In Control Cymru Provider Forum. 'In Control' is a way of organising services that builds on Person Centred Planning and Direct Payments to give people control over the services that they use.

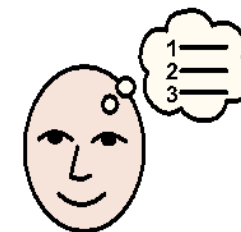
This year we are actively promoting 'In Control', and discussing as an agency how the Consortium must change if this happens in Wales. You can get more information about 'In Control' at www.in-control.org.uk.



Our Direct Payments service in Swansea is developing well; this will grow over the coming year.



We have agreed together with Swansea to use this service to try out an In Control way of working. We hope tenants will volunteer to get involved with this.



Supporting Tenants - Performance Information 2008 / 2009



1 Tenant Information		CCS				NPT				Whole of the CLC			
	Perform. Target	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Number of Tenants supported at home with 24 hour support		124	123	127	130	41	39	39	39	165	162	166	169
Number of Tenants supported at home with drop in support		40	44	42	37	8	11	11	11	48	55	53	48
Number of Vacancies		6	3	7	7	1	1	1	1	7	4	8	8
% of tenants experiencing keyworker changes in quarter	Max 10	18	9	6	5	6	2	12	0	15	7	7	4
% Change of staff supporting tenants in quarter	Max 10	8	5	6	4	9	1	6	3	8	4	6	4
% of Service Users that have been consistently supported to		49	45	51	48	48	42	50	46	49	44	51	50
% of individual planning objectives offered per Service User per year (A3).		82	98	97	96	70	63	77	86	76	92	94	94
% of service users with an accessible statement of their individual communication needs (A4).		44	40	47	43	54	63	48	47	47	45	47	44
% of tenants who have and ISA reviewed in the last 12 months by the LA.	Min 80	96	81	77	80	92	85	66	76	95	82	74	79

2 Compliments, Concerns and Complaints		CCS				NPT				Whole of the CLC			
		0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3	0708 Q4	0809 Q1	0809 Q2	0809 Q3
Compliments Received		6	7	15	8	3	5	3	2	9	12	18	10
Local Complaints received		2	1	1	2	0	2	2	1	2	3	3	3
Formal External Complaints		8	6	12	6	1	2	4	2	9	8	16	8
These include:													
* Service User unhappy with CLC or staff			1	2	2		2	4	1		3	6	3
* S/U unhappy with another S/U or family or friend			0	1	0		0	1	0		0	2	0
* Family / friend unhappy with CLC or staff			0	0	1		0	0	1		0	0	2
* Family / friend unhappy with another S/U or their family or friends			0	0	0		0	0	0		0	0	0
* Neighbour/public, unhappy with CLC service or staff			1	2	1		0	0	0		1	2	1
* Neighbour/public, unhappy with S/U home			0	0	0		1	0	0		1	0	0
* Staff unhappy with the service offered to S/U			3	5	3		0	1	0		3	6	3
* Staff unhappy treatment by CLC or staff member			1	1	1		1	0	1		2	1	2
* Other			1	2	0		0	0	0		1	2	0
Compliments Satisfactorily resolved			7	10	3		4	5	3		11	15	6
% Compliments Satisfactorily resolved	Min 80		100	77	38		100	83	100		100	79	55
Medication Errors		8	16	11	10	4	4	4	2	12	20	15	12
Suspensions of staff in quarter		0	1	1	2	0	0	0	0	0	1	1	2
Disciplinary actions		4	7	4	7	3	0	0	6	7	7	4	13
No of POVA referrals		3	2	4	2	2	2	4	1	2	4	8	3

Supporting Tenants – Action Planning Objectives 2008 / 2009



Tenants Lives	Business Planning Time-scale	Comments February 2009	Lead Person	Team Responsible
1.1 INCLUSIVE COMMUNICATION				
Outcome: CLC staff to communicate effectively with all Service Users in line with their preferred communication style.				
1. To develop tools or techniques to help us communicate with more effectively with Service Users with complex communication needs.	Dec-08	We have started to roll out the SPICT training which meets this objective	Julie Davies	CST
2. To develop an interactive Financial Support Plan placed on the CLC Website.	Dec-08	This has been put on hold, it is in the Swansea People development agenda.	Rick Wilson	CST
3. To develop ICT systems that reflect PCT e.g. Multi Media.	Dec-08	This is being worked through the Swansea People and SPICT agenda	Peter Russell	CST
4. To provide computer training for Service Users.	Sep-08	Training in basic use of a computer has been delivered to Service co's and Support co's in networks 2, 5 & 6, using an external training provider. A proposal is in place to deliver this internally in the future. The SPICT training has been delivered to 28 Service co's and Support co's in networks 5 & 6, with another 14 planned to attend this quarter	Helen Waters	CST
5. Create an Information Support Officer role to support staff re Management Information.	Dec-07	Completed	Rick Wilson	
6. Make a proposal for a recording pack that will be used on-line using Swansea People	Mar-08	This will follow the delivery of the SPICT training	Peter Russell	CST
1.2 QUALITY ASSURANCE				
Outcome: Service Users to have an understanding of the process of the Quality Assurance system.				
1. To revise Complaints procedure.	Feb-08	New complaints procedure is in place, some discussion remains about timescales of internal /external complaint management.	Rick Wilson	SMT
2. To create a central role to service users and other stakeholders in the QA process.	Dec-08	A QA / feedback tool has been agreed with the Tenants Lives group and it is currently in development for piloting in Jun 09.	Rick Wilson	SMT
3. Develop a QA statement that informs Service Users, Relatives, Staff and other and references to the CSSIW Self Assurance Statement. interested parties.	Sep-08	This is under review after it's first year of operation.	Rick Wilson	CST
1.3 IN CONTROL				
Outcome: Service Users to have self directed services which enables individuals to purchase services that meet their wishes, aspirations and needs.				
1. To implement our Direct Payment proposals in CCS.	Apr-08	We are almost through our first year of running the DP service for Swansea.	Peter Russell	CST
2. Review Financial systems in line with 'In Control'.	Dec-08	We still need to resolve issues about the separation of staffing funds, Home Care Roster will resolve this.	Steve Harrison	SMT
3. Develop a proposal to pilot Individual Service Funds within the CLC Service Level agr	Aug-08	This has pilot has been agreed in partnership with the City & County of Swansea it will start in late 2009.	Rick Wilson	SMT
3. To provide awareness training for Service Users and all CLC staff regarding the principals in control.	Sep-08	This has been put on hold while the the next action plan for Targeted Support is under development.	Rick Wilson	CST
4. Produce a prospectus on Transport Options.	Mar-08	The first draft is done, further work follows subject to consultation.	Business Manager	CST
5. To provide a prospectus on options to purchase recreational activities and Social Activities.	Aug-08	This is linked to 'In Control'.	Rick Wilson	CST

Supporting Tenants – Action Planning Objectives 2008 / 2009



Tenants Lives	Business Planning Time-scale	Comments February 2009	Lead Person	Team Responsible
1.4 TARGET SUPPORT				
Outcome: Bringing Staff Support and Technology together to provide cost effective PCT services.				
1. Roll out Targeting Support in Network 2.	Mar-08	Achieved	Alice O'Sullivan	CST
2. Consult on the implementation proposal for the remaining Networks.	Nov-08	Review of N2 being carried out before N4 is implemented	Alice O'Sullivan	CST
3. Make a video diary on the benefits to Service Users and staff of Targeting Support and Assistive Technology.	Aug-08	These videos are either complete or have a few more shots to be added.	Peter Russell	CST
4. Produce a proposal about a Support Workers response service.	Sep-08	This proposal has been agreed with CCS for implementation on a pilot basis in 0910.	Chris Brian	CST
1.5 ACTIVE SUPPORT				
Outcome: Service Users should receive services that are empowering and increases opportunities to learn new life skills and promotes independence.				
1. One field audit to be carried out in each service annually.	Jan-09	This is being completed - ongoing	Alice O'Sullivan	CST
2. Develop a proposal for putting teaching and support plans on line via People and Places.	Aug-08	This is on hold subject to the SPICT training	Peter Russell	CST
3. Developing a protocol for evidencing best interest.	Aug-08	This will be developed in 0910.	Rick Wilson	CST

We hope that you have found this report useful, please let us know what you think by contacting Debbie Chegwen at the Consortium offices.

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