



November 2010

The Consortium



Community Lives Consortium

This document provides information about the staff who work within the services and our central office at Walter Rd. This will enable service users, relatives, staff and other professional agencies to understand more about all our staff and the jobs that they do.

WHO WE ARE

The Community Lives Consortium (CLC) provides care and support to people who have a learning disability who wish to live in the local area.

The Consortium believes that people with learning disabilities:

- ▶ Have a right to a normal pattern of life within the community
- ▶ Have a right to be treated and accepted as individuals
- ▶ Need additional help from the communities in which they live and from professional services if they are to develop their maximum potential as individuals.

The Community Lives Consortium is a non-profit making company with charitable status, which works alongside statutory organisations to make community care a practical and affordable reality.

WHERE WE ARE

Community Lives Consortium currently provides support to people living across approximately 90 houses and flats (schemes) in the Swansea, Neath and Port Talbot areas.

Community Lives Consortium operates its central management and administration functions from:

24, Walter Rd, Swansea SA1 5NN.

Tel 01792 646640, Fax 01792 476436

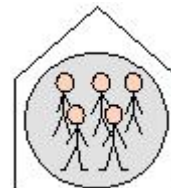
Email: info@communitylives.co.uk , Web: www.communitylives.co.uk



Operational Staff

Support Staff

Within each of the schemes there are a number of support staff who provide the day to day support to the tenants.



Some support staff within each scheme will have the additional role of **Keyworker/Support Co-ordinator** to a tenant. This entails helping the tenant, their care manager and family members to co-ordinate the ways by which the service can effectively meet their needs.

The Consortium currently employs approximately 500 Support Staff.

Service Co-ordinators

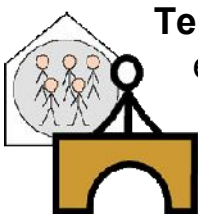
NB Depending on the amount of tenants or staff support hours at a scheme, The Consortium will recruit a Service Co-ordinator to provide the day to day management.

Service Co-ordinators have responsibility for the overall management of one scheme. They are also responsible for the support staff and services provided to the tenants within their scheme. Service Co-ordinators are line managed by Contract Managers.



The Consortium currently employs approximately 52 Service Co-ordinators.

Team Co-ordinators



Team Co-ordinators have responsibility for four schemes. Within each of those schemes there is a Service Co-ordinator who is the line manager. The Team Co-ordinators also monitor schemes, provide NVQ assessment and support and advise the Service Co-ordinators.

The Consortium Currently employs approximately 13 Team Co-ordinators.

Housing Support Co-ordinators

The **Housing Support Co-ordinators** have responsibility for various schemes in their Network, supporting tenants in reporting repairs etc. Within each of those schemes there is a Service Co-ordinator who is the line manager.

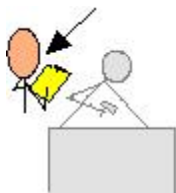


The Consortium Currently employs 5 Housing Support Co-ordinators.



WORKSHOP TEAM

Workshop Manager



Dave Phillips – has been with the workshop team since 1993, helping to establish the team. Dave became the manager in 2000. Dave is responsible for the maintenance workshop, staff and users and planning the workload.



The team offer maintenance support to all of our schemes including: - decorating, gardening and some maintenance on behalf on housing associations in line with our managing agent agreements.

Community Services Officer



Wendy Evans – Wendy started with CLC in 1991 as a Support Worker and then Teamleader and became Recruitment Co-ordinator in 1999. Since July 2005 Wendy has taken on the role of Community Services Officer assisting the Community Services Department in the areas of development, collating of information and day to day operations as directed by the Director of Community

Services. She also facilitates the Staff and Relative Forums with Christine Brian and is a member of the Supporting Staff Sub-Group. Wendy has also taken on the role of one of our Fair Treatment Advisors.

Fair Treatment Advisors

Since February 2003 The Consortium in conjunction with Unison has established the 'Fair Treatment Advisory Service'. The service is for Consortium staff. Experienced and trained Consortium staff have agreed to take on this voluntary role, and are ready to help staff with any advice, concerns, queries or problems that you don't feel you can address with their line manager or anyone else.



The advisors will themselves be provided with professional supervision as required from an experienced counsellor/supervisor external to the Consortium and will work to a strict code of confidentiality.

The advisors will generally be available between the hours of **9.00 a.m. and 9.00 p.m. seven days a week (apart from bank holidays).**



The current Fair Treatment Advisors are:






Sue Cole: 07977 175378	Cath Williams: 07977 175381
Wendy Evans: 07977 175377	Teresa Trotman: 07970 969748
Gerald Samuel: 07894 601777	Michael Connolly: 07970 969722
Laurence Haynes: 07970 969727	Andrea McNaught: 07970 969766

Union Representatives




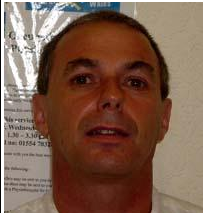



Christine Rowlands – Senior Steward Christine is a Housing Support Co-ordinator and has been a union representative since 2002. *Contact Christine on: 07977 175 320*

Unison Reps/stewards

Gerald Samuel 01792 646640 	Taryn Kristel 07970 968406 	Jayne Wood 07977106258 
Karin Phillips 07970 969842 	Pat Speakman 07970 969825 	Andrea Gwyther 07528731246

Union Learning Representatives:

				
Laurence Haynes	Julie Thomas	Katta Maranvanyika	Andrew Shoare	Andrew Dennis
Union Learning Rep	Union Learning Rep	Union Learning Rep	Union Learning Rep	Union Learning Rep
07576949967	07811386901	07939098558	07583160306	07941494629



Operations Manager



Alice O' Sullivan - Alice joined the Consortium in July 2002. Alice is a qualified nurse and has extensive experience within mental health, elderly and learning disability sectors. Alice has direct management responsibility for the Contract Managers.

Contract Managers



- CLC have a team of 7 Contract Managers and 1 Peripatetic Contract Manager.
- Each Contract Manager has responsibility for a network of houses (schemes). Each network has between 5-8 schemes in (although the two networks with 'supported houses' in have more).
- The Contract Managers have line management responsibility for the Team Co-ordinators, Housing Support Co-ordinators and Service Co-ordinators within their network.

Pat Langan – Pat was seconded from Social Services in 1997. Pat spent 14 years as a ward sister, before joining social services and managing Gorseinon Bungalows for 10 years. Pat is a Contract Manager and has responsibility for 8 houses and covers Network 1.



Michael Connolly – Michael is a Contract Manager and started work for the Consortium in May 2006. Michael comes from a teaching background. Previously employed by the Consortium as a Support Worker in 1998. Michael had also worked in the Private Sector at a College for autistic students. Michael will be responsible for Network 2.

Gill Nichols – Gill is a Contract Manager and has worked for the Consortium since 1991. Gill started as a Support Worker in the Pontardawe area and became a Team Leader. She was appointed temporary Contract Manager September 2004 and was confirmed as a permanent Contract Manager in March 2006 and covers Network 3.





Julie Thomas – Julie is a Contract Manager. Julie has worked for the Consortium since 1995. Julie started as a part time support worker becoming a Senior Team leader in 2001. Julie became Contract manager in October 2003 and is responsible for 9 houses and covers Network 4.

Jonathan Thomas – Jonathan is a Contract Manager. Jonathan has worked for the Consortium since 1992 (with some minor breaks in his contract up to 2001). Jonathan started as a casual worker and became a Team Co-ordinator in 2004. Jonathan became Contract Manager in April 2010 and is responsible for 8 houses and covers Network 5.



Lynne Stainsby – Lynne Stainsby has worked for the Consortium since 1993. Lynne started as a Teamleader and became a Support Manager in 1998. She is now a Contract Manager and is currently responsible for 10 houses and covers Network 6.

Philip McFarlane – is a Contract Manager and started work for the Consortium in May 2006. Philip has had 15 Years experience within this field, starting as a Support Worker, 7 years Managing shared homes and 5 years as a Director of a small company specializing in Independent Living. Philip is currently responsible for Network 7.



Lynda Rosselli – is a Peripatetic Contract Manager and started working for the Consortium in February 1993 as a full time support worker, Lynda remained at this scheme until 2003 as a key worker and then was promoted to a Team Leader. Lynda became a Team Coordinator in 2004 and was part of network 4. In March 2006 Lynda became a Temporary Contract Manager and then became a Peripatetic Contract Manager in June 2007.



Director of Community Services



Christine Brian – Christine has worked for the Consortium since 1998, she is the Director of Community Services and as such has responsibility for the support services and operational management structure of CLC. Christine facilitates the staff forum with Wendy Evans on a quarterly basis, which gives her the opportunity to meet our front line staff.

Central Support Services and Management

Administration Team



Debbie Chegwen - Debbie has been here since August 2002, and is the **Administration Co-ordinator**. Debbie is responsible for overseeing the administration team and allocating day to day work, plus updating and reviewing the Consortium Website, organising meetings such as the AGM and taking minutes. Debbie is also responsible for producing and distributing the **START** Newsletter - **Staff, Tenants and Relatives Together**.



Paul Sheldon – Administration Assistant - Paul has worked within the Consortium's Admin' team since 1991. He deals with photocopying requests from our internal departments and all of our schemes. Paul also co-ordinates our supply of stationery and liaises with service engineers to maintain photocopiers. Paul also carries out all general administration tasks within the office.

Jane Devoy – Administration Clerk - Jane joined the Administration Team in April 2005. Jane is responsible for various administration tasks plus providing additional general secretarial/ administration for the staff at Walter Road office.





Kate Sherriff – Receptionist/Clerk – Kate joined the Administration Team in May 2009 and has a wide experience of covering reception. Kate covers reception full time and is the first point of contact for Community Lives Consortium, meeting and greeting visitors, staff etc. Kate also provides Admin support for various departments.

Anne Gosby – Temporary Receptionist/Clerk – Anne joined the Administration Team in May 2009. Anne has a wide experience of working in Administration and is responsible for assisting the admin team in their various tasks, i.e. inputting Quarterly Service Management Review information, Timesheet information and general admin duties.



Staff Development Department (Training)

The Staff Development Department

Aims :- to enable staff to gain the knowledge, skills and attitudes to perform their role effectively and enable staff to gain relevant qualifications.

Summary of work :- assessing the learning and development needs of the staff, by liaising with their managers. Organising learning and development opportunities for staff (e.g. courses, workshops, library,). Ensuring that the organisation and staff are kept up to date with new developments in social care and learning disabilities.

Customers :- all the staff who work for CLC, the management committee. We do also provide some training opportunities for tenants and their relatives. We have also provided some training opportunities to staff from other service providers (e.g. Social Services)

Staff Development Manager

Helen Waters – has worked for the Consortium since 1995, she is the Staff Development Manager and is responsible for organising all aspects of training and development for staff.



Caroline Firth – Caroline has worked for the Consortium since 1996, her main role is co-ordinating training events within the organisation and making sure all staff know about the training opportunities we provide.



Sue Cole – is the **NVQ Co-ordinator**. Sue has worked for The Consortium since 1994 as a Teamleader and Senior Teamleader. Sue provides advice and support for all staff working towards National Vocational Qualifications and Assessors Awards. Sue is also a Fair Treatment Advisor.



Rosanna Graham – Information Support Officer & Temporary Learning Objects Support Officer (LOSO) -



Rosanna joined the Consortium Administration Team in October 2003. Rosanna previously worked at Carmarthenshire County Council Social Care for 2 years. Rosanna has been seconded to the Staff Development Team as Learning Objects Support Officer and is responsible for providing training around Home Care Roster, and providing support to the Training Department around E-Learning etc.

Karen Fisher: Karen is the **Project Manager** at the Connecting Learners Project which started in September 2010. The Project is a lifelong learning project funded by the Welsh Assembly Government and is a joint venture between UNISON and Community Lives Consortium. Karen comes from a NHS background having worked in most administration roles in Neath Port Talbot Hospital and eventually moving into Information Management. After becoming a Union Learning Rep in 2005 she changed her career path completely and was fortunate to be appointed as Project Manager at one of UNISON's Health Projects. She has since worked on four similar projects and recently graduated from the University of Glamorgan having completed her teaching qualification.



TENANT SERVICES

The role of Tenant Services department is to manage the Consortium 'Appointeeship', Receivership or short order for the Court of Protection and claims to Housing Benefit and other benefit agencies.

The services that the Tenant Services Department provides to individual tenants are agreed through the Individual Planning Process.



Tenant Services Manager



Del Rees – is the **Tenant Services Manager** and as such has responsibility for overseeing the department. Del previously managed a residential home for 11 years, before joining the Consortium in Jan 2002.

Tina Watson – Tina has worked for the Consortium for 8 years as a support worker and started as receptionist in July 2002. Tina started working as a **Tenant Services Officer** in 2004 and deals with tenant's benefits.



Emma Shears - Emma joined us in July 2005, she previously worked in the Benefit Agency for 3 and a half years in the Income Support section. Emma is a Tenant Services Officer and will be dealing with the service users benefits.

Clare Davies - Clare joined the Tenant Services Department in January 2006 where she will be dealing with the service user's benefits. Clare previously worked for 4 years in the Incapacity Section at the Benefit Agency.



Rhys Jones – Rhys joined the Tenant Services Department in February 2010 as Tenant Services Officer. Rhys previously worked at Swansea Job Centre for 18 months as a financial assessor. Rhys is responsible for claiming all relevant benefits and managing bank accounts for individual service users.



Psychology Support Service

The Psychology Support Service works with Consortium staff in order to support some tenants maintain their placements within the Consortium and seek to minimise the impact of the tenant's behaviour upon their life experiences. The work of the Service also helps to enable the tenants to access and live a valued life in their own community. Without the support of the team these opportunities that we often take for granted might not be available.

The team offers regular meetings with our staff teams, thus providing access to the professionals that can help our staff deliver services in the most difficult and challenging circumstances. The team provides psychometric assessments, behaviour analysis, functional analysis, staff training on clinical issues pertinent to the individual, risk assessment, direct observations, management plans for behaviour and aggression, and individual therapies.

As well as our tenants and staff the team work in partnership with parents, and partner agencies in health and social services.

David Jones – Director of Clinical Services.

David is a qualified Clinical Psychologist and has extensive experience in both the NHS and private health care systems. David was a major influence in the planning and development of challenging behaviour and children's services in West Wales. David has provided psychology input to the Consortium since 1993.



Intensive Support Services Manager



Diane Jones – Diane is a qualified nurse and has been working for the Consortium since February 1994. Diane was previously the Senior Teamleader for two schemes before becoming a Support Manager in November 1999.

The Intensive Support Services Manager is responsible for developing respite services for people who challenge the services they receive. The manager will be responsible for developing Clinical Support Workers and involved in designing and delivering training programmes.



Glenn Greenacre – Glenn is the teams **Clinical Co-ordinator**. He first started working in the field of learning disability and brain injury in 1988 before joining the Consortium as a Teamleader in 1992. Glenn joined the Psychology Support Service in 1994. He is responsible for the safe management of service users physical aggression and the development of reactive plans and behaviour management.



Catriona Firmin (Trine) – Trine joined the Consortium in February 2010 as **Senior Behaviour Specialist**. Trine will be working alongside Glenn and Ceire providing clinical support and liaising with staff and tenants.

PERSONNEL DEPARTMENT



Personnel Manager



Peter Thomas – joined the company as Personnel Manager in October 1998. He has a Masters Degree in Business Administration and is a Chartered Fellow of the Chartered Institute of Personnel and Development. The Personnel Department provides an effective personnel service, administrative support and advice to staff. Peter is responsible for all aspects of Consortium personnel work including Health & Safety and Payroll. Peter is also active in building stronger links with Unison and continually seeking to improve the terms and conditions for Consortium staff.

Sandra Jones – Sandra is the **Personnel Co-ordinator** within the team. Sandra joined the Consortium in May 2001 and has a professional background in personnel and is a member of the Chartered Institute of Personnel and Development. Sandra's duties include recruitment, sickness review procedures, pensions, administration, disciplinary matters and deputising for Peter in his absence.



Gill Neale – Gill started as a **Personnel Assistant** in September 1998 and works closely with Sandra to fulfil all personnel administration tasks such as; all paperwork for new staff, appointment letters, references, issuing contracts, maintaining employee database and ensuring CRB checks are carried out.



Gaynor Bujega - Gaynor joined the Consortium in October 2002 as a Payroll/Personnel Assistant. Gaynor is now **Payroll Co-ordinator** as of June 2006, her duties in Payroll include dealing with pay queries, inputting data from timesheets, sickness benefits and maternity.



Ann McAughtrie – Ann started as a **Payroll Assistant** in April 2004, Ann works closely with Gaynor and her responsibilities are dealing with pay queries, inputting data from timesheets, sickness benefits and maternity.

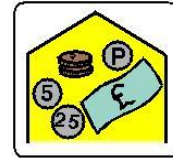
Debra Selby – Debra joined the CLC in June 2006 and works as a Personnel Assistant. Debra is responsible for personnel administration tasks such as; all paperwork for new staff, appointment letters, references, issuing contracts and maintaining the employee database.



INVESTIGATIONS & COMPLAINTS CO-ORDINATOR



Gerald Samuel – Gerald has been with the Consortium since October 2000 and has worked as a Support Worker, Deputy Team Leader and Housing Support Coordinator in Network 7 & and Service Coordinator in Network 5. Previous to the Consortium Gerald served for 30 years with South Wales Police. Gerald took up his present post on 4th February 2008, his responsibilities as Investigation and Complaints Coordinator include investigating complaints within time scales laid down by the CSSIW producing reports and making recommendations on how the service can be improved.



BUSINESS & FINANCE DEPARTMENT

The aim of the Business & Finance Dept' is to provide the best possible service to Tenants, Relatives, Local Authority and Consortium staff. One of the objectives is to work closely with our Tenants Services Department to ensure that tenants under our appointeeship receive money due to them without unnecessary delay.

Another objective is to ensure the continued financial viability of the organisation is maintained, this is made possible in conjunction with our external auditors and bank. We also arrange the transfer of money to accounts held by each scheme for their use in running the service. Where we work with external receivers and appointees we will invoice them for the charges tenants pay for the services we provide.

The Business & Finance Department also covers the following areas of work:
Transport - To work with staff, tenants, relatives, social services, suppliers to provide a safe and cost effective fleet of vehicles ensuring that tenants with mobility or transport needs, are fulfilled.

Information Technology - To maintain the central network of computers, to satisfy the companies information needs. Stay informed and make recommendations about new technology and how it might be used both at our central office and within Consortium schemes.

Insurance - To ensure that all possible risks are covered by the appropriate insurance and limit the possible expense to the company or tenants in the event of a loss.

Telecommunications - To ensure that both mobile and static communications are maintained and that the people who require them have the necessary equipment to do so.

Other areas of Responsibility include:

Office building infrastructure, Utilities such as Gas, Electric, Water, TV licences, Rates etc.

BUSINESS & FINANCE MANAGER

Stephen Harrison – has worked for the Consortium since August 2000, he is the **Business & Finance Manager**. The Department has responsibility to support tenants, relatives, staff and other agencies in all aspects of Consortium Business and Finance matters. These would typically include financial and budgetary control, facilities management, transport functions and communications systems.

Stephen has overall responsibility for the staff working within the Business & Finance department and strategic development of the department.

Stephen also responsible for the overall IT Infrastructure for the organization



Mandy Hopkins – Mandy joined the Consortium in December 2000 as a Finance Assistant. Her current role is **Business & Finance Co-ordinator**, which includes the co-ordination of work for all staff within the department and their supervision. Mandy works closely with Stephen in the day to day running of all department functions to ensure the highest level of service is delivered and in some cases will deputise for him.

Lee Jenkins - Lee joined the Consortium in June 2003 as a Finance Assistant. Lee's current role is **Business & Transport Officer** which involves the day to day administration of our transport functions and communications systems.



Louise Ellis - Louise joined the Consortium in November 2008 as Finance Assistant. Louise's current role is **Business & Finance Officer**. She is responsible for the day to day function of our Purchase Ledger system and payments to external organizations. She is also responsible for the administration and reconciliation of all scheme bank accounts and audit processes and provides payroll and PAYE services for external clients.

Matthew Tucker - Matthew joined the consortium in January 2010. He previously worked in Swansea University as a finance assistant. Matthew's role in the consortium is **Sales Ledger Assistant**. He is responsible for the invoicing of our services to both service users and external agencies, and the receipt of all our income. He is also responsible for the maintenance of our debtors and credit control system.



Sam Hilton – Sam joined the consortium in April 2010. He previously worked at Morryston Comprehensive School as Finance Assistant. Sam's role in the consortium is **Business and Finance Administrator**. He is responsible for providing general administrative support to the department and to ensure the smooth operation of our training and meeting facilities. He is also responsible for the day to day issuing of petty cash.



IT Co-ordinator



Ben Calder – Ben started with the Consortium in March 2004, he previously worked providing support to a network of schools across NPT and Swansea. Ben is responsible for IT support, and maintenance.

Sarah Thomas – Sarah started with the Consortium in February 2003 as a Support Worker. Sarah is now part time IT Support Assistant. Sarah assists Ben with IT support.



Tenant Participation Officer



Julie Davies – Julie has worked for the Consortium since 1998, she has considerable experience as an advocate, having spent 10 years voluntarily advocating for different client groups. During Julie's time with the Consortium she has worked as a support worker and deputy teamleader. Over the last few years Julie has taken a lead role both in the implementation and training of staff in inclusive communication. Julie is responsible for co-ordinating



Person Centred Planning in the organisation. Julie will be working alongside the Tenants Group and Tenant Lives Group supporting their work. Julie is also keen to find out the things that are important to tenants, supporting them and their supporters to have their say.

Karin Phillips—is a **Person Centred Planning Co-Coordinator** and started working for the Consortium in November 2002 as a support worker in Network 4. Karin has gained hands on experience through working in various schemes throughout the organisation. Karin became a part time support worker in 2005 to concentrate on her Honours degree which was achieved in 2008. Karin decided to apply for this position and acquired this in July 2008.





Community Solutions



Peter Russell – Head of Community Solutions

Peter has worked for The Consortium since 1995. Community Solutions has been set up in response to interest about the work The Consortium has undertaken through its service development department. As Head of Community Solutions Peter is responsible for co-ordinating consultancy and project management for other agencies, developing training programmes and in particular expertise around assistive technology solutions.

In addition to Community Solutions Peter oversees and line manages The Consortiums Service Development department, Tenant Participation Officer, Assistive Technology Co-ordinator and Swansea People Support Officer.

Phillip Tanner – Phil has been with the company since 1994 working in the Administration Department. Phil became **Assistive Technology Co-ordinator** in 2005, helping Peter Russell with Assistive Technology and Ben Calder with IT support. Phil also line manages the Telecare Support Co-ordinator



Swansea People Support Officer

Sarah Bonell – Sarah joined the Consortium in 2003 as a Support Worker while studying at Swansea University. Sarah became **Swansea People Support Officer** in 2008. Sarah is now tasked with bringing people together online in Swansea using Swansea People Website that has been developed by the Swansea Provider Forum. Sarah will be working closely with City and County of Swansea day centres and the web development company CDSM in furthering the websites progress.





Chief Executive

Rick Wilson – is the Chief Executive of CLC. Rick started with the Consortium in 1995, he has overall responsibility for services provided by The Consortium and overall management responsibility.














CLC Management Committee

The Management Committee have a responsibility to oversee the management of the Community Lives Consortium.

Members of the committee have delegated schemes which they visit every year. This is an opportunity for them to discuss with tenants and staff any concerns or problems they are facing and how the committee might be able to help.

<p>Pamela Evans – Chair - Committee Member since 2002.</p> <p>Pam was elected as Chair in October 2006.</p>	
<p>Dave Cox – Vice Chair - Committee Member since October 2003</p> <p>Dave is a Support Worker that works in the Consortium’s Workshop and represents Staff on the Committee.</p>	
<p>Frank Hounsell - Committee Member since March 2004</p>	
<p>Wendy Evans – Committee Member since February 2006.</p> <p>Wendy is the Community Services Officer for CLC and represents the Staff on the Committee.</p>	
<p>Janice Connick – Committee Member since May 2006.</p> <p>Janice represents the Tenant’s relatives.</p>	
<p>Cliff Alden – Committee Member since October 2007.</p> <p>Cliff represents the Tenant’s relatives.</p>	



<p>Nicola Roberts – Committee Member since October 2004 – Nicola represents Service Users.</p> <p>Nicola has been a tenant supported by the Consortium since 1989. Nicola was a founder member of the Consortium Tenant Participation Group.</p>	
<p>Christopher Edwards – Committee Member since October 2004. Christopher represents Service Users.</p> <p>Chris has been a tenant supported by the Consortium since 1995. Chris was a founder member of the Consortium Tenant Participation Group.</p>	
<p>Christine Rowlands – Committee Member since July 2007</p> <p>Christine is a Housing Support Co-ordinator for CLC and also a Union Steward and represents UNISON.</p>	
<p>Kate Young – Committee Member since October 2007.</p>	