



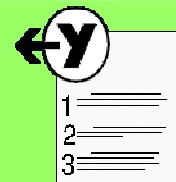
Working for a more valued future for all.

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Performance Report Tenant's Lives

January to March 2007



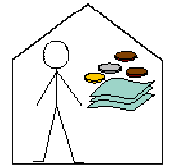
Supporting Tenants



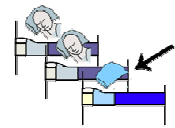
Consortium Support

The number of tenants that the Consortium supports has stayed still over the last 3 months, it is about 203 people.

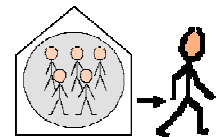
The overall number of tenancies that the Consortium manages has also stayed at 210.



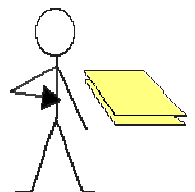
The overall number of empty tenancies for the months of January to March is 7; this has stayed the same since September; however where there are empty tenancies these are usually filled quickly.



The number of key worker changes (17%) has increased slightly in both Swansea and Neath Port Talbot. However the overall changes of staff has increased again to 7% over the last 3 months.



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



Supporting Tenants (Continued)

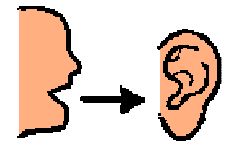


The level of successful Opportunity planning as part of Active Support declined slightly over the last 3 months.



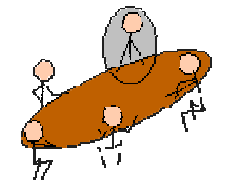
This is very important and we must continue to find ways to do make sure that all tenants experience Active Support.

We have completed our Active Support and Inclusive Communication Management Audit tool, this 'Personal Support Audit' will be 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. We will use this tool in all services by March 2008.

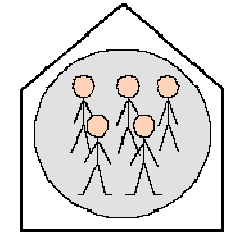
Most tenants have had their individual plan reviewed in the last year with their social worker or community nurse. We want to make sure everyone gets their plan reviewed at least once a year.



Supporting Tenants (Continued)



Our staff team has continued to grow, by the end of March we had 577 staff. Our turn over has stayed at 3.3% in this 3 months. Despite this we are still concerned that some members of staff have to work too many hours.



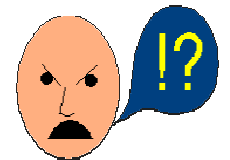
Complaints and Concerns



Between January and March we had 7 compliments.



We had 9 formal complaints, 8 of these complaints were resolved quickly, but 1 required a longer investigation.

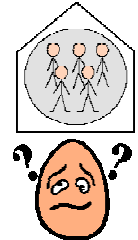


12 tenants raised concern about the behaviour of other tenants; the majority of these were in services provided to the most independent group of tenants.

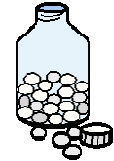
Supporting Tenants (Continued)



19 concerns were raised about staff practice; most of these were raised by other members of staff. Most of these concerns were resolved quickly. 5 of these concerns led to staff members being suspended from work.



The most common concern was an error in the delivery of tablets or medication (19 errors), where these happened staff were re-trained.



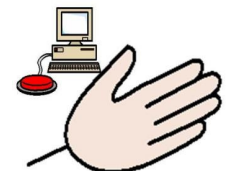
There were 10 incidents that concerned possible abuse and required investigation through the 'Protection of Vulnerable Adults'.



How are we going to improve our service to tenants?



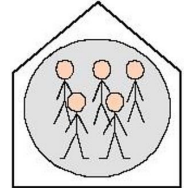
Targeted Support - We are trying out a new way of working in Network 5 and 6 together with NPT. This started in August 2006. The new way of working is this:



Supporting Tenants (Continued)



Tenants have a small team of Support Coordinators who will help them to plan their life and coordinate the care they need.



When they need extra help, it arrives quickly from Support Workers who work alongside their team and then go.



Assistive Technology tells their team when they need help quickly; it also helps the tenant to stay in more control of their home.



So far this is going well; the pilot is going to be extended to Network 5 in April 2007. Network 2 in Swansea will also start working in this way in February 2008.



Person Centred Planning – The Person Centred Planning work is still going very well, some people in Neath Port Talbot are working on how they want to change their lives.



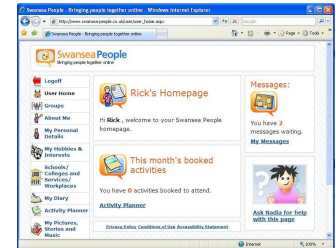
Supporting Tenants (Continued)



Consortium Website - The new Consortium web-site is now on the internet, Tenants have started to use the message board and one tenant has made a video to put on our website about her life.



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

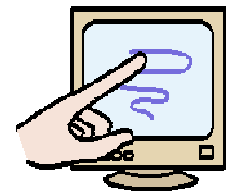


We have recruited a new person called Andrea Kennedy who will help tenants to use this and learn how to use computers. Neath Port Talbot, Powys, Denbighshire, and Carmarthen have already purchased this website.



We are currently training staff and tenants how to use it.

From April 2006 onwards we will be installing burglar alarms in most houses where tenants need them; these can also be used by tenants to get help when they need support and assistance.



Supporting Tenants (Continued)



‘Unkind People and what to do about them’ The tenants are very concerned about what to do where they face harassment from members of the public. The Tenant's Lives group have got a Tenant Empowerment Grant to do some research. This research will gather information about tenant's experiences and what they think should be done about these.

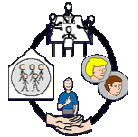


The tenants have now met with tenants from DRIVE in Bridgend, from Cartrefi Cymru and Reach in Newport. The tenants are now producing information to help other tenants to know what to do to avoid being treated unfairly or unkindly.

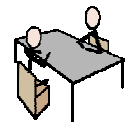
Tenant Participation – Over the next 12 months we want to look at some new ways that tenants can get more involved.



We want to look at our Quality Assurance process to make sure that the views of tenants and their supporters are at its centre.



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



Supporting Tenants (Continued)



We are also trying out an experiment in one service. We will find ways of recording the service offered in using video, sounds, and pictures. We will try to remove as much recording in written words as possible, thus we will try to only record in a way that includes the tenants.



In Control – We also want to look at the ‘In Control’ project that is currently being tried out in England.

‘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 will look at ‘In Control’, and decide as an agency how we want to promote this idea and how the Consortium must change if this happens in Wales.

You can get more information about ‘In Control’ at www.in-control.org.uk.

Supporting Tenants - Performance Information 2006 / 2007



Supporting Tenants - Performance Information 0607



| 1 Tenant Information | CCS | | | | | NPT | | | | | Whole of the CLC | | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------------|---------|---------|---------|---------|
| | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 |
| Number of Tenants supported at home with 24 | 118 | 116 | 116 | 117 | 118 | 42 | 42 | 42 | 42 | 40 | 160 | 158 | 158 | 159 | 158 |
| Number of Tenants supported at home with drop | 29 | 31 | 32 | 34 | 35 | 9 | 9 | 10 | 10 | 10 | 38 | 40 | 42 | 44 | 45 |
| Number of Vacancies | 4 | 9 | 7 | 7 | 5 | 0 | 0 | 0 | 0 | 2 | 4 | 9 | 7 | 7 | 7 |
| % of tenants experiencing keyworker changes in quarter | 13 | 15 | 15 | 14 | 16 | 10 | 13 | 21 | 19 | 20 | 12 | 15 | 17 | 16 | 17 |
| % Change of staff supporting tenants in quarter | 10 | 7 | 6 | 3 | 6 | 3 | 3 | 2 | 7 | 10 | 8 | 6 | 5 | 4 | 7 |
| % of Service Users that have been consistently supported to perform a task agreed as part of ICP process that promotes or maintains their independence (A2). | 40 | 50 | 46 | 52 | 49 | 54 | 43 | 50 | 56 | 55 | 43 | 48 | 47 | 53 | 50 |
| % of individual planning objectives offered per Service User per year (A3). | 93 | 93 | 95 | 94 | 93 | 77 | 74 | 72 | 77 | 91 | 88 | 86 | 87 | 90 | 90 |
| % of service users with an accessible statement of their individual communication needs (A4). | 35 | 36 | 35 | 45 | 45 | 52 | 58 | 52 | 54 | 55 | 39 | 42 | 40 | 47 | 48 |
| % of tenants who have and ISA reviewed in the last 12 months | 88 | 95 | 92 | 79 | 86 | 77 | 62 | 70 | 79 | 82 | 85 | 56 | 86 | 79 | 85 |

| 2 Compliments, Concerns and Complaints | CCS | | | | | NPT | | | | | Whole of the CLC | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------------|---------|---------|---------|---------|
| | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 | 0506 Q4 | 0607 Q1 | 0607 Q2 | 0607 Q3 | 0607 Q4 |
| Compliments Received | 4 | 2 | 4 | 0 | 3 | 6 | 3 | 0 | 2 | 4 | 10 | 5 | 4 | 2 | 7 |
| Stage 1 Complaints received | 6 | 19 | 33 | 15 | 9 | 1 | 2 | 3 | 9 | 0 | 7 | 21 | 36 | 24 | 9 |
| Stage 2 Complaints received | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 |
| Complaints resolved | 5 | 2 | 7 | 14 | 8 | 1 | 3 | 1 | 9 | 0 | 6 | 5 | 8 | 23 | 8 |
| Conflicts between tenants | 0 | 11 | 29 | 22 | 9 | 0 | 0 | 1 | 6 | 3 | 0 | 11 | 30 | 28 | 12 |
| Complaints from Neighbours | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 2 | 0 | 1 | 1 |
| Complaints from relatives | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 2 | 2 | 1 | 2 | 0 | 2 | 2 |
| Complaints regarding maintenance | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 |
| Staff practice error or concern | 4 | 16 | 3 | 18 | 14 | 2 | 7 | 7 | 7 | 5 | 6 | 23 | 10 | 25 | 19 |
| Medication Errors | | 18 | 18 | 12 | 16 | | 2 | 9 | 5 | 3 | | 20 | 27 | 17 | 19 |
| Resulting Suspensions of staff in quarter | 1 | 1 | 2 | 0 | 4 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 1 | 5 |
| Allegations unresolved in quarter | 8 | 4 | 12 | 5 | 5 | 2 | 5 | 5 | 2 | 1 | 10 | 9 | 17 | 7 | |
| Disciplinary actions | | 25 | 10 | 5 | 20 | | 14 | 8 | 5 | 1 | | 39 | 18 | 10 | 21 |
| % of POVA referrals made by the service resulting in POVA Strategy Meeting, with respect to the number of service users (A5). | 4 | 8 | 1 | 3 | 6 | 2 | 2 | | 4 | 2 | 1 | | | 3 | 5 |

Supporting Tenants – Action Planning Objectives 2006 / 2007



| Action | Business Planning Time-scale | Update March 07 | Team Responsible |
|---|------------------------------|---|-------------------|
| 1.1 Supporting people to live in their own homes | | | |
| 1. We will implement the changes to support identified by the Swansea Support Hour review. | Jul-06 | Completed | Com Services Team |
| 2. Revise our Statement of Purpose and Service User guide in line with discussion with tenant's, service users and their family members. These revisions will include references to charges for privately purchased support packages. | Oct-06 | Completed | Com Services Team |
| 3. Clinical Team will develop new clinical recording formats compatible with Consortium formats. | Oct-06 | Completed | Com Services Team |
| 4. We will review the impact of the changes in support in Swansea to ensure that tenant's needs continue to be met. | Dec-06 | Completed | Com Services Team |
| 5. Establish a working group with CCS & NPT to define Day Care provision. | Dec-06 | This work is ongoing in partnership with CCS, a review of existing day care packages will take place by March 07. | Com Services Team |
| 6. We will produce a discussion document about a possible future direction for our Tenant Services department as a service that could be available to people not receiving personal care from the Consortium. | Dec-06 | An Initial discussion document was produced for the LA's in Jan 07. | Com Services Team |
| 7. Promoting opportunities for direct payments in Neath Port Talbot agreeing how our Personnel Department can act as an employment agency to people who want to recruit their own personal assistants. | Mar-07 | Deferred into 0708 | Personnel Team |
| 8. We will strengthen our systems for informing service users about changes to staffing, we will explore the use of Talking Pages and the People and Places software. | Mar-07 | This is being worked into the Swansea People development plan. | Com Services Team |
| 1.2 Targeted Support | | | |
| 1. Implement the Targeted support pilot in Network 6 | Aug-06 | Acheived | Com Services Team |
| 2. Prepare for implementation of Targeted Support in Network 5. | Dec-06 | Acheived | Com Services Team |
| 3. Agree with Swansea and action plan for the implementation of Targeted Support within networks 1, 2, 3, 4, & 7. | Mar-07 | An action plan is being developed with CCS, the first Swansea Network will be N2 in February 08. | Com Services Team |
| 4. Implement Targeted Support in Network 5 subject to a positive research evaluation for phase 1. | Apr-07 | The Network 5 Implementation is scheduled for April 07 | Com Services Team |
| 1.2 Assistive Technology | | | |
| 1. We will produce a plan for the phased introduction of community alarms and telecare which will be delivered at a network level. This plan will run alongside the implementation of Targeted Support. | See above | Acheived | Com Services Team |

Supporting Tenants – Action Planning Objectives 2006 / 2007



| Action | Business Planning Time-scale | Update March 07 | Team Responsible |
|--|------------------------------|--|------------------------|
| 1.3 Tenant Participation | | | |
| 1. Produce a discussion document about how we can re-organise our Quality Assurance process to better involve tenant's and their supporters. We will explore some of these ideas within 1 service. | Dec-06 | A new model of QA is being developed in one service in Network 3, this is being tied into the Swansea People development. | Com Services Team |
| 2. We will support service users to have a greater level of involvement in the formal and informal stages of the recruitment process by the implementation of more pictorial based methods of specifying job specifications and equal opportunities recruitment. | Mar-07 | Deferred into 0708 | Com Services Team |
| 3. Produce a proposal about Consortium could deliver more self directed services in the light of the 'In Control' project. | Mar-07 | The document is deferred into 0708, although initial discussions are taking place with both LA's. This will be in place in April 07. | Com Services Team |
| 4. We will revise our complaints process to include a talking page version which will be on our Web-site. | | | |
| 1.4 Active Support | | | |
| 1. Develop the Active Support Fieldwork Audit to a finished state and then conduct it once in every service. | Mar-07 | The 'Personal Support Audit' has been designed and is being piloted in 1 service per network by March 07. | Com Services Team |
| 1.5 Helping the Tenants to communicate effectively using Computers | | | |
| 1. We will work with our UK agencies to start to collaborate about the development of web-based recording systems for services to vulnerable adults in the community. | Oct-06 | A specification for a Learning Disability Module for the SPRINT software is being designed. | Chief Executive |
| 2. Develop an action plan supported by a 1 year development post (this post will be part funded by the Consortium) to explore the use of the 'People and Places' software to support tenants to record their lives, develop relationships, stay in touch with supporters, and comment on their services. | Nov-06 | Acheived | Com Services Team |
| 3. We will develop a service through which people can be supported to purchase their own computers, with appropriate support from the Consortium. A Semi-independent tenant will be supported to purchase their own computer with Consortium support to pilot this approach. | Mar-07 | Acheived | Business Services Team |

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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