



**Community Lives  
Consortium**

**Who's Who**

**Working for Valued Lives in the Community**



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**October 2007**

*The Consortium*

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'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'

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## 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 82 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**

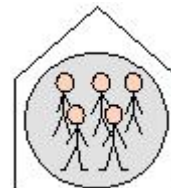
Email: [info@communitylives.co.uk](mailto:info@communitylives.co.uk) , Web: [www.communitylives.co.uk](http://www.communitylives.co.uk)



## 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** 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 445 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 55 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 13 Team Co-ordinators.

### Housing Support Co-ordinators

The **Housing Support Co-ordinators** have responsibility for eight schemes. Within each of those schemes there is a Service Co-ordinator who is the line manager.

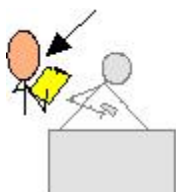


The Consortium Currently employs 7 Housing Support Co-ordinators.

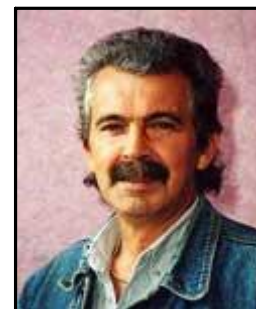


## WORKSHOP TEAM

### 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.

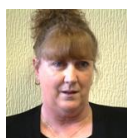
## Community Services Officer



**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.

## Union Representatives



**Christine Rowlands** – Christine is a Housing Support Co-ordinator and has been a union representative since 2002.

*Contact Christine on: 07977 175 320*



**Julie Davies** – Julie is the Tenant Participation Officer and has been a union representative since February 2004.

*Contact Julie on: 07977 175 392*



**Mike Evans** – Mike is a support worker and has been a union representative since 2002.

*Contact Mike on: 01792 893763*



## 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**                      Tel: 07977 175378  
**Glenn Greenacre**        Tel: 07977 175384  
**Cath Williams**            Tel: 07977 175381

**Wendy Evans**    Tel: 07977 175377  
**Jeff Jones**        Tel: 07977 175380

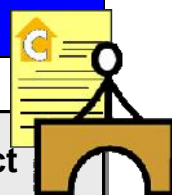
## Operations Manager

**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.



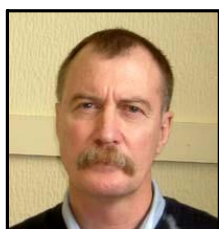
## Contract Managers

- **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.

**Renee Willis** – Renee is a Contract Manager. Renee has worked for the Consortium since 1992. Renee started as a support worker, becoming a Teamleader in 1994. Renee was also one of our first Senior Teamleaders in 2000. Renee currently has responsibility for 9 houses 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 Teamleader in 2003. Julie became Contract manager in October 2003 and is responsible for 9 houses and covers Network 4.

**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 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 Roselli** – 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. Lynda's responsibility is helping Contract Managers with their workloads and covering absences.

## 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.

**Rosanna Graham – Information Support Officer** - Rosanna joined the Administration Team in October 2003. Rosanna previously worked at Carmarthenshire County Council Social Care for 2 years. Rosanna is responsible for various administration tasks and designing database forms for the collation of Management Information.



**Jane Devoy – Administration Clerk** - Jane joined the Administration Team in April 2005. Jane was previously self employed running her own Child Care business. Jane is responsible for various administration tasks plus providing additional general secretarial/ administration for the staff at Walter Road office.

### **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 Department (Training)**

### **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.



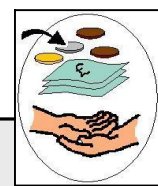


**Caroline Firth** – Caroline has worked for the Consortium since 1996, her main role is co-ordinating training events within the organisation and making sure all staff know about the training opportunities we provide.

**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.



## 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.



**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.

**Samantha Lockett** – Samantha joined us in January 2004, she relocated back to Swansea from Cambridge where she worked for Cambridge City Council as a Housing Needs Officer for 8 years. Samantha is a **Tenant Services Officer** and will be dealing with the tenants benefits.



**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.

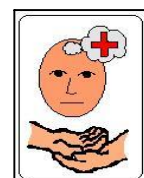


**Emma Shears** - Emma joined us in July 2005, she previously worked in the Benefit Agency for 3 and a half years in the Income Support section. Emma is a Tenant Services Officer and will be dealing with the service users benefits.



**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.

## 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.





## Clinical 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.

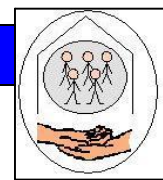
The Clinical Services Manager is responsible for developing respite services for people who challenge the services they receive. The manager will be responsible for developing Clinical Support Workers and involved in designing and delivering training programmes

**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. Glenn is also a Fair Treatment Advisor.



**Ceire McCloskey** - Ceire joined the Consortium in January 2004, she is from Limerick in Ireland and previously worked as a support worker for ICL. Ceire is an **Assistant Psychologist** and will be working alongside Glenn 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. Ann also works with Gill on personnel administration undertaking tasks such as paperwork for new staff, appointment letters, references, and issuing contracts. She previously worked for the City and County of Swansea.

**Debra Rhodes** – Debra joined the CLC in June 2006 and works as a Personnel Assistant. Debra was previously employed as a receptionist in a car manufacturer's retail outlet. Debra is responsible for personnel administration tasks such as; all paperwork for new staff, appointment letters, references, issuing contracts and maintaining the employee database.





## FINANCE DEPARTMENT



The aim of the 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.

### Finance Manager

**Stephen Harrison** – has worked for the Consortium since 2000, he is the **Finance Manager**. The Finance Department has responsibility to support tenants, relatives, staff and other agencies in all aspects of Consortium and tenant finances. Stephen has overall responsibility for the staff who work within the finance department and managing the workload and strategic development of the department.



**Mandy Hopkins** – Mandy joined the Consortium in December 2000 as a finance assistant. Her current role is **Finance Co-ordinator**, which includes responsibility for staff supervision, workload co-ordination and in some cases will deputise for the Finance Manager.

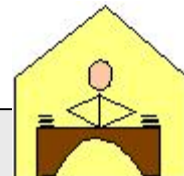
**Lee Jenkins** - Lee joined the Consortium in June 2003 as **Finance Assistant**. Lee was last working at BT Broadband and previous to that at Gladiator Commercial Insurance. Lee is responsible for dealing with issuing of petty cash, cheques and the processing and payment of invoices.



**Geraint Vaughan** - Geraint joined the Consortium in September 2006 as **Finance Assistant**. Geraint previously worked at Port Talbot Magistrates Court. Geraint is responsible for our Sales Ledger. This involves raising invoices for all our income, receiving of all money and creditor control.

## Business & Transport

### Business and Transport Manager



The Business Department 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.

**Terry Turner** – Terry is well known to many people within the organisation. He started in the early years of The Consortium – 1991 - as a consultant and now deals with all aspects of vehicle/insurance/communication systems etc. It is very likely that at some point you will need to speak to Terry regarding some aspect of work!



## 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, maintenance and training and will be overseeing the implementation of computers in the schemes.



## 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.



## Service Development Consultant



**Tony Waters** - Tony has worked in learning disability services since 1978. He has worked for Social Services, Health and in the private sector. He has experience of a variety of day, residential and behaviour management services. He is currently working with CLC in a consultation role to support Service Development, Clinical Services and Staff Development.

## 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 manager, Tenant Participation Officer and Assistive Technology Co-ordinator.



**Phillip Tanner** – Phil has been with the company since 1994 and has been responsible for updating the Consortium Database and additional general secretarial/ administration for the staff at Walter Road office. Phil is **Assistive Technology Co-ordinator**, helping Peter Russell with Assistive Technology and Ben Calder with IT support.

## People's Support Officer

**Andrea Kennedy** – Andrea joined the Consortium as People's Support Officer in 2006. Andrea previously worked as an assistive technology trainer and web accessibility consultant for the Shaw Trust but is now tasked with for bringing people together online in Swansea using the new 'Swansea People Website that has been developed by the Swansea Provider Forum.



## 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.

**Pamela Evans – Chair** - Committee Member since 2002.

Pam was elected as Chair in October 2006.





<p><b>Dave Cox – Vice Chair</b> - Committee Member since October 2003</p> <p>Dave is a co-opted member of the Committee, he represents Staff on the Committee.</p>	
<p><b>Frank Hounsell</b></p> <p>Committee Member since March 2004</p>	
<p><b>Wendy Evans</b> – Committee Member since February 2006.</p> <p>Wendy is the Community Services Officer for CLC and represents the Staff on the Committee.</p>	
<p><b>Janice Connick</b> – Committee Member since May 2006.</p> <p>Janice is a co-opted member of the Committee and represents the Tenant's relatives.</p>	
<p><b>Nicola Roberts</b> – 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><b>Christopher Edwards</b> – 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><b>Christine Rowlands</b> –</p> <p>Board Member since July 2007</p> <p>Christine is a Housing Support Co-ordinator for CLC and started with the Consortium in 1994. Christine supports the tenants and staff in their Network in respect of tenancy and housing issues. Christine is also a Union Steward and represents UNISON.</p>	