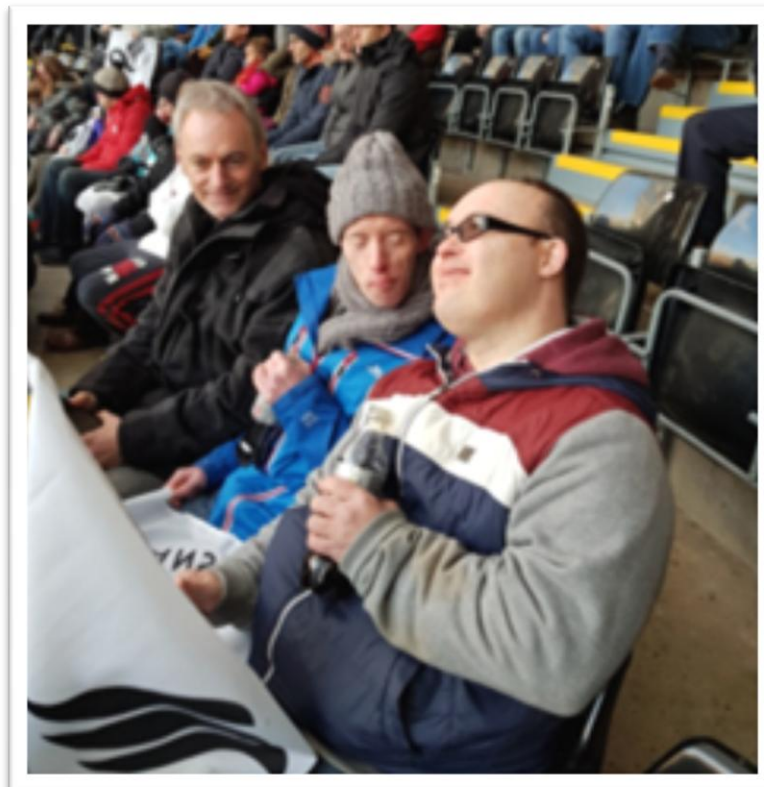




Supporting people to live the life they choose

29th Annual Report



Julian, Philip, and Leighton

April 2017 to March 2018
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Introduction

We are a non-profit making organisation which supports disabled people to live the lives that they choose in the communities of Swansea and Neath Port Talbot in South Wales.

Here is our Annual Report for the year up to March 2018. In this report we will tell you about:

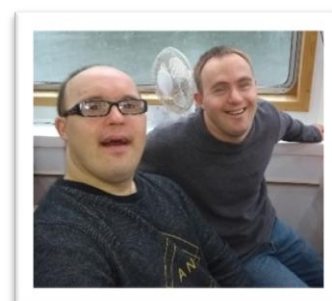
- How we have supported people to live a good life.
- What we have done to improve our support and the way our organisation works.
- How we intend to improve the way we work in the coming year.



Having a good Life

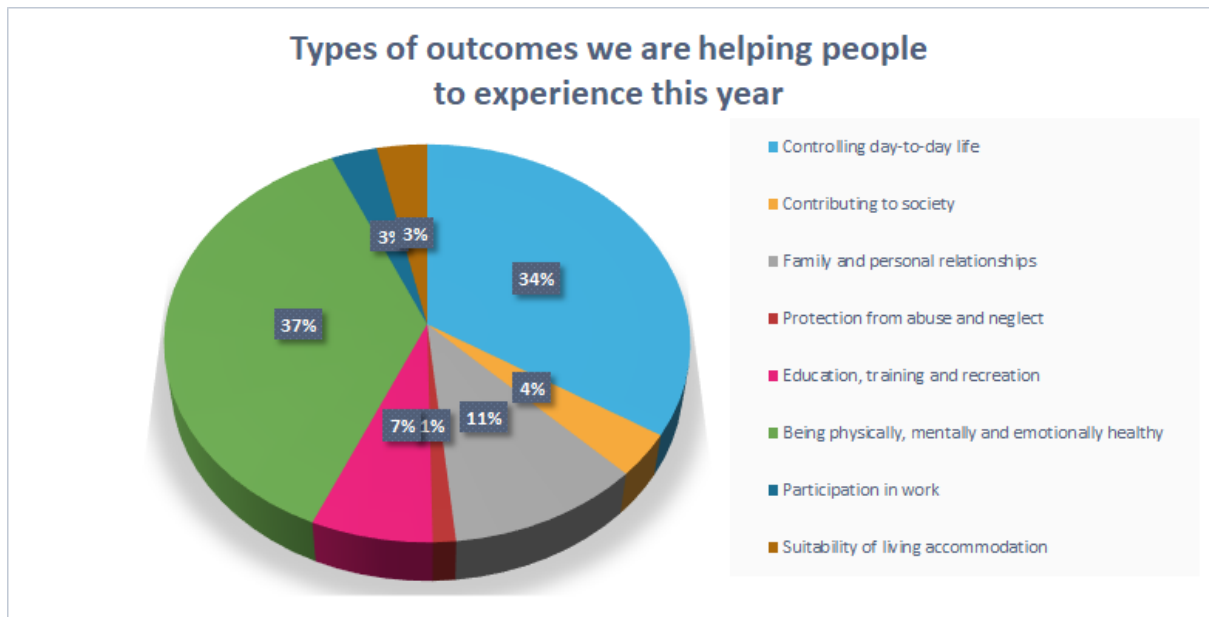
We are working to become ever more outcome focused. This means finding ways to help the people we support to experience the things that matter to them so that they can live happy, fulfilling and safe lives.

Through discussion with people and the important people in their lives, together with careful observation we record these 'personal outcomes' and check that we are making these things happen with people.



Leighton and Jo

Following Welsh Government guidance, we introduced a new system of measuring and recording outcomes in March 2016.

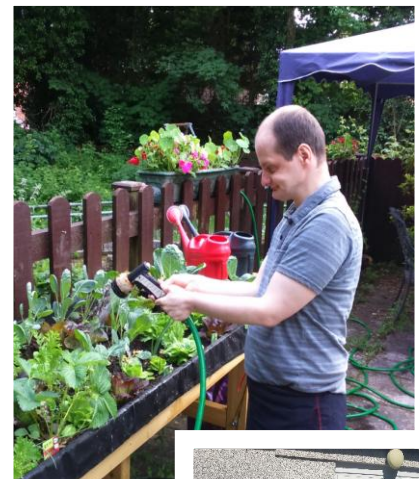


Over the past year we have supported people with 1473 Personal outcomes. This chart shows that the top three areas people are working on to improve their lives are:

- Being physically, mentally and emotionally healthy
- Controlling their day to day life,
- Building family and personal relationships.

The personal outcomes are often very individual and practical such as:

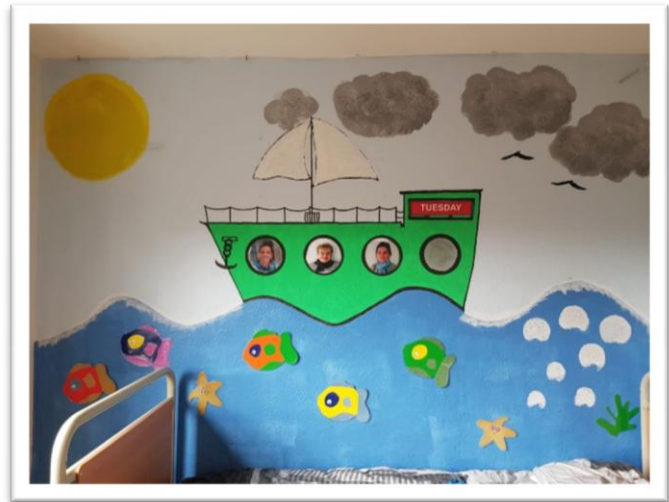
- We want to grow and eat vegetables that we grow and eat in our back garden - Alex, Janet and Alan Gorseinon.
 - *‘We prepared the area, watered our plants and are still harvesting them.’*



Alex, Stuart, Alan and Phil

- I want to know who is supporting me today – Andrew - Sketty.

- We have decorated Andrew's room to include a 'communication ship' which 'reminds me who will be supporting me today'.



- We would love to go and see the Swans together – *Leighton and Phillip Killay*

- *'We really enjoyed our day but wished that the Swan's goal had stood.'*



Many of the outcomes are things people want to do to help others.

- I enjoy baking and making cakes, with staff help I want to run a MacMillan Coffee Morning to raise money for Cancer Research.
- Irene - Pontardawe



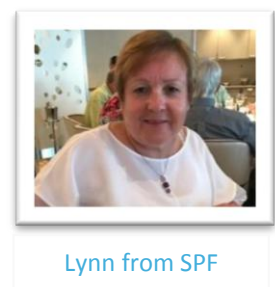
We are monitoring how well we are able to help people to achieve their outcomes, when things get in the way we are recording the problems and try to find ways to get around them, the most common obstacles in the last year have been:

- Not being able to provide consistent staffing to support people.
- Not being able to get assessments done from external professionals.
- Reductions of assessed levels of support leading to more shared hours for people.

Finding out what people's lives are like

We want to make sure that people supported by Consortium are happy with the support they get.

The people we support who are members of our Tenants Lives Group visit people in their own homes. They are supported by Lynn Coleman from Swansea People First who helps them to talk to people and think about what they have seen. We chat to people asking them questions about the support they receive and how Consortium could make their lives better. We think about how well the support measures against the Reach Standards for Supported Living.



The visit is the easy part! Tenants Lives members are trained for these visits.

- *'We learnt how to make telephone calls to the house and talk to the manager or person living there to arrange a suitable date.'*



- *'We talked about how we would introduce ourselves as we want everyone to feel comfortable with us. We did some role play which some of us found a bit frightening but eventually we thought we were confident to make visits.'*
- *'We have learnt so much about the Consortium, the people supported by them and ourselves. People are generally happy with their support and value their staff a lot. As a group we have grown in confidence and find it easier to chat with people than when we started when we needed a few prompts! Consortium takes notice of our reports. It agrees actions to improve our service on the basis of what we see.'*
- *'Our reports are seen by the Management Committee which makes us feel valued and listened to.'*



Ian, Hayley, Clive, Marie, Lynda and Robin, members of the Admin Group

Being involved in choosing provider organisations

In the past year some people we support worked with the 'Nothing About Us' group.

Swansea wanted to know what was really important to people. They asked Swansea People First to find out. People said the most important things were;

- Helping people were helped to make choices, and
- Having a say about which staff supported them.



Nicola and Rob preparing to interview
a staff member

A lot of people who receive support met to decide what services do when they do these things well. Swansea then included these areas in its tendering process for support providers who can deliver services in Swansea. The 'Nothing About Us' group designed the questions and were part of the selection of successful organisations in this tendering process.

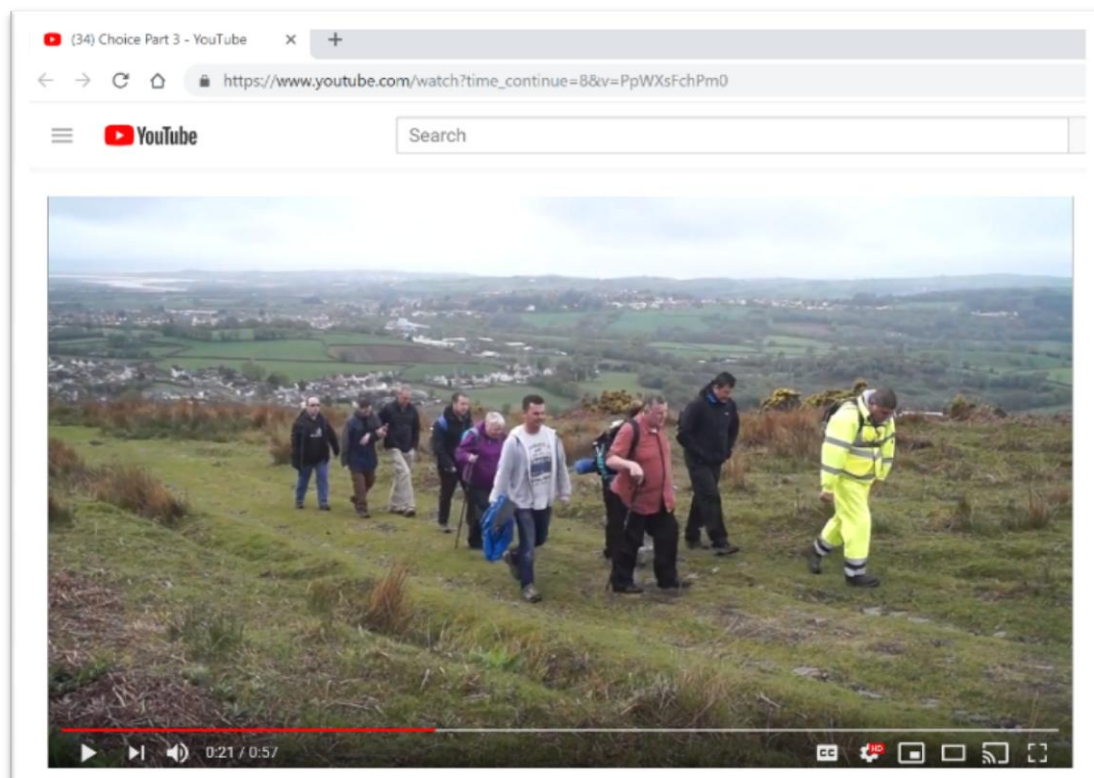
As members of the Consortium people we support helped to create our submission for the tendering process. They helped produce videos, photographs and gave information in the hope that our company would be successfully chosen.

'It was a lot of hard work. We were a bit worried about how we could be part of the selection team and be part of one of the companies wanting to be selected!'



We needn't have worried as it was agreed that we would not be involved in scoring our own Company. We could hear our videos being played in another part of the room! We were pleased to hear that our company was successful but mostly felt proud because of the work we had done for the submission had perfect marks!'

You can see the films we made at
www.communitylives.co.uk/about-us/consortium-films



Organising support differently

Due to the concerns about the payments made to staff who sleep in people homes the costs of these sleeping staff have almost trebled in the last two years. Swansea has been very concerned that night time support is delivered as efficiently as possible.

Over the year Swansea carefully reviewed people's support needs at night. They used 'Just Checking' equipment to measure how active people were at night so that the right level of staff response could be arranged.

In November 2017 a meeting was held with families of people who have support at night from both a sleep-in and waking staff member. Swansea officers, Consortium managers and family members discussed whether people who live close together could share support at night. As a result of this in February 2018 sleep-in staff were removed from 7 properties.

This approach to sharing support and responding to people who live in local areas will become the basis for how Swansea and Neath Port Talbot organise supported living in the future. We want to make sure these approaches help people to be active partners in running their services and working together and with local people to achieve the things that matter to them.



Peter working in his garden

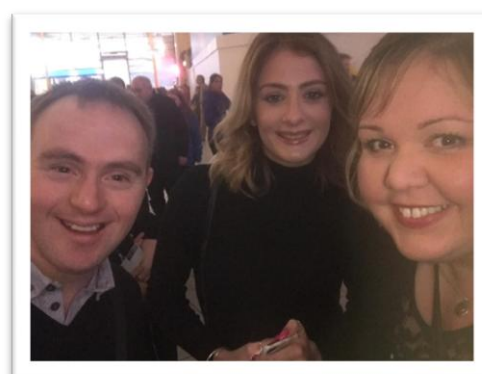
Using evidence to improve practice

In December 2017 Swansea highlighted that one of our networks raised more concerns than any of the others. It is not necessarily a bad sign that people are raising issues. This can be a sign that people are on their toes and committed to transparent practice. Swansea committed themselves to reviewing services in this network and our regulator CIW inspected this network. CIW concluded that the network 'endeavours to offer a high standard of support'.

As a result of this we have changed the way we use management information. We have created a way of assessing whether our services are **Green** because things are going well, **Amber** because things we need to sort out have got stuck, or **Red** when things are not good enough and need to improve.

This assessment is built into all the important areas that affect our support such as:

- doing what matters to people (outcomes),
- resolving issues that arise,
- delivering support to people and
- recruiting and training of staff.



Jo, Abby and Claire off to see
Shania Twain

We have also worked with tenants to create a simple way people can share with us what they think of their lives and support.

We are currently developing an easy read summary of this information that we can use when we meet with people every three months to agree how we will do to make people's support better.

Being more efficient

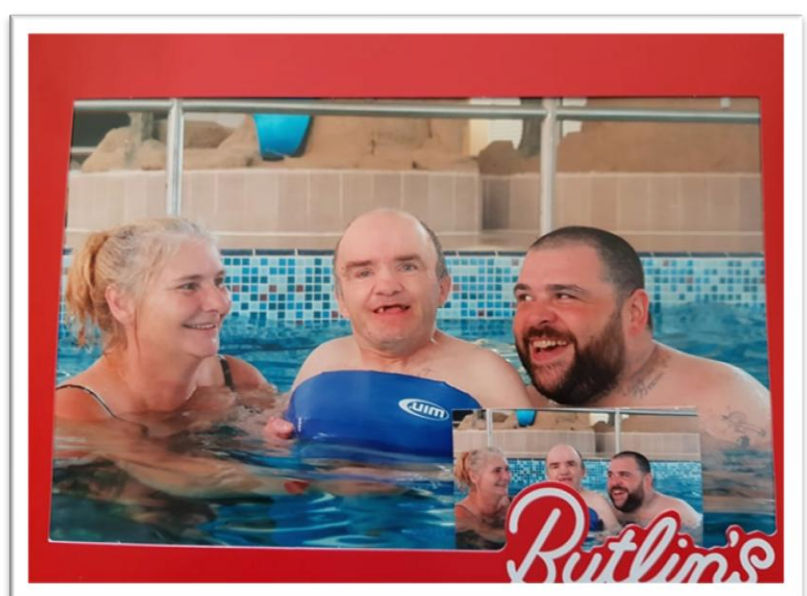
The last year has been another year where we have had to save more money. The additional money that we have paid staff while working at night was not fully funded by our Commissioners.

We reviewed the size and efficiency of our central team and asked people whether they would reduce their hours or accept voluntary redundancy.

Through this process we saved £123,168 per year, this represented a 15% reduction of the cost of our business and management services.

We also consulted staff and managers on how we could organise our services to provide support in small geographical areas, we wanted this to also improve our rates of pay for front-line staff.

The consultation highlighted how disruptive this would be for our services and we had to put on hold while we rethought our proposals.



Pam, David and Rob – A souvenir photo from David's holiday this year

The coming year - April 2018 to March 2019

In the coming year the new Regulation and Inspection of Social Care (Wales) Act 2016 will be implemented this will create a much more outcome focused approach to inspection of our services.



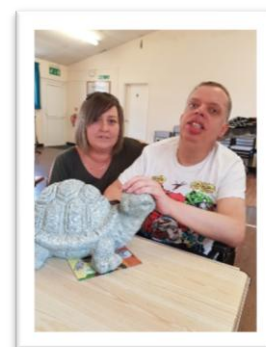
This is good although there is a lot of things we will need to review and change the result will be a more person centred approach to regulation.

Both Swansea and Neath Port Talbot are preparing to reorganise the way they commission support for people living in the community. This will be organised not around separate supported living houses but as networks of people living close to each other.

This has the potential to be more flexible and to promote more independence and control for the people who use them.

We must help people to prepare for this, and to make sure that we are as ready as possible to respond positively to these changes, which will actually take place from April 2019.

Alongside this we must continue to work on practical things like recruiting staff as well as we can and making sure that our staff turnover is as low as possible.



Kelly and Andrew at Caewern
coffee morning

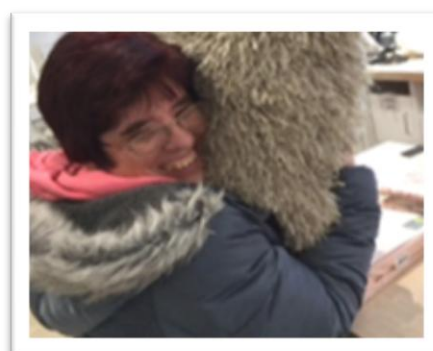
The basic facts for the year

We support people who need extra support and social care to live successful lives in the communities of Swansea and Neath Port Talbot.

- Our shared purpose is 'to support people to live the life they choose'.

By the end of March 2018:

- We were supporting 255 people; there were 13 empty tenancies in shared properties where we are providing housing support.
- These people received on average 16,588 hours of support each week alongside a range of other services such as; support to manage their money, support to look after their home, and advice and guidance to them and their team to maximise their choice and independence.
- We employed 736 staff of which 701 are directly delivering services to the people that we support.
- The people that we support have 7 different social landlords, some also have private landlords and two own their homes.
- We spent £16.2 million on our services.
- Our staff sickness rate was 5.3%, and rate of turnover for contracted staff was 20%.
- 74% of the 38 complaints made to us were resolved to the satisfaction of the person who made the complaint.



Rebecca choosing a cushion
for her room

Consortium Money

Income and Expenditure

Money from Local Authority Etc.	£16,149,134
We spent on wages, charity activities	£16,252,047
Total at the end of the year	-£102,913

Financial Position on 31st March 2018

Assets inc Buildings, Vehicles & Bank A\C's	£1,319,413
Money the Company is Owed (Grants etc)	£516,318
Money the Company Owes within one year	-£780,347
Money the Company owes over one year	-£1,211,647
Leaving what the Company "owns"	-£156,263

How what we 'Own' is made up

Restricted Funds	£166,880
Income and Expenditure Reserve	-£323,143
Total Capital and Funds	-£156,263

The above figures are taken from the full audited financial statements of CLC for the year ending 31st March 2018, approved by the board on the 16th August 2018.

The auditors Haines Watts Wales LLP whose opinion was unqualified have confirmed that this summary is consistent with the full report. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the association.

For further information and a detailed review of the impact of the introduction of the SHPS Past Service liability the full accounts should be read in conjunction with these abbreviated accounts, together with the auditor's report and the board of management's annual report; copies of these can be obtained from Stephen Harrison (Director of Business and Finance).

Thanks to all

We hope that you have found this report interesting and useful. Pictures contained in the report have been taken from our newsletters and website.

If you want further information about the Consortium or any of the things discussed here, please look at our website at www.communitylives.co.uk or contact Debbie Chegwen at our offices.

We would like to thank our Chairperson Janice Connick-Evans, our Co-Vice chairs Nicola Roberts and Christopher Edwards and our Board of Management, Stuart Harper, Wendy Evans, Cliff Alden, Pat Speakman, Paul Shuttleworth, Gareth Bickerton and Sarah Davies for their hard work throughout this year.



Wendy Evans, Gareth Bickerton resigned in 2017/18 and Sarah Davies resigned in May 2018.

We would like to thank all of the people that we support, their families and their supporters, all of our staff and managers, and our partners in other agencies in Swansea and Neath Port Talbot for their commitment, support and sometimes patience throughout this year.



Community Lives Consortium

www.communitylives.co.uk

24 Walter Rd, Swansea SA1 5NN, 01792 646640