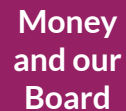


# Annual Report 2020 - 2021



Annual report  
April 2020 to  
March 2021  
and Quality of Care  
Review April 2021  
to October 2021.

Easy Read Summary Print Version



COVID19 has made it harder to get people together to find out what people think about their lives and support.

However people are giving us lots of information using our 'What we Think' process.

- Most tenants say and show that they are happy and feel safe.
- Staying in touch with friends and family is really important to tenants and they tell us they are missing meeting together with friends and doing the activities that they enjoy.
- Tenants are working hard to keep their homes clean and comfortable and following guidance to keep themselves safe from COVID.





Easy Read  
Summary



Our  
Year



Key  
events



Improving  
our  
service



Quality  
of Care



Money  
and our  
Board

## Easy read summary - Important things this year

The Swansea re-tendering process means that the Consortium is now supporting less people.

We have won everything we could have and now have four Swansea Localities that will be led and controlled by the people who use them.

Recruiting staff is the biggest challenge we face, we are pleased that from 1st October 21 we can pay staff more money.

Some staff who left us in the last year are now choosing to return to us which is great, they are very welcome back.





Easy Read  
Summary



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2019

2020

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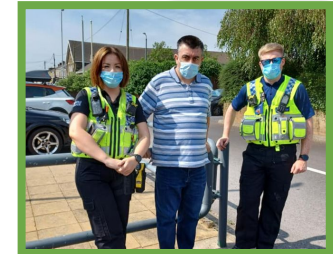
Money  
and our  
Board

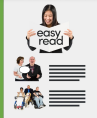
## Easy read summary - Important things this year

COVID19 has had a major impact on us over the last year, we are very pleased we have kept everybody safe over this period.

COVID also means we have to communicate differently, we now use the internet and video chat much more to keep everyone in touch. In the next year tenants will be able to use smartphone apps to keep in touch with important people in their lives.

We have worked on everybody being healthy and safe, we have had big reductions in accidents and things like medication errors.





Easy Read  
Summary



Our  
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Key  
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## Easy read summary - Making our service better

Over the next year and a half we will work to make the Consortium better in these ways:

Our way of working with people in 'Localities' will give them; real control over their support, good relationships with the people they care about, and as healthy, happy and independent lives as possible.



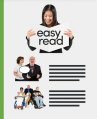
We will grow the Consortium again by working in more Local Authorities.

We will become a user-led organisation so 3/4 of our Members and our Board become people we support or family members.



We will work hard to become a Real Living Wage employer so that all our staff are well rewarded.





Easy Read  
Summary

## Easy read summary - The Quality of our Care

Lynda Rosselli as Responsible Individual must talk to people and look at the evidence of how good the support given to people is and report to the organisation every 6 months. For April to September 2021 she says that:



- Tenants are being supported to have their say and appear to be happy and safe.
- Overall we are providing detailed and positive support that meets tenant's personal and health needs. We are finding new ways of supporting staff to stay competent in meeting tenants support needs.
- Recruitment is the biggest challenge we face, we are now paying staff a higher wage which will help with this.
- We have a new process for reviewing people's Personal Plans that evidences how tenants and the people in their lives are involved in deciding on how we make lives and support as good as it can be.



2019

2020

Key  
events



Improving  
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Quality  
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Money  
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Easy Read  
Summary



Our  
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Quality  
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Money  
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Board

## Easy read summary - What we have spent and our Board

Our accounts for April 2020 to the end of March 2021 show:

- The Consortium received £97,818 more money than it spent.
- The money we owe in the future for staff pensions has reduced, this means the Consortium has money and things worth £546,174. This is better than the year before.



Our Board is made up of 9 members, 3 tenants, 1 staff, and 5 independent members, we can have up to 3 more Board members.



We especially want to recruit Board members who are relatives in the coming year.