



Supporting people to live the life they choose

27TH ANNUAL REPORT

APRIL 2015 TO MARCH 2016





The Consortium is a non-profit making organisation which exists to support disabled people to live the lives they choose in the communities of Swansea and Neath Port Talbot.

The people it supports, their families, and the staff employed to support them are encouraged to work together so that the things that matter to these people occur reliably and safely in their lives.

Our year between April 2015 and March 2016 involved:

- ✓ Making further cuts due to budget reductions faced by our Commissioners.
- ✓ Responding to changes in the law that affected the employment of our staff team, and
- ✓ Making improvements to the way that we support people and help them to live safe lives.



As an organisation we had to spend more money than we received. There have also been changes to the way our pension costs are shown in our accounts which do not look positive. This is discussed in the Section of this report called 'Money'. We will be working on improving this in the coming year.

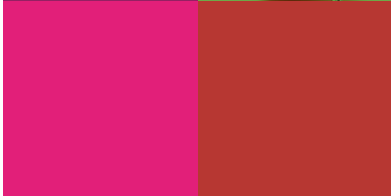
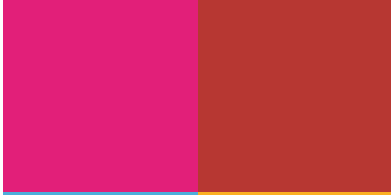
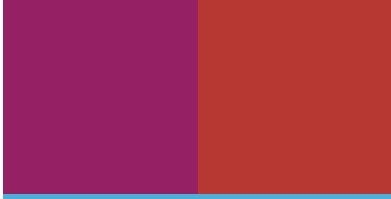
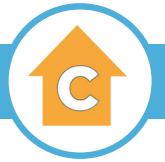
RESTRUCTURING & SAVING MONEY

In April 2015 our Supporting People Grant from Swansea and Neath Port Talbot was cut by £176,399 per year.

To manage this, we agreed with our staff team to reduce our pension contributions by 2% for managers and 1% for our staff team for one year while we restructured our networks to save this money.

In April 2015 we consulted on a much simpler management structure for our Networks which would remove 10 management posts. These people chose to take voluntary redundancy which was funded by a £70,000 budget agreed with the Board.





Our new structure for each Network was introduced in November 2015, this meant that each Network had:

- ✓ A Registered Network Manager and a Deputy Network Manager.
- ✓ A number of Support Managers each supporting a group of people living together or living close to each other. These people take responsibility for ensuring that our tenants get the support they need to live the lives they choose.

We were able to give these managers more management and planning time.

We would like to thank all of our team who were so flexible, creative and helpful through this process, and for those of them who chose to leave we wish them all the best in the future.

GETTING SUPPORT AT NIGHT FROM STAFF ASLEEP IN YOUR HOME

The problems with paying staff who sleep in tenant's homes have continued. In October 2014 we decided to pay staff a top up to ensure that we were compliant with National Minimum Wage legislation, this has cost us £136,687 in this year.

We have received no money from Swansea or Neath Port Talbot to help us with these payments.

We have explained the problems to both Swansea and Neath Port Talbot and have presented a plan to try and resolve this in the coming year.

This is essential because with the introduction of the National Living Wage in April 2016 we cannot afford to continue to pay these top ups.



LEVELS OF STAFFING AND NATIONAL LIVING WAGE

Recruiting enough staff was very difficult in 2015. In May we had to introduce agency staff into two of our Networks. This is the first time in our history we have had to do this.

We started rethinking how we recruited staff and looked at our rates of pay for front-line staff. We were able to get to the National Living Wage for all staff in November by using monies we saved by reducing pension contributions.

In January we agreed a relationship with the Wave and Swansea Sound to recruit for new staff. We are really pleased that the people we support have produced the radio adverts that have proved very popular.

Marie from Gorseinon came up with our strapline:

'Work with us we're fabulous'!

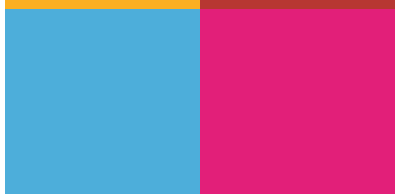
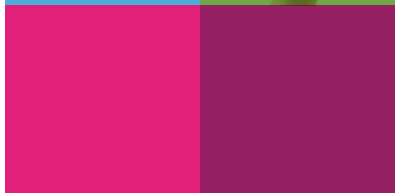
In fairness we couldn't agree more.

In 2016 we have recruited much more effectively and by the summer we had many more staff, and no longer use agency staff. We would like to welcome our many new team members and hope they enjoy working for us in the future.

SAFEGUARDING AND MEDICATION

This year we have completely reworked our approach to Safeguarding. In January 2016 we introduced a new system through which all of our staff directly notify Safeguarding if they have any concerns that any of the people we support are at risk.

This speeds up the process of dealing with these concerns and taking the necessary action to make sure that people are safe.





We are also in the process of completely revising our medication systems to ensure that medication errors are kept to an absolute minimum.

We are retraining all of our staff and managers and have entered into a relationship with Boots to provide and monitor all of the medication prescribed to the people we support.

This should create a more consistent system for all of our staff.

THE FUTURE OF SUPPORTED LIVING IN SWANSEA

It is important that we find new ways of helping disabled people to continue to live in ways they choose. In December we organised two events focused on the future of 'support for living'.

We did this in partnership with people receiving support, family members, City & County of Swansea, and other provider organisations.

People discussed new ways of supporting people, but were very concerned that it was not easy to change approaches that have been successful for a long time.

Swansea are currently working to redesign how it provides services for people who have learning disabilities.

They have not only used a lot of the information generated at these workshops but also used similar 'co-productive' ways of working that treat people as equal partners in the process of change.

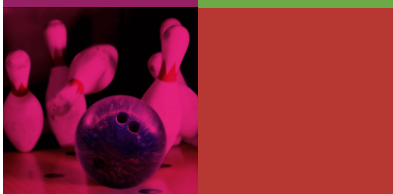
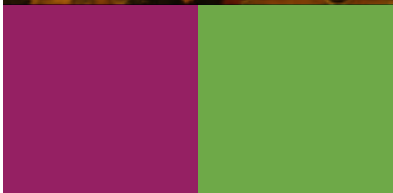
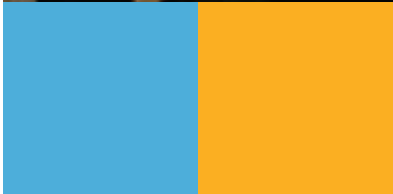
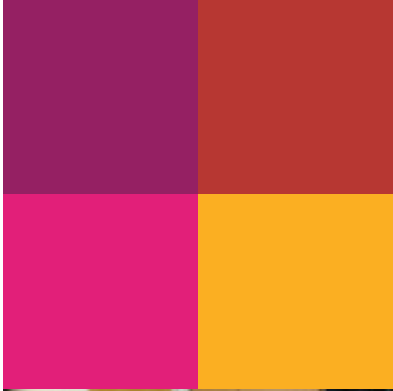


WHAT WE HAVE ACHIEVED OVER THE PAST YEAR



In our Annual report we would like to focus on these things, over the coming pages you will be able to read about the things that people have done either together through Time 2 Meet or in their Networks.





It's been an eventful year for Time 2 Meet, as the project turns 4 years old, with our 166 members contributing an amazing total of 8811 hours spent running and attending groups and activities.

We are very pleased that 27% of our members are involved with other organisations in the local area.

As well as the regular groups we've had some very memorable events and projects this year.

Members have been working on setting up their own businesses. The first 'The Assemblers' have been assembling fingerprint locks for a technology company 'Connected Touch'.

Members have learnt new skills and made some money. There are ideas for new businesses, including paper making and a shopping project.

We've also enjoyed two Big Picnic events, one of which featured a football match against EYST (Ethnic Youth Support Team), which saw their advantage in age eventually win out! Both days were (thankfully!) dry, and a good time was had by all.

We've had a number of Time Credit spends, with members visiting Tenpin Swansea, the LC2, and the Gower Heritage Centre. We're also running a competition to see who can spend Time Credits the furthest distance away from Swansea. The prizes are seats in a hospitality box (very kindly donated by JCP Solicitors) to see the Swans in action against Bournemouth on New Year's Eve, so if you're a fan and you have Time Credits, this is a must enter!



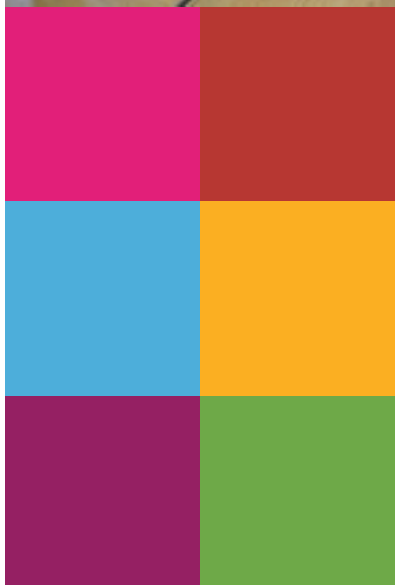


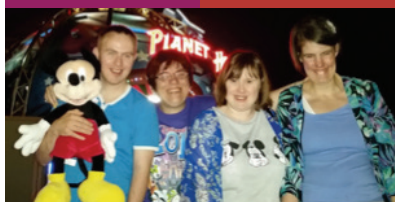
The regular groups that are organised and run by members include the Walking Group; the Coffee Mornings in Gorseinon and Cae Wern; the Saturday Arts and Crafts group; the Thursday swimming group; the Admin Group; Bingo; Karaoke; Wednesday's Luncheon Club, and our newest venture, Accessible Line Dancing.

It's been great to see the groups' organisers visibly grow in confidence as they learn new skills, gain qualifications, take on more responsibilities, and enjoy participating in activities that are important to them.

Members have also got involved in making an advert on a local radio show, and delivering training and presentations to staff and external organisations.

Please keep up to date with all our goings on by reading the monthly 'What's On Guide', giving us a 'Like' on Facebook (<https://www.facebook.com/CLCTime2Meet/>), or following us on Twitter (@CLCTime2Meet).





NETWORK
2

The people we support this year have been finding ways of taking responsibility for others and making their own lives better, here are some examples:

In Network 2 Rebecca has a cleaning job and an office job. Victoria works in a local school as a teaching assistant which she really enjoys. Sian works in a factory that distributes art supplies, she organises the art supplies ready to be boxed and sent to the shops.

NETWORK
4



In Network 4 Mervyn has collected over 700 bags of rubbish in Swansea. He is going to meet the head of Keep Wales Tidy soon. If you see him give him a wave, but don't drop litter!

NETWORK
8



In Network 8 Aaron and Floyd have both been involved in community work in the local community. Aaron has been busy keeping the beaches of Swansea free from litter.



NETWORK
7

Likewise, Floyd has been doing his very best to try to restore the local canal network to bring it to its former glory, ensuring that it can be used and appreciated by future generations.

Adam from Network 7 has taken control of his own medication. He says that it wasn't easy but with staff encouragement he will persevere.



Some people have worked hard growing vegetables. Sean has been busy at his home growing some really good Kidney Beans.

Malcolm has also worked hard this year growing peas and tomatoes which he has watered every day and has had a really healthy crop of vegetables as a result of his hard work.

PEOPLE HAVE TAKEN RESPONSIBILITIES FOR THINGS THAT HAVE MADE OTHER PEOPLE’S LIVES BETTER.

Marie, Clive, and Robin from Network 1 and Avril, Irene, and Ian from Network 5 have worked hard all year organising weekly coffee mornings in Gorseinon & Neath; these are typically attended by 30 people and are important places for people to meet friends and share news.



In Network 6 tenants and staff have worked together to create a network magazine called ‘6 Mix’.

This has been a really great way of them sharing with their friends and family what they have done and has been an opportunity to celebrate achievements they’ve made.





NETWORK
2

There are also newsletters or events guides created with people in networks 2, 4 and 5. These all help people to find out what's happening and get involved.

NETWORK
4

NETWORK
5

THIS YEAR PEOPLE HAVE ALSO ACHIEVED GOALS OR HAD NEW EXPERIENCES.



NETWORK
7

This is Leigh from Network 7 arriving at his new 'bachelor pad'. He has been supported by us for the past 8 years while he lived with another tenant. He is really pleased to say he has a place to call his own and he loves it.

NETWORK
3

Avril from Network 3 went on a 2 week 'Strictly Come Dancing' cruise which she thoroughly enjoyed with Genna and Dion. Avril was smiling the whole time.



NETWORK
4

Roger from Network 4 has been having support from the Consortium since moving into his own home in February. He likes going out and about, visiting local shops and cafes, and particularly likes Charlie the parrot in the pet shop.



NETWORK
3

Lisa from Network 3 turned 40 in August, staff supported Lisa to arrange a 40th Birthday party at Penlan Social Club. Lisa had a fantastic day, her friends went to the party and helped her celebrate. She enjoyed her party and loved her gifts and also the support staff gave her to make her birthday so special.



NETWORK
6

Jean from Network 3 enjoyed a trip to Bolton to visit her family and had fun catching up with everyone at lunch.

Gary from Network 6 has bought himself a wheelchair friendly summer house so that he can easily access his new pets, three rabbits and a tortoise.



IN THE NETWORKS PEOPLE HAVE ORGANISED A LARGE NUMBER OF EVENTS AND TRIPS THAT THEY WANT, THIS IS IMPORTANT TO PEOPLE.

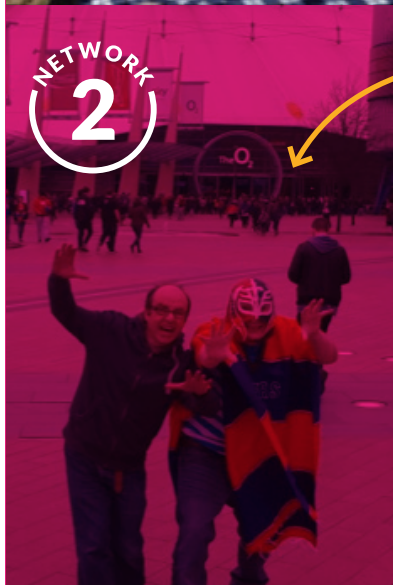
Anthony and Aaron from Network 8 went to Techniquist in Cardiff. Aaron especially enjoyed the optical illusions which were on offer and Anthony had fun with the water based activates.



NETWORK
8



Tenants from Network 1 organised a summer barbecue on the beach; everyone had a brilliant time it and it was even dry!



Paul and Sean from Network 2 went to watch WWE Raw Live in London – Sean dressed up as his favourite wrestler!

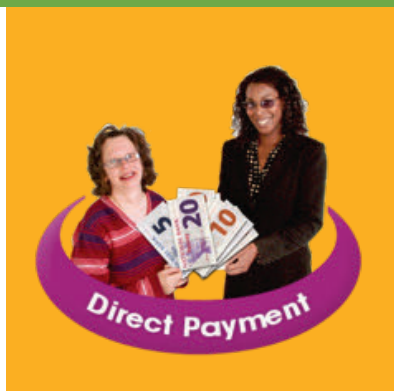
Network 6 went to see the X Factor on tour. They said they had a great time together as it gave them a chance to catch up with each other.

PEOPLE ALSO WANT THE OPPORTUNITIES TO FIND NEW WAYS OF ORGANISING THEIR LIVES TOGETHER.



In network 5 & 6 we are working on a plan with NPT to use Direct Payments as an alternative to the NPT re-commissioning our support.





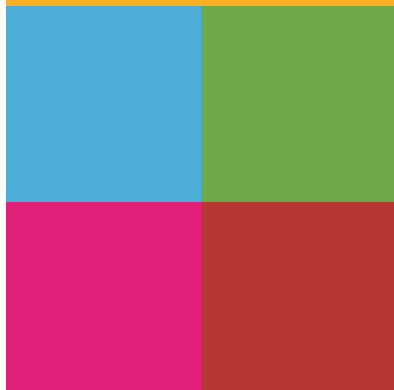
Eleven tenants living in 4 properties, together with their family members and their care managers have met to consider how they could use direct payments to manage their individual and shared support.

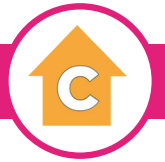
Both meetings were a big success with everyone getting involved in thinking about how we can have more choice and control over the way our support could be organised.

It was great to be with our families and staff and we did a lot of work which made us very thirsty!

Neath Port Talbot are currently considering the individual amounts of money people could use to take this forward.

We hope that this will happen in the coming 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 2016:

- ✓ We were supporting 272 people; there were 6 empty tenancies in shared properties where we are providing housing support.
- ✓ These people received on average 17,812 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 753 staff of which 689 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 £15.4 million on our services.
- ✓ Our staff sickness rate was 6.5%, and rate of turnover was 20%.
- ✓ 71% of the 55 complaints made to us were resolved to the satisfaction of the person who made the complaint.



Support



Council





THINGS WE WILL DO BY MARCH 2017

CONTINUE TO MAKE OUR SUPPORT 'OUTCOME FOCUSSED' AND CONTROLLED BY THE PEOPLE WHO USE IT.

We will:

Review and develop our ways of helping people to plan and record their lives. This helps them to express the things that matter to them as individuals.

We will combine this information to help network members to understand the things that matter to them, and decide what we can do differently so that people experience more of these things with the resources we have available.

The people we support in our Tenants Lives Group will also be directly involved in finding out what other tenants think about the support that they get. This will give them a more powerful role in our Board.

We will continue to change in response to the Social Services and Wellbeing Wales Act. This will mean more focus on outcome working, user led organisation and direct payments.





**SORTING OUT PROBLEMS THAT
IMPACT ON OUR SUSTAINABILITY
AS A COMPANY.**

We will:

Change how we support people at night when staff sleep in their homes, this is a big problem that affects most support providers.

We will start with situations where people get support from both a staff member who is awake and one who is asleep. We will do this by removing the sleeping member of staff and offering these people extra support from a second staff member who will respond.

We will then work with people, family members, staff and Swansea & NPT to develop an alternative way of supporting people where they currently only get support from a staff member sleeping in.

We must look at the business side of the Consortium to consider how it can save money and use its assets such as our office as effectively as possible. This is essential for us to continue to be financially successful.

By April 2017 we will need to pay all of our staff at least £7.65 per hour so that we comply with the National Living Wage. This is a big issue for a large number of support organisations like us. We will need to work with Swansea & NPT to make this happen.

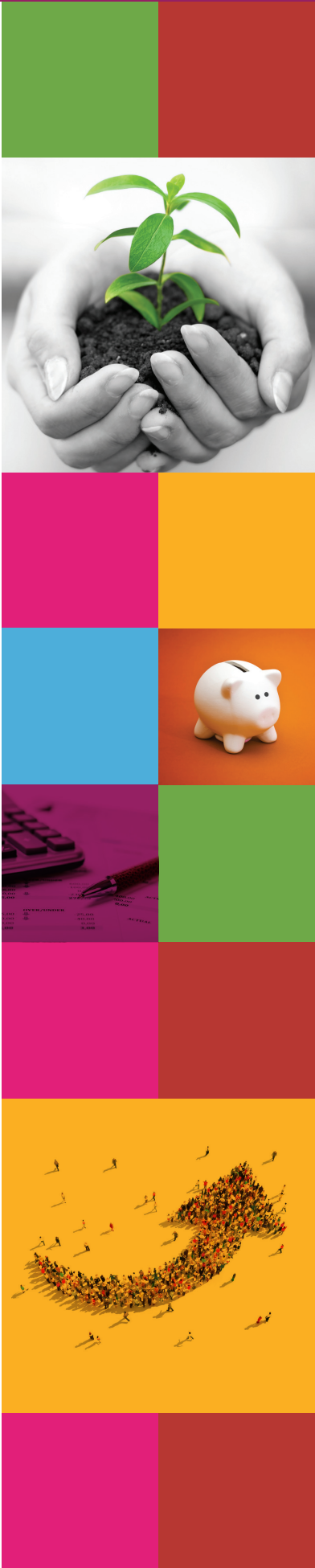
DEVELOPMENT PLAN

You can find full details of our plans for the coming year in our Development Plan which can be found at

www.communitylives.co.uk/downloads/development-plan

Or you can contact Debbie Chegwen at our office and ask for a copy.





INCOME AND EXPENDITURE

Money from Local Authority Etc	£17,177,387
We spent on wages, charity activities	-£17,362,635
Total at the end of the year	-£185,246

FINANCIAL POSITION ON 31ST MARCH 2016

Assets inc Buildings, Vehicles & Bank A/C's	£1,556,009
Money the Company is Owed (Grants etc)	£695,112
Money the Company Owes within one Year	-£779,699
Money the Company Owes over one Year	-£1656,688
Leaving what the Company "owns"	-£185,266

HOW WHAT WE 'OWN' IS MADE UP

Restricted & Unrestricted Funds	£166,880
Income and Expenditure Reserve	-£352,126
Total Capital and Funds	-£185,266

The preceding figures are taken from the full audited financial statements of CLC for the year end 31st March 2016, approved by the CLC board on the 16th August 2016.

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, the full accounts, auditor's report and the Board of Management's annual report should be consulted; copies of these can be obtained from Stephen Harrison - Director of Business and Finance.



Unfortunately, we had to pay for a number of extra things that we did not have income for last year.

- ✕ Redundancy payments for staff who left through the restructuring.
- ✕ Extra payment to staff who slept in tenant's homes, and legal costs establishing the position about employing sleeping staff.
- ✕ Money Swansea wanted returned to make further savings.
- ✕ The extra cost of agency staffing.

For these reasons we spent £376,000 more than we received in this year.

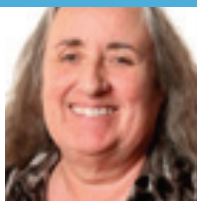
Due to changes in UK financial reporting rules we need to show our total liability regarding people who have a pension with us. This amounts to £1,621,000, we have successfully been paying this debt annually for the past three years along with other Social Housing Pension Scheme members and have this budgeted this into future years, we must now show the total debt on our Balance Sheet.

With these changes our Balance sheet show that we owe £185,266 overall. This appears worrying however our Auditor, who is legally responsible for deciding whether we are financially sound, is clear that we are a going concern and has signed an unmodified audit report for the year end 31st March 2016

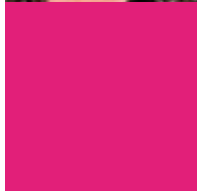
In the coming year we must start to recover some of the losses we have made in the last year, we will do this by:

- ✓ Reviewing and reconsidering our costs with Swansea & Neath Port Talbot.
- ✓ Redesigning how we deliver night time support so it meets people's needs and is financially sustainable.
- ✓ Reducing costs in how we run the business side of the Consortium, and looking at any things we own such as our office to see if we can generate money for our Company.

THANKS TO ALL



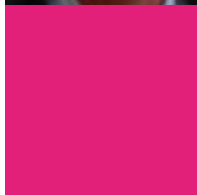
We hope that you have found this report interesting and useful. Pictures contained in the report have been taken from our 'S.T.A.R.T' newsletter.



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.



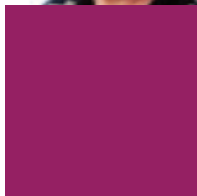
We would like to thank our Chairperson Janice Connick-Evans, our Co-Vice chairs Nicola Roberts and Linda Evans and our Board of Management, Cliff Alden, Chris Edwards, Ann Gay, Stuart Harper, Wendy Evans, and Pat Speakman for their hard work throughout this year.



We are sorry that Linda Evans Co-Vice Chair has resigned in this year.



We thank them for everything they have done and wish them all the best in the future.



We would also 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.



Supporting people to live the life they choose

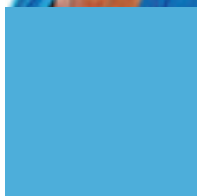
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'Community Lives Consortium is regulated by the Care Standards Inspectorate for Wales and commissioned by City & County of Swansea and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'