



Supporting people to live the life they choose

28TH ANNUAL REPORT

APRIL 2016 TO MARCH 2017

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INTRODUCTION

Community Lives Consortium is 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 2017, in this report we will tell you about:

- How we have supported people to live the lives they choose.
- The things we have done to improve our support and to ensure that our organisation works well.
- It offers information about how we intend to change to be more effective for the people we support now and in the future.

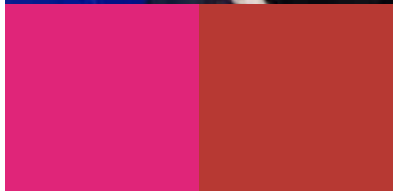
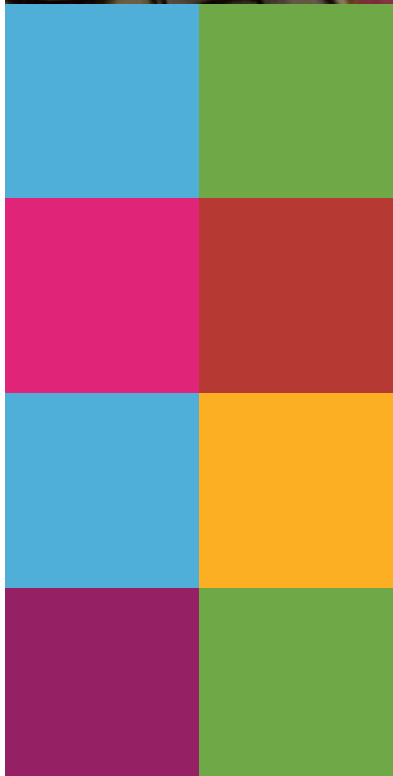
WHAT MATTERS TO PEOPLE

Over the last year we have worked to become ever more outcome focused. This means that we run our organisation so that it is entirely focused on helping the people we support to experience:

- Things that matter to them if they are to live a rewarding life, and
- The things that matter for them if they are to be physically, mentally and emotionally healthy.

We have developed a new approach to understanding the things that matter to people. This will help us to not only support people to maximise their independence and well-being, but to take more collective control over the services that they use.

Over the next few pages there are stories about how people have worked in the last year to change their lives.



HAVING SOMETHING THAT YOU LOVE

Katy has always loved movement and the feeling of wind through her hair however she uses a large powered wheelchair.

Her sisters talk about that when they were young they discussed giving Katy a pair of biggles goggles and towing her behind the family car because Katy would have loved the rush (they never did this though).



Katy tried out a large adapted swing and loved it, her team and family thought why couldn't she have one herself, but it cost a lot of money and would take up most of her savings. The question was whether this was in her best interest. Everybody involved in Katy's life needed to express their views and gather the necessary evidence so that Katy's financial deputy could make this decision under the scrutiny of the Court of Protection.

Katy's sister Cara says; 'Katy's family are over the moon that Katy has her swing and it brings her great pleasure and joy'.



DOING SOMETHING WITH PEOPLE YOU LIKE

'My name is Linda Evans.

In 2015, my key worker Karen invited me to an open day at Victoria Jayne Florist which is owned by Vicky her daughter.

I went to the open day with my friends Marie and Robin and we had an enjoyable afternoon. I spoke to Karen because I thought I would like to work in a florists. I and my team felt that this would be a great opportunity for me.

This was risk assessed and a plan was agreed so this could happen. Staff started by giving me training on how to catch a bus safely so that I knew what bus to catch and where and when to get off.

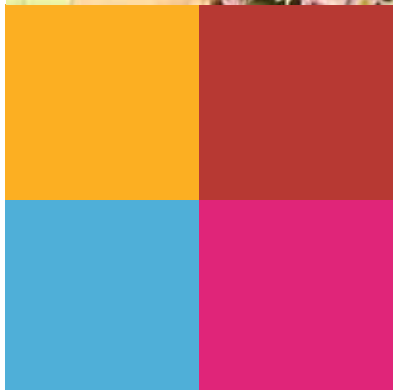
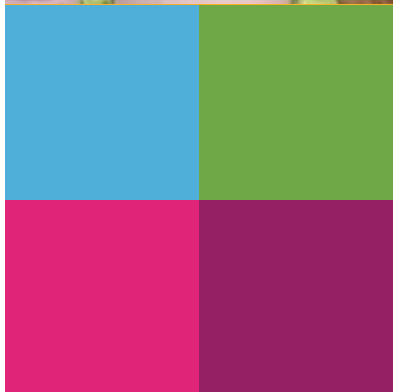
When this was completed I began my work experience every Thursday. Now I complete tasks such as learning how to arrange flowers and general shop clean-up. I really enjoy doing this and I now believe in myself and that people believe in me'.

DOING SOMETHING YOU DIDN'T KNOW YOU COULD DO

Rhian had seen the Tribute nights advertised at the Towers, this was something she really wanted to try. She and Marianne looked at what was available. Rhian then chose the nights she liked and they bought tickets and arranged a stay over at the Towers with breakfast included.

Rhian chose the staff she wanted to support her. A risk assessment and plan was developed with Rhian. She spent time preparing what she would do if unexpected things happened.

Her team helped her shop for an outfit and help her pack her suitcase for the overnight stay. Rhian wanted support with transport and at the evening event, but





she used the spa and stayed overnight on her own.

Rhian has now enjoyed a few of these overnights, each one has been better than the last.

DOING SOMETHING THAT TEACHES YOU NEW SKILLS



Ian, Rebecca and Marie have learned office skills and achieved qualifications while doing work experience in our offices.

They all said that they were not nervous about it but excited. They said that staff were very supportive and the work was really interesting.

Marie has learned how to catch 2 buses to get to the office, she also has to get up earlier, but she said it was worth it because she is going to work.

Ian, Marie and Rebecca said they had really enjoyed the work especially as they had received an accredited certificate at the end of the training. They are now looking for more work but are using the skills they had learnt at the Time 2 Meet Admin group.

WORKING TOGETHER THROUGH TIME 2 MEET



The people we support organise a project called Time 2 Meet which currently has 174 members. These people work together to build a stronger social life for themselves by sharing skills, interests and time. This project is led by its Admin group made up of people we support. They are particularly proud of:

- Being trained so that they can visit tenants in their own homes as part of our Quality Assurance process. 'We liked it when a person's life changed when we helped people to speak up'.



- Being involved in the recruitment process and creating adverts on the radio.
- Our choir, 'Time 2 Sing', performing to a packed Castle Gardens one rainy Saturday morning! 'We were really nervous but we did it'.





PAYING TO SUPPORT PEOPLE AT NIGHT

In 2014 we became aware that organisations like us should be paying more money to staff who sleep in tenants homes, this is necessary to comply with minimum wage legislation.

We have made these payments since 2014, but until October 2017 we did not receive enough funding from any of our commissioners to cover our costs. In this year we have ensured that we have made the right payments to staff and campaigned for sufficient funding from Commissioners.

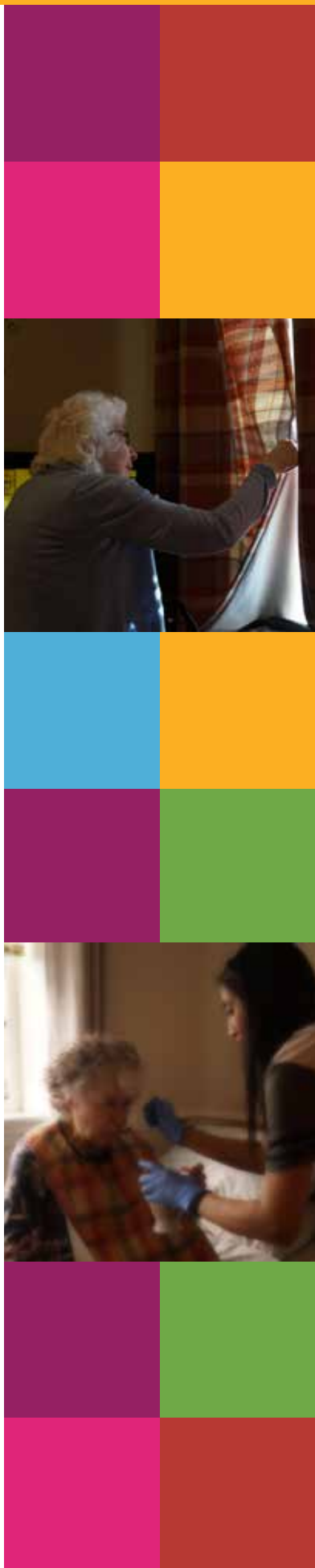
In March 2017 we needed to sell our training building to meet back payments to staff. By July 2017 all of our commissioners will be giving us sufficient funding to pay for us to make the right payments to staff at night.

DELIVERING MEDICATION

In the last year we have changed our old CLC medication system to the Boots Patient's Pack system. We are working with Boots to ensure that the delivery of medication is consistent and accurate for all of the people we support.

We have worked with Boots to sort out problems that have arisen, we have focused on improving communication between our local managers and Boots pharmacy and have worked with their delivery drivers to ensure that medication gets to people quickly.

We have developed a new medication induction course to make sure that staff have the skills and knowledge to administer medication correctly. Staff are being careful in checking medication and have shown good practice in finding and reporting errors, this shows that staff have detailed knowledge of the medication used





by the people we support as well as the procedures in place to ensure people's safety.

We are pleased that medication errors have dropped by 26% between April and October when compared with last year.

However this work must continue to reduce medication errors further.

RECRUITING STAFF

Recruiting staff is a big issue for us as it is for most social care organisations.

In March 2017 we had 704 staff providing direct support to people who together were contracted to provide 17951 hours of support per week, this was 96% of the hours we needed to deliver to people, this meant that we rely on people working extra hours to cover all of our support.

Our staff turnover was 18% in this year, which although not high when compared with social care organisations more widely, has a real impact on continuity of support for people and having to replace and retrain qualified and experienced staff.

We get a lot of interest from our adverts which are produced in partnership with the people we support and appear on local radio, however we are aware that the rates of pay we offer front-line staff must improve if we are to attract and retain great committed staff. This will be a major theme in our work for the coming year.





UNDERSTANDING THE QUALITY OF OUR SERVICE

We have worked hard in the last year to make our quality assurance system be focused on outcomes and involve more people.

We are pleased that a group of 8 people we support have trained with Swansea People First so that they can visit people in their own homes and gather information about how good their support is.

We have also developed an online Personal Well-being assessment which links the Wales National Well-being statement. People will be able to share with us and each other information about what they think of their lives and support.

Together with performance data about; personal outcomes, support delivery, staffing levels, housing management, incidents and complaints, our Registered Network Managers produce 6 monthly performance reports for people with an interest in the service.

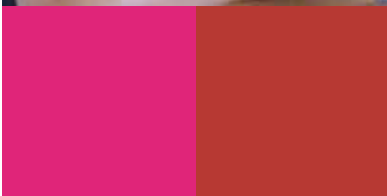
WHAT PEOPLE SAID ABOUT OUR SUPPORT

We conducted a formal review of what people and their families think of our support in October 2016, this was conducted by an independent consultant reporting to our Board.

This involved one to one discussions with 30 tenants and 34 family members who chose to take part in the survey.

What did people say they are happy with?

- All tenants and nearly all relatives said they were happy with the support Consortium provides, they said staff were kind and look after tenants well.





- Tenants say they like their life, they like going out and about and going on holidays and trips.
- Tenants and relatives say they like having staff who know tenants well and who stay a long time.

WHAT WOULD PEOPLE LIKE DONE DIFFERENTLY?

- Tenants and relatives say there are not always enough staff to support tenants to go out and about when they want to.
- Most people say they don't like staff changes. Some relatives say tenants get very upset when they have to have staff they don't know.
- Some relatives would like staff to help tenants to learn to be more independent even if it means taking risks, like with cooking.
- Some relatives would like Consortium to give them more information about what is going on in the organisation.



- Some relatives would like to be more involved in decisions made about their tenants.

WHAT WOULD PEOPLE LIKE FOR THE FUTURE?

- Nearly all tenants and relatives say they are very happy with the support Consortium gives and want things to stay the same for the future.
- Some relatives want to know that their tenants will get more support when they get older, if they need it.
- Some tenants say they would like paid jobs in the future.





WHAT DO WE WANT TO WORK ON IN THE COMING YEAR:

- To help our managers become really good at translating the personal outcomes that matter to people into well structured support plans.
- Helping the people we support to work together with people who live close to them, we want to help them to be better able to help each other and to take control of their lives and services.
- Redirect the way we spend money across the organisation so that we can improve the pay we can provide to staff delivering direct support.

Since April we have put in place new tools to monitor personal outcomes, we will use this information to ensure our support promotes personal independence and well-being.





By December 2017 we will have consulted the people we support and their family members and our staff and managers about how we can:

- Create local associations of people who use support in their community. These people will be supported by their own manager and staff team. We want this to help people to become more active in their local area, and be able to build a strong network of relationships through which they can organise things that matter to them. In time these associations will also be able to support people who don't get the support they need in their local area.
- Redirect resources throughout the organisation so that we can improve pay rates for staff who deliver direct support.





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 2017:

- We were supporting 253 people; there were 11 empty tenancies in shared properties where we are providing housing support.
- These people received on average 17,170 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 769 staff of which 704 are directly delivering services to the people that we support.





CONSORTIUM MONEY

INCOME AND EXPENDITURE

Money from Local Authority Etc	£15,845,967
We spent on wages, charity activities	£15,714,070
Total at the end of the year	£131,897

FINANCIAL POSITION ON 31ST MARCH 2017

Assets inc Buildings, Vehicles & Bank A\C's	£1,281,739
Money the Company is Owed (Grants etc)	£954,037
Money the Company Owes within one Year	-£810,907
Money the Company Owes over one Year	-£1,478,218
Leaving what the Company "owns"	-£53,349

HOW WHAT WE 'OWN' IS MADE UP

Restricted & Unrestricted Funds	£166,880
Income and Expenditure Reserve	-£220,229
Total Capital and Funds	-£53,349

The above figures are taken from the full audited financial statements of CLC for the year ending 31st March 2017, approved by the board on the 30th August 2017.

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 auditors 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, Ann Gay, Wendy Evans, Cliff Alden, Pat Speakman, Paul Shuttleworth, Gareth Bickerton and Sarah Davies for their hard work throughout this year. Here are photos of CLC's current Board members.





We are sorry that Ann Gay has resigned in this year, we thank her for everything she has done and wish her 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..

Thanks!



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'