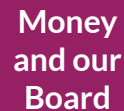


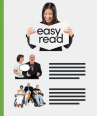
# Annual Report 2019 - 2020



Annual report  
April 2019 to  
March 2020  
and Quality of Care  
Review April 2020  
to October 2020.

**Easy Read Summary Print Version**





## Easy Read Summary



## Our Year

2019

2020

## Key events



## Improving our service



## Quality of Care



## Money and our Board

# Easy read summary - Important things this year

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



However, so far we have won everything we could have, and now have three Swansea Localities that will be led and controlled by the people who use them.

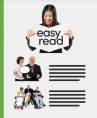


We have improved the way we recruit staff over the last year. We are better recruited now.



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





## Easy Read Summary



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# Easy read summary - Important things this year

COVID also means we have to communicate differently, we now use the internet and video chat much more to keep everyone in touch.



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



We are really pleased some tenants have successfully set up their own direct payment cooperative to run and control their own services.





## Easy Read Summary

# 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.



## Key events



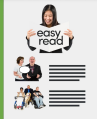
## Improving our service



## Quality of Care



## Money and our Board



Easy Read  
Summary



Our  
Year

2019

2020

Key  
events



Improving  
our  
service



Quality  
of Care



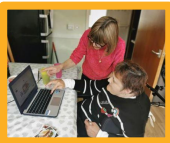
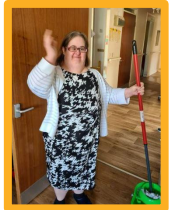
Money  
and our  
Board

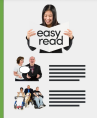
## Easy read summary - The Quality of our Care

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 2020 she says that:



- Tenants are being supported to have their say and appear to be happy and safe. We will find better ways showing the progress that people are making. We think carefully about how we gather information where tenants are unable to communicate with words.
- Tenants are getting support from people who know them well. We must continue to work on recruiting and keeping good staff that people like.
- We will make sure that people's personal plans are clear and easy for staff to use so that they have more time to spend with people.





## Easy Read Summary



## Our Year

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## Improving our service



## Quality of Care



## Money and our Board

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

Our accounts for April 2019 to the end of March 2020 show:

The Consortium received £186,569 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 £532,356. This is much better than the year before.



Our Board is made up of 8 members, 2 tenants, 1 staff, and 5 independent members, we can have up to 4 more Board members.



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