



Working for a more valued future for all.

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Performance Report Tenant's Lives

April 2010 to September 2010



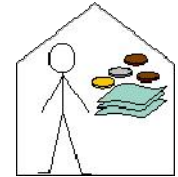
Supporting Tenants



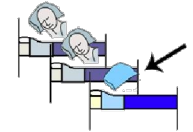
Consortium Support



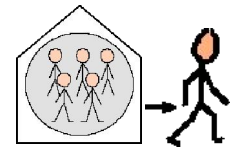
At the end of September 2010 the Consortium supported 230 people; this is the highest number in our history.



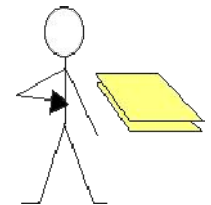
There were 7 empty tenancies at the end of September 2010; Where there are empty tenancies these are usually filled quickly.



The number of key worker changes has decreased slightly across the whole agency. By the end of March 2010 it was 8% and by the end of September it was 7%.



We are pleased that individual plans continue to be delivered for Tenants but we are trying to find better ways of measuring quality of experience for individuals.



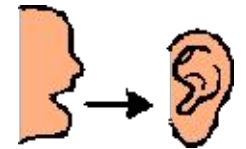
Supporting Tenants (Continued)



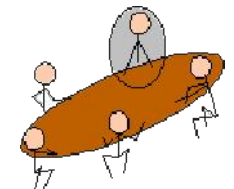
We must continue to find ways to make sure that all tenants experience Active Support.



Our Active Support and Inclusive Communication Management Audit tool is called a 'Personal Support Audit'. It is being used by Team Coordinators to make sure that the quality of our personal support to tenants remains high. We want this to make sure that Active Support and Inclusive Communication are performing well.

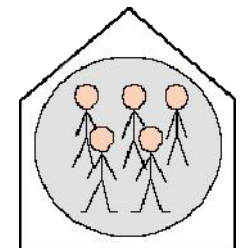


It appears that 87% of tenants have had their individual plan reviewed in quarter 2 across the whole agency compared with 40% in quarter 1. We want to make sure that this continues to happen at least once a year.



Our staff team was 623 staff by the end of September compared with 632 at the end of March 2010.

Our turn over remains constant at 3% for the first two quarter and staff movement has also increased.



Supporting Tenants (Continued)



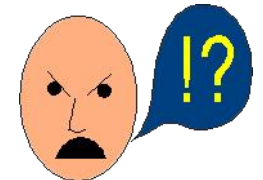
Complaints and Concerns



Between April 2010 and September 2010 we had 10 compliments across the agency.



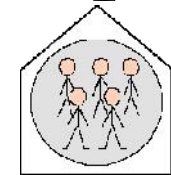
We also had 37 local complaints and 1 external complaint across the agency.



7 of the complaints were service users raising concerns about the way services were provided to themselves or other tenants.



5 complaints were raised by staff about the way other staff provided services to tenants.



9 complaints were between Service Users or between Service user and family/friend.



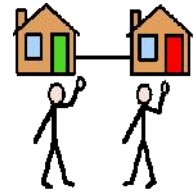
Supporting Tenants (Continued)



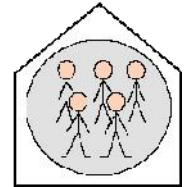
7 complaints were from family/friend unhappy about our staff.



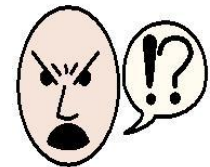
1 complaint was received from a neighbour about a Service Users home.



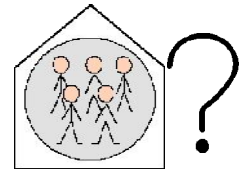
1 complaint received regarding treatment of staff member by another staff member or the agency.



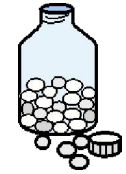
There were 4 other complaints classed under 'other complaints'.



4 staff members have been suspended from work.



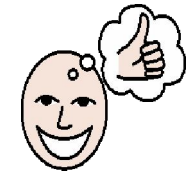
We had 40 errors in the delivery of tablets or medication, where these happened the staff were re-trained.



There were 14 incidents that concerned possible abuse and required investigation through the 'Protection of Vulnerable Adults'.



95% of these complaints were sorted out in a satisfactory way for the person making the complaint.



Supporting Tenants (Continued)



How are we going to improve our service to tenants?

Between September and December a company called Vanguard will be working with us to implement 'Systems Thinking'.

This approach helps us to look at all of the systems within the organisation and decide which add value and which create 'waste' from a customer's point of view.

The aim of this is to make the agency more people centered and more efficient.

It is hoped that this will help us build extra capacity into our system in order to do the things that matter to our customers.

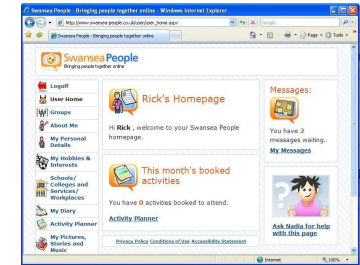
A cross section of staff volunteered to take part in a working group which includes five Senior Managers, one Contract Manager, one Team Coordinator, one Service Coordinator, one Support coordinator and one Support Worker.



Supporting Tenants (Continued)



Swansea People –The website called ‘Swansea People’ and ‘Neath Port Talbot People’ continues to be developed. This will help people to plan their life and stay in touch with friends using pictures, symbols, videos, and sounds.



Our Swansea People Support Officer called Sarah Bonell continues to help tenants to use this and learn how to use computers.



We now train staff to use Person Centred ways of working and computers to enable Tenants to become more independent. This training course is called ‘Supporting Participation through ICT’ (SPICT).



Save the Planet Group – Tenants continue to work together with the Consortium to be more environmentally friendly. Most tenants have now completed a Carbon Footprint for their life at home and have agreed things they will do reduce the amount of carbon they produce.

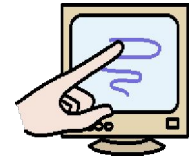


Supporting Tenants (Continued)



Assistive Technology

We are continuing the process of installing assistive technology burglar alarms in the homes of more independent tenants and video door entry systems where tenants need them.

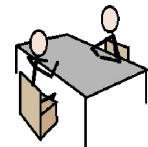
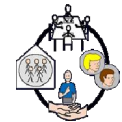


Tenant Participation

The Tenants Assembly held in June 2010 was a great success. Lots of information was given about the Tenants Lives Group, what they do and how to be part of the group.

There was a good turn out and everyone seemed to enjoy the event and the disco. It is hoped this will become an annual event.

We will try out some new ideas about involving tenants when recruiting the staff who support them.



We will continue to provide a Direct Payments service in Swansea.



Supporting Tenants - Performance Information 2010 / 2011 (This is Q1 & Q2)



1 Tenant Information		CCS				NPT				Whole of the CLC			
	Perform. Target	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4
Number of Tenants supported at home with 24 hour support		131	130			41	41			172	171		
Number of Tenants supported at home with drop in support		46	46			13	13			59	59		
Number of Vacancies		5	6			1	1			6	7		
% of tenants experiencing keyworker changes in quarter	Max 10	3	3			2	8			3	5		
% Change of staff supporting tenants in quarter	Max 10	10	7			9	10			10	8		
% of Service Users that have been consistently supported to perform a task agreed as part of ICP process that promotes or maintains their independence (A2).	Min 75	42	82			46	30			42	60		
% of individual planning objectives offered per Service User per quarter (A3).	Min 60	60	44			63	55			62	46		
% of service users with an accessible statement of their individual communication needs (A4).	Min 60	46	65			23	61			37	64		
% of tenants who have an ISA reviewed in the last 12 months by the LA.	Min 80	43	90			35	74			40	87		
2 Compliments, Concerns and Complaints		CCS				NPT				Whole of the CLC			
		10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4	10 11 Q1	10 11 Q2	10 11 Q3	10 11 Q4
Compliments Received		1	5			0	4			1	9		
Local Complaints received		21	7			5	4			26	11		
Formal External Complaints		0	0			0	1			0	1		
These include:													
* Service User unhappy with CLC or staff		6	0			1	0			7	0		
* S/U unhappy with another S/U or family or friend		4	3			0	2			4	5		
* Family / friend unhappy with CLC or staff		4	1			0	2			4	3		
* Family / friend unhappy with another S/U or their family or friends		0	0			0	0			0	0		
* Neighbour/public, unhappy with CLC service or staff		0	0			0	0			0	0		
* Neighbour/public, unhappy with S/U home		1	0			0	0			1	0		
* Staff unhappy with the service offered to S/U		3	0			2	0			5	0		
* Staff unhappy treatment by CLC or staff member		0	0			1	0			1	0		
* Other		3	3			1	0			4	3		
Complaints Satisfactorily resolved		21	6			5	4			26	10		
% Complaints Satisfactorily resolved	Min 80	100	86			100	100			100	91		
Medication Errors	Min 10	13	18			4	5			17	23		
Suspensions of staff in quarter		2	2			0	0			2	2		
Disciplinary actions		4	14			9	2			13	16		
No of POVA referrals										10	4		

Supporting Tenants – Action Planning Objectives 2010 / 2011



Tenants Lives	Business Planning Time-scale	Comments February 2011	Lead Person	Team Responsible
1.1 INCLUSIVE COMMUNICATION				
Outcome: CLC staff to communicate effectively with all Service Users in line with their preferred communication style.				
1. To develop tools or techniques to help us communicate with more effectively with Service Users with complex communication needs.	2011/2012	We are continuing to roll out the SPICT training which meets this objective	Julie Davies	Community Solutions
1.2 QUALITY ASSURANCE				
Outcome: Service Users to have an understanding of the process of the Quality Assurance system.				
1. To revise Complaints procedure.	Completed	New complaints procedure is in place, some discussion remains about timescales of internal /external complaint management.	Rick Wilson	SMT
2. To create a central role to service users and other stakeholders in the QA process.	Completed	A QA / feedback tool has been agreed with the Tenants Lives group and it is currently in development for piloting in Jun 09.	Rick Wilson	SMT
3. Develop a QA statement that informs Service Users, Relatives, Staff and other and references to the CSSIW Self Assurance Statement. interested parties.	Completed	This is under review after it's first year of operation.	Rick Wilson	CST
1.3 IN CONTROL				
Outcome: Service Users to have self directed services which enables individuals to purchase services that meet their wishes, aspirations and needs.				
1. To implement our Direct Payment proposals in CCS.	Completed	We are almost through our first year of running the DP service for Swansea.	Peter Russell	CST
2. Produce a prospectus on Transport Options.	Completed	The first draft is done, further work follows subject to consultation.	Business Manage	CST
1.4 TARGET SUPPORT				
Outcome: Bringing Staff Support and Technology together to provide cost effective PCT services.				
1. Roll out Targeting Support in Network 2.	Completed	Achieved and also rolled out in Network 4	Alice O'Sullivan	CST
2. Produce a proposal about a Support Workers response service.	Completed	This proposal has been agreed with CCS for implementation on a pilot basis in 0910.	Chris Brian	CST
1.5 ACTIVE SUPPORT				
Outcome: Service Users should receive services that are empowering and increases opportunities to learn new life skills and promotes independence.				
1. One field audit to be carried out in each service annually.	2011/2012	This is being completed - ongoing	Alice O'Sullivan	CST
2. Developing a protocol for evidencing best interest.	2011/2012	This will be developed in 2011/2012	Rick Wilson	CST

We hope that you have found this report useful, please let us know what you think by contacting Debbie Chegwen at the Consortium offices. 24 Walter Road, Swansea, 01792 646640, EMAIL: Debbie.Chegwen@communitylives.co.uk

