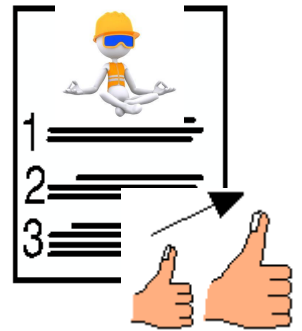


# Health & Safety Annual Report



**April 2023 to  
March 2024**



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

# Welcome to Community Lives Consortium Health & Safety Annual Report



This is the 11<sup>th</sup> Health & Safety Annual Report produced to demonstrate how the Consortium (CLC) endeavours to keep employees, people we support and members of the public safe whilst carrying out work activities. We hope you find this report interesting and informative.

## Support CLC provides to employees



CLC keeps in contact with employees to ensure they are supported if they experience health problems that prevent them from attending work. Employees have the opportunity to complete a phased return to work which can support them back into the workplace after being on sick leave for a long period of time. During their return to work interview, their line manager may put a personal risk assessment in place to give additional support to the individual.

If employees are experiencing well being and/or physical problems the following confidential additional support is available:

- ✓ **Support and Well Being Advisers**
- ✓ **UNISON**
- ✓ **Employee Assistance Solution**
- ✓ **Occupational Health**
- ✓ **Line managers** are also there to support and guide employees. Employees have opportunities to discuss any problems or issues with their line managers during their supervisions.



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CLC works with **Insight – Health Screening** which is an Occupational Health Service that supports people to return to work if they have been on sick leave – not only due to an injury at work but also from medium to long term sickness for other reasons.

The number of referrals to Occupational Health/Insight Health Screening service provided for 1st April 2023 to 31st March 2024 are found below:

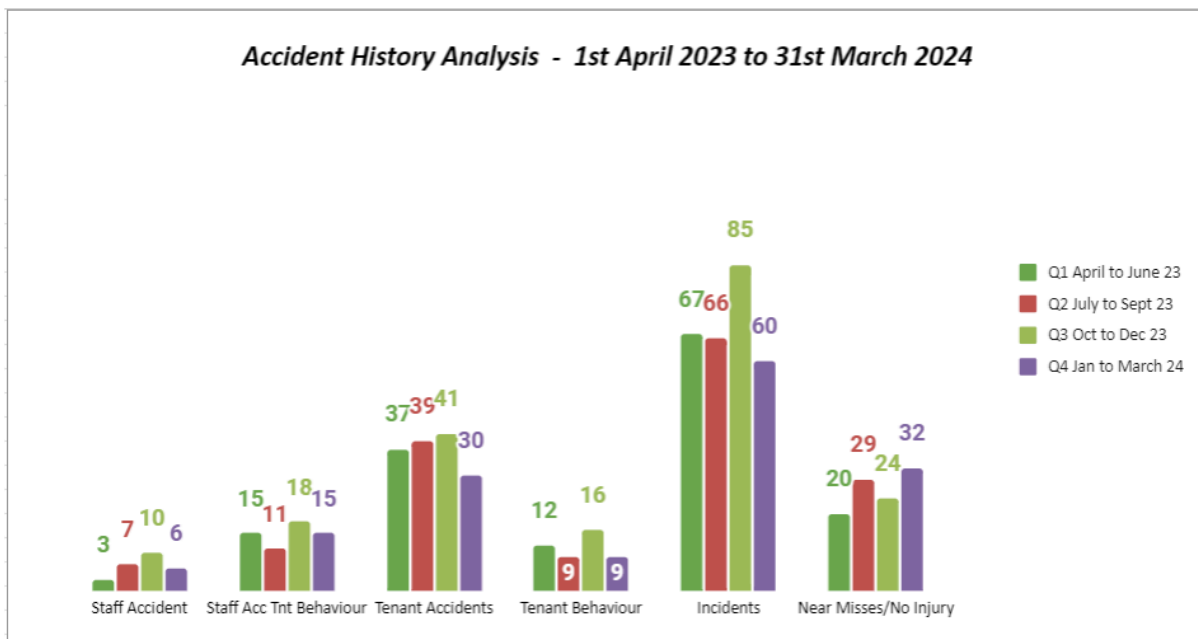
- *Hepatitis B vaccinations (including course of 3 injections and final blood test): 13 last year and 4 this year.*
- *Occupational Health Advisor appointments: 67 last year and 72 this year.*
- *Occupational Health Physician appointments: 26 last year and 27 this year.*
- *Pre employment Assessments: 19 last year and 20 this year.*

Sometimes people do not attend (DNA) these appointments that have been set up for them, however CLC still has to pay for the appointment which is an unnecessary cost.

- 2 people DNA for the Pre Employment Assessment; the OHA and the OHP appointments.

***If you are scheduled for an Occupational Health Appointment and cannot attend, please inform Human Resources in plenty of time to reduce the cost.***

### Monitoring Incidents, Accidents, Near Misses and RIDDOR





The graph shows the number of accidents and near misses that occurred in the past year between April 2023 and March 2024.

There were 278 incidents – this includes 105 Near Misses and 3 RIDDOR – (Recording of Injuries Diseases and Dangerous Occurrences Regulations).

See the information below on how the number of accidents compared to previous years.

- During 2021 / 2022 There were **292 incidents** - this includes 90 Near Misses / No Apparent Injury
- During 2022 / 2023 There were **240 incidents** - this includes 85 Near Misses / No Apparent Injury
- During 2023 / 2024 There were **278 incidents** - this includes 105 Near Misses / No Apparent Injury

| Accident Record Types                                     | Accidents 2023/2024 |             |             |             |             | Accidents 2022/2023 |             |             |             |             | 2021 / 2022 |
|-----------------------------------------------------------|---------------------|-------------|-------------|-------------|-------------|---------------------|-------------|-------------|-------------|-------------|-------------|
|                                                           | 2023 / 2024         | 2023 / 2024 | 2023 / 2024 | 2023 / 2024 | 2023 / 2024 | 2022 / 2023         | 2022 / 2023 | 2022 / 2023 | 2022 / 2023 | 2022 / 2023 |             |
| Type of Accident                                          | Total Q4            | Total Q3    | Total Q2    | Total Q1    | Total       | Total Q4            | Total Q3    | Total Q2    | Total Q1    | Total       | Total       |
| Dangerous Occurrence                                      | 0                   | 0           | 0           | 0           | 0           | 0                   | 0           | 0           | 0           | 0           | 0           |
| Other Person/Tnt Beh                                      | 0                   | 0           | 0           | 0           | 0           | 0                   | 0           | 0           | 0           | 0           | 2           |
| Staff Accident                                            | 6                   | 10          | 7           | 3           | 26          | 2                   | 6           | 3           | 10          | 21          | 20          |
| Staff Accident Tenant Behaviour                           | 15                  | 18          | 11          | 15          | 59          | 20                  | 10          | 4           | 7           | 41          | 70          |
| Tenant Accident                                           | 30                  | 41          | 39          | 37          | 147         | 27                  | 33          | 32          | 41          | 133         | 152         |
| Tenant Incident/Behaviour                                 | 9                   | 16          | 9           | 12          | 46          | 17                  | 7           | 13          | 8           | 45          | 48          |
| <b>Total Number of Incidents/Accidents</b>                | <b>60</b>           | <b>85</b>   | <b>66</b>   | <b>67</b>   | <b>278</b>  | <b>66</b>           | <b>56</b>   | <b>52</b>   | <b>66</b>   | <b>240</b>  | <b>292</b>  |
| Near Misses/No Injuries<br>(not included in Column C11)   | 32                  | 24          | 29          | 20          | 105         | 22                  | 21          | 13          | 29          | 85          | 90          |
| RIDDOR - (Reportable Injuries to HSE)                     | 0                   | 1           | 0           | 2           | 3           | 1                   | 0           | 1           | 1           | 3           | 5           |
| Staffing Hours Lost                                       | 0                   | 66          | 0           | 225         | 291         | 333                 | 0           | 0           | 160         | 493         | 69          |
| RIDDOR - (Covid-19) Staff                                 | 0                   | 0           | 0           | 0           | 0           | 0                   | 0           | 0           | 0           | 0           | 22          |
| Staffing Hours Lost - Positive Covid<br>RIDDOR Cases only | 0                   | 0           | 0           | 0           | 0           | 0                   | 0           | 0           | 0           | 0           | 1073        |

This last year shows an increase of 38 incidents and an increase of 20 Near Misses / No Apparent Injury. All Support Plans / Risk Assessments are reviewed regularly to help prevent recurrence of any incidents.

Where necessary each accident or near miss that occurs are individually investigated and discussed with the relevant responsible people such as;

- CLC's Responsible Individual
- CLC Managers including the PBS Lead (*where the incident involves Challenging Behaviour*)
- Moving and Handling Trainers;
- Local Authority Health regarding Behaviour Support Plan reviews;
- Learning & Development Team regarding training;
- Where necessary we contact Landlords and Local Authorities if the safety concern is related to rented homes or registered care homes of people we support.



All accidents and incidents, including near misses are recorded on a Management Information sheet which is monitored by the Locality Managers. They are able to offer assistance if there is a need to reduce the hazards and/or risks by suggesting further control measures.



This Management of Information recording system can identify areas of improvement of Health and Safety knowledge and/or training.



In accordance with the ***Regulation and Inspection of Social Care (Wales) Act 2016 - Regulation 73***: The Responsible Individual (RI) Lynda Rosselli has a legal responsibility to conduct visits to the Registered Care Homes and Supported living services that Community Lives Consortium are registered with CIW as the provider.

Prior to visiting the services the RI will also look at the Management Information sheet. This ensures the monitoring of accidents and incidents are investigated thoroughly to reduce the possibility of a recurrence.

Reporting of Injuries, Diseases and  
Dangerous Occurrences Regulations  
1995

**(RIDDOR)**

## **The number of RIDDOR (*Reporting of Injuries, Diseases and Dangerous Occurrence Regulations*) over recent years.**

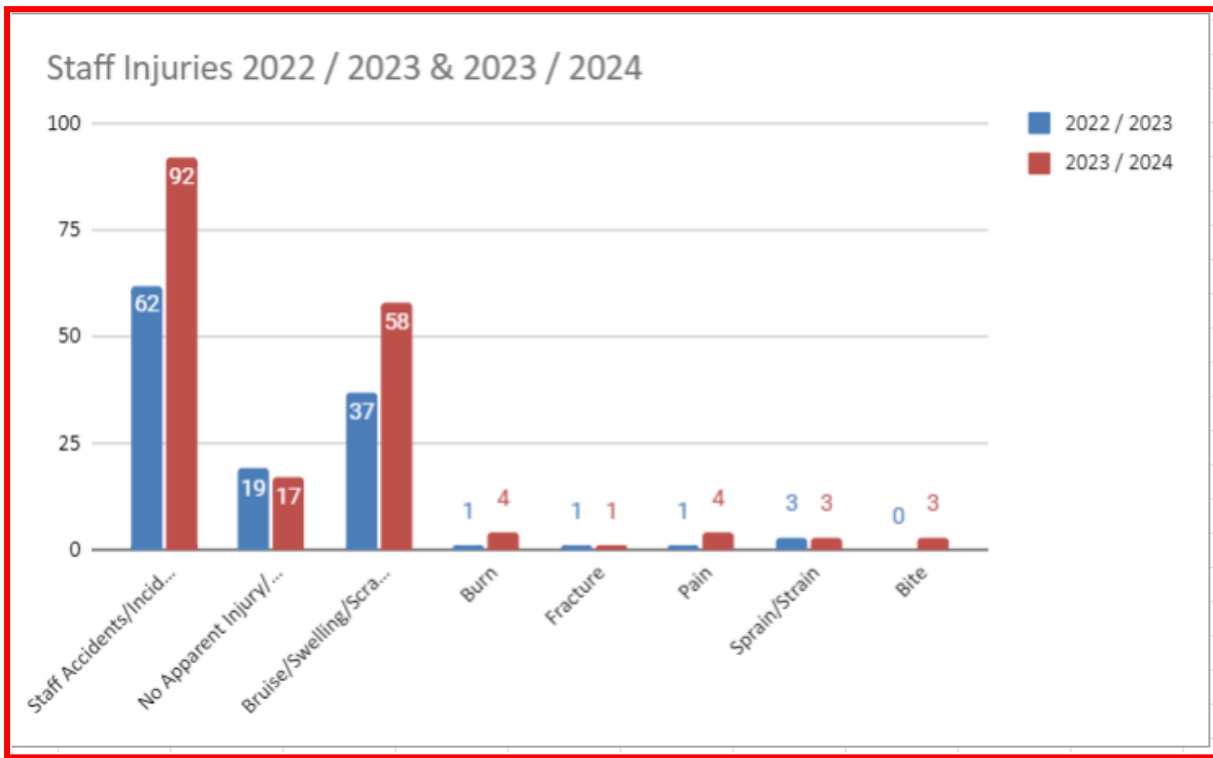
The Consortium reports certain injuries to the Health & Safety Executive (HSE). Reportable injuries are those where employees take more than 7 consecutive days sick leave due to an injury at work; if a staff member suffers a fracture and other more serious work related injuries, illnesses, diseases. This also applies to people we support – if they suffer an injury which comes under RIDDOR, whilst being supported by CLC staff, those accidents/injuries are also reported to the HSE.

- During **2021 – 2022** there were 29 **Reportable injuries** at work; 22 of the 29 are for staff who possibly\* contracted Covid at work.
- During **2022 – 2023** there were 3 **Reportable injuries** at work.
- And in comparison during **2023 - 2024** there were **3 Reportable injuries** at work.

*\*Public Health Wales has produced a criteria that defines a RIDDOR regarding employees contracting Covid during work activity. There has to be clear evidence that there has been a breach in PPE for the incident to result in RIDDOR. The above were reported as RIDDOR's prior to this criteria being clarified.*

Once a RIDDOR is reported to the HSE they pass it onto the Swansea or NPT Environmental Health Officers (EHO's). If the EHO's have any queries or concerns they contact CLC's Health & Safety Manager. They are given a full explanation on how the incident occurred, what has been done to prevent a recurrence and confirmation is given on any risk assessments that were in place and have been reviewed.

## Types of Injuries / Incidents to employees



The monitoring of types of injuries and incidents to employees is useful, as it may highlight and evidence any patterns or key reasons that they are happening; helping managers towards reducing the hazards and risks that cause these incidents.

Looking at this graph it shows that quite a lot of injuries to employees are a mixture of bruising, cuts and scratches mostly caused by the challenging behaviour of some of the people we support.



Employees are at risk of injury by the people we support for different reasons and this is where Positive Behaviour Management / Support (PBM and PBS) training for employees is vital.

All employees are given some aspect of PBM training to help keep them safe if they are faced with any challenging behaviour by the people they are supporting.





The incidents may also be due to changes in needs of the people we support e.g. ill health; a change in medication or routine. It is really important that we provide the appropriate training for employees to support people plus provide refresher training to employees on a regular basis to cover changes in needs of the people we support and any changes to the working environment.



Marina Burrows is the Positive Behaviour Lead and oversees the Positive Behaviour Training for employees. Each accident that involves Challenging Behaviour is sent to Marina for her to advise on whether further training is needed



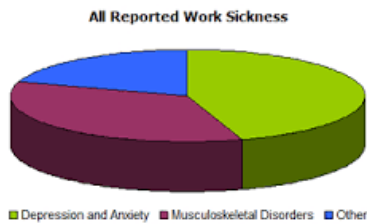
If employees are vigilant in recording all of these incidents, including 'near misses' this helps the Care Managers, Personal Support Managers / Registered Care Home Managers and Locality Managers to highlight triggers of behaviours and possibly reduce the risk of the behaviour resulting in an injury to someone else.

### **Employees hours lost due to an injury at work**

The comparison graph on page 5 also shows the number of employee hours lost due to an injury at work, over the past 3 years. These are ALL as a result of accidents or injuries that have occurred during work activities including RIDDOR reportable injuries.

- 2021 / 2022 - 69 hours were lost due to sickness from injuries at work. This does not include the 1073 hours also lost as a result of staff who had contracted Coronavirus.
- 2022 / 2023 - 493 hours were lost due to sickness from injuries at work.
- 2023 / 2024 - 291 hours were lost due to sickness from injuries at work.





This analysis helps the Chief Executive ascertain the costs associated with sickness due to injuries plus ill health at work to assist with preparing budgets for the year.

## Medication Errors

### SOURCES OF MEDICATION ERROR

- Inaccurate recording and transcribing orders.
- Unclear or erroneous labeling of drugs
- Misidentification of client
- Incomplete delivery of drugs
- Verification errors
- Use of inadequate knowledge or inaccurate knowledge base.
- Time and performance pressure



Medication errors occur during the administration of medication to people we support are very serious. CLC has a system in place to aim to reduce risks of these errors occurring. Any Med errors are reported to the Local Authorities and investigated by CLC Managers and are discussed in the quarterly Health & Safety Committee Meetings.

| Medication Error Type                  | 2023/2024<br>TOTAL Q4 | 2023/2024<br>TOTAL Q3 | 2023/2024<br>TOTAL Q2 | 2023/2024<br>TOTAL Q1 | 2023/2024<br>TOTAL | 2022/2023<br>TOTAL Q4 | 2022/2023<br>TOTAL Q3 | 2022/2023<br>TOTAL Q2 | 2022/2023<br>TOTAL Q1 | 2022/2023<br>TOTAL | 2021/2022<br>TOTAL |
|----------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------|--------------------|
| Stock discrepancy                      | 3                     | 2                     | 2                     | 2                     | 6                  | 0                     | 0                     | 0                     | 1                     | 1                  | 4                  |
| Missed dose                            | 4                     | 8                     | 3                     | 2                     | 13                 | 1                     | 3                     | 1                     | 2                     | 7                  | 8                  |
| Wrong medication given                 | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 1                     | 0                     | 1                  | 0                  |
| Wrong dose given                       | 1                     | 5                     | 1                     | 3                     | 9                  | 0                     | 1                     | 0                     | 1                     | 2                  | 5                  |
| Medication given at wrong time         | 1                     | 1                     | 1                     | 1                     | 3                  | 3                     | 0                     | 0                     | 0                     | 3                  | 0                  |
| Error in signing record                | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 1                  |
| Record not signed                      | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Med found after administration         | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Medication given without authorisation | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Missing meds/stock                     | 0                     | 0                     | 1                     | 0                     | 1                  | 1                     | 0                     | 0                     | 1                     | 2                  | 1                  |
| Failure to report refusal              | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Medication error other                 | 0                     | 0                     | 1                     | 0                     | 1                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Pharmacist error                       | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 0                     | 0                  | 0                  |
| Outside Duty of Care Med Error         | 0                     | 0                     | 0                     | 0                     | 0                  | 0                     | 0                     | 0                     | 1                     | 1                  | 1                  |
| <b>TOTAL</b>                           | <b>9</b>              | <b>16</b>             | <b>9</b>              | <b>8</b>              | <b>42</b>          | <b>5</b>              | <b>4</b>              | <b>2</b>              | <b>6</b>              | <b>17</b>          | <b>20</b>          |

Here are the figures for 2023 / 2024 plus comparisons to the previous 2 years.

By comparing figures we can see that each year the errors are a mix of the administering of the actual medication and the administration of recordings. These are discussed in the Health & Safety Meetings. Every missed dose, wrong dose and all other errors are investigated by the Personal Support Manager / Registered Care Home Manager

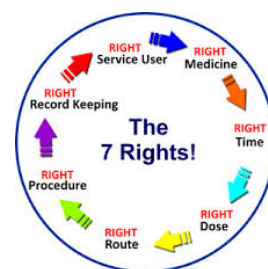
plus Locality Managers.

This information is also logged onto the Management Information Sheet which the RI monitors on a regular basis.

An explanation is added to the information sheet to show what actions have been taken following a medication error. For example for each med error employees either contact the individual's GP or NHS Direct for advice.

The graph shows a significant increase to the previous year. In light of this increase the RI and Operations Manager have implemented new measures and reviewed the Medication Policy to reflect the changes. This includes that; in the event of a medication error in relation to staff management, the immediate action that is required would be as follows;

- Staff suspension from administering medication
- Manager to ensure that other staff are available to administer medication
- Service Development Manager to provide analysis of each individual medication error. To proactively support managers and staff to understand the analysis and implement responses to minimise the chance of errors occurring.



Additional refresher training for administering medication is provided to employees and managers throughout the year.

Monitoring of Medication Errors is an ongoing process.

## Health & Safety Training for CLC Employees

Health & Safety Training is carried out regularly throughout the year for all staff, this is in addition to the mandatory training that staff have to attend to be compliant with CLC's Regulators.

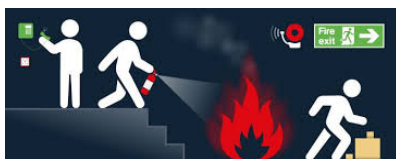
**Health & Safety  
at Work**  
➤ Prevention Starts Here

Staff are consistently being added to essential classroom and online training under the umbrella of H&S at work, in the form of; First Aid Training; Positive Behaviour Management/Support (PBM and PBS); Lone working; Moving & Handling; Health and Safety; Infection Control; Fire Safety Awareness; etc.



Last year we reported on how we needed to give further consideration to our obligations on meeting with Duty 15 of the Regulatory Reform (Fire Safety) Order 2005 (Part 2) Fire Safety Duties to safely evacuate a number of people we support from their homes at night.

We were given a priority action notice from the CIW (Care Inspectorate Wales), regarding RISCA Regulation 57 after we highlighted the high risk to some of the people we support during night time support.



**RESPONSE:** We addressed the priority notice by working with Health and Safety Consultants, reviewing our Fire Safety documents and highlighting engineering solutions to the

concerns regarding safe staffing levels at night. We worked with West Wales Fire Safety Officers, the Local Authority, Registered Social Landlords and Commissioners and agreed that the engineering solution which would be a one off cost would be more sustainable than requesting additional staffing levels at night. The engineering solution was implemented and the priority notice was achieved.

The RI; H&S Manager; Operational Managers have reviewed all Fire Risk Assessments where individuals need support to evacuate the building. All other Fire Risk Assessments are person centred to the people receiving support as well.



One of the recommendations was also to supply the new Fire Safety File to all services that will help to improve fire safety practice and evacuation. Over the past year Locality Managers, Locality Support Managers and Personal Support Managers have attended Fire Safety File Training and each service has this file.

We are continuing to address this issue along with other support providing organisations, and we continue to:

- Highlight with Commissioners; Local Authorities and Registered Social Landlords, where we are unable to safely evacuate the people we support at night in the event of a fire, suggesting either engineering or staffing solutions.
- Train any new Personal Support Managers on the Fire Safety File.
- Support staff and managers to address concerns they may have regarding fire safety practice; evacuation assessing and installing additional fire safety and evacuation equipment (including sprinklers) as identified from the assessments built into the Fire Safety File.

CLC provides an Online Fire Safety Training to all support staff; and Level 2 FAA Fire Safety Training Classroom Course to Operational Managers.

### External Consultancy for Health and Safety



CLC has a Health & Safety Manager (NEBOSH General Certificate) and all Managers are trained in Health & Safety.

CLC also employs an external Health & Safety Consultant - Paul Chappell, CFIOSH, FIIRSM, OSHCR, DipNEBOSH who is the Co-Managing Director for PCF Training & Consultancy Solutions Ltd. Paul and his colleagues are available throughout the year to assist us with any Health and Safety queries that we need a different perspective and advice on.

### Assistive Technology (AT) for the people we support

 **ASSISTIVE TECHNOLOGY**

 **ADAPTIVE EQUIPMENT**

Assistive technology includes devices that can help improve safety in the home, for example by automatically switching on a light or cutting off the gas supply; devices which can alert a carer or monitoring centre that a person requires immediate support or assistance.


Some devices monitor the home environment and can detect gas, carbon monoxide, smoke, extreme temperatures or flooding.

Other devices monitor the activities of the person and can detect when someone is getting out of a bed or a chair, entering/leaving a room or building or when they have had a fall.



Over the period of April 2023 to March 2024, all Tenants have had an annual AT Assessment.

The equipment that was installed, replaced and repaired were:

| <b><i>New Equipment fitted:</i></b>                                                                                                                                                           | <b><i>Replaced Equipment:</i></b>                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>→ 5 x epilepsy sensors</li> <li>→ 2 x personal triggers</li> <li>→ 2 x PIR sensors</li> <li>→ 5 x door sensors</li> <li>→ 1 x fall detector</li> </ul> | <ul style="list-style-type: none"> <li>→ 9 x out of bed sensors</li> <li>→ 4 x door sensors</li> <li>→ 2 x PIR sensors</li> <li>→ 7 x handsets</li> <li>→ 1 x out of chair sensor</li> <li>→ 12 x batteries</li> <li>→ 1 x epilepsy sensor</li> <li>→ 1 x arm/disarm fob</li> <li>→ 1 x personal trigger</li> <li>→ 1 x charger</li> </ul> |
|                                                                                                            |                                                                                                                                                                                                                                                                                                                                            |

**ADJUSTMENTS TO EQUIPMENT: - 16**

**AT TRAINING HOURS DELIVERED: - 14**



The Assisted Technology Co-ordinator - Amanda Nicholas regularly attends planning meetings for individuals that may need AT support from the Consortium.

## Links to external Safety Groups and Care Organisations



CLC is a member of ***South & West Wales Safety Group (SWWSG)*** who actively promotes health, safety and the well-being of everyone at work in South & West Wales.

Their aim is to help member organisations become efficient in the management of Health and Safety. The SWWSG holds monthly meetings that cover all aspects of H&S, for more information please visit their website:

<https://swwsafetygroup.co.uk/>

oOo

***CLC is a member of the following organisations which offer help and advice regarding health and safety in the care sector. These are:***



**NASHiCs - National Association for Safety and Health in Care Services** [www.nashics.org](http://www.nashics.org) - Look out for the regular Newsletter that NASHiCs sends out there is a lot of interesting information on Health and Safety in the Care Sector.



**RoSPA - The Royal Society for the Prevention of Accidents** [www.rospace.com/](http://www.rospace.com/)



**Homecare  
Association**

**UKHCA - United Kingdom Home Care Association -**  
[www.ukhca.co.uk](http://www.ukhca.co.uk)

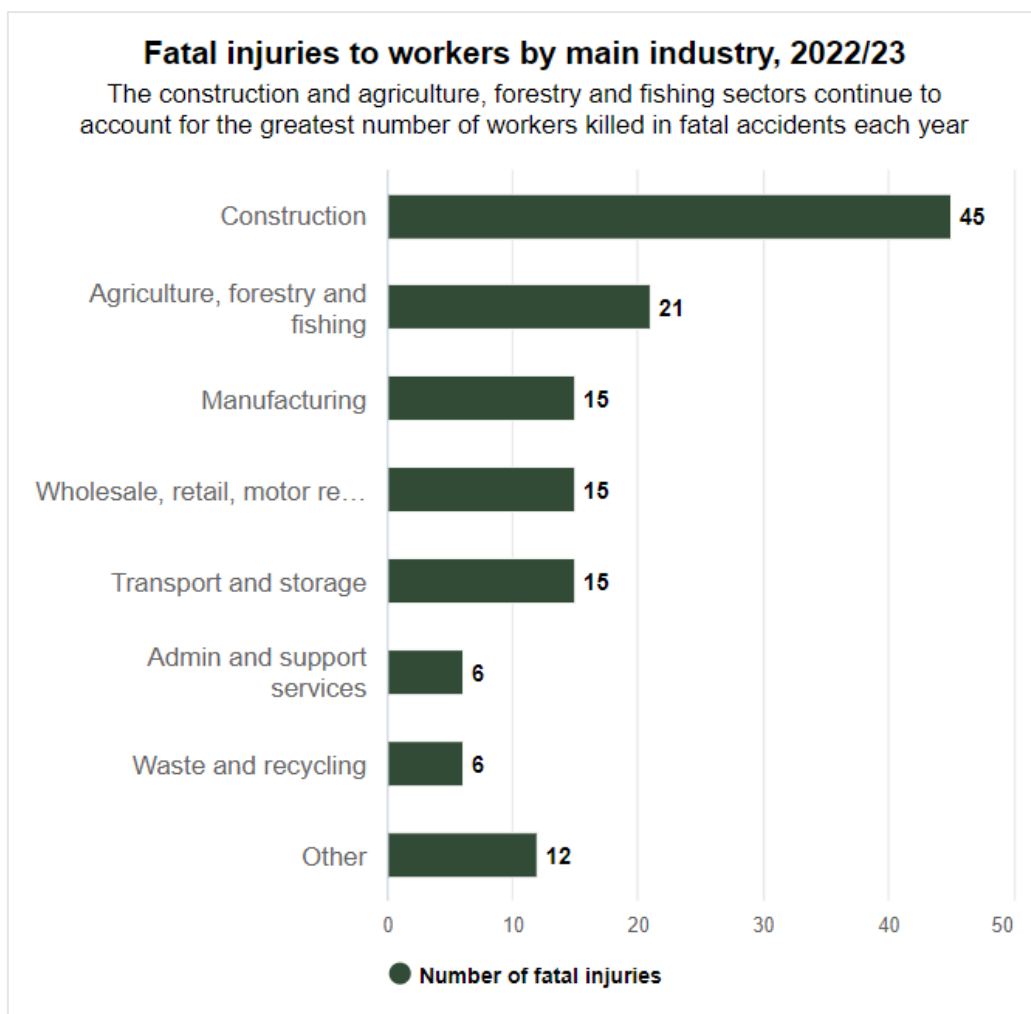


The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety. They state that they are dedicated to protecting people and places, and helping everyone lead safer and healthier lives.

From a CLC perspective all staff and managers are able to consult the website for any H&S queries or legislation to ensure our policies and procedures are up to date, to keep everyone safe as a result of our work activities.

The Health and Safety Executive (HSE) routinely publishes annual statistics on health and safety in Great Britain.

The figures show that 135 workers were killed in work-related accidents in 2022/23 (RIDDOR), while 561,000 workers sustained a self-reported non-fatal injury in the workplace during the same period.



It's vital that CLC ensures that all its employees comply with workplace health and safety regulations not only for their benefit but to ensure the people we support are kept safe and well. This is why we have regular H&S Committee meetings and H&S should be on every Team Meeting Agenda.

## Communication and Consultation of H&S with CLC Employees

The Consortium communicates and consults with its employees and managers on a regular basis via the Health & Safety Committee. The Committee comprises of a wide range of people across the Consortium, support staff, managers, CLC Directors and it has representation from its Management Board of Trustees and UNISON.



The H&S Committee meetings are held on a quarterly basis, and can be virtual or face to face at Walter Road Offices.

The H&S Committee has a range of topics that they discuss, such as reviewing H&S Policies; Medication Errors; the previous Quarter accidents and incidents that have occurred, including Near Miss incidents. This information is put into graphs (*as seen in previous pages of this report*) and is shared with the Committee with the details of each incident, where it happened; how it happened; plus what managerial action has been taken to prevent a recurrence of the incident happening again. This information is confidential and so each incident is not specified in the minutes.



The Health & Safety Minutes are shared with All CLC employees for them to discuss in team meetings as a standard agenda item. During this time staff are able to voice any H&S concerns to their line manager who can then pass these to any of the H&S Committee members for discussion at the next H&S Meeting.



If you would like to be a safety representative on the H&S Committee please contact Debbie Chegwen at Walter Road office.

***Your role as a safety representative would be to have an active role in:***

- Attending H&S meetings – 4 per year.
- representing employees and/or managers in Health & Safety matters or concerns.
- discussing and reviewing policies under the Health & Safety umbrella.
- Reviewing accidents and near misses.
- Highlighting and discussing safety hazards put forward by individuals.
- Attend seminars / training sessions which will also support career progression (optional).
- Discuss changes to Legislation and Regulations via the Health & Safety Executive Website and how these have an impact on the Consortium.
- We are currently looking for ***Union representation*** on the Management Committee meetings and Health & Safety Committee meetings. Please contact Debbie Chegwen if you are interested or contact your local UNISON representative.



***Here are the representatives of the  
Health & Safety Committee as at the end of March  
2024***

|                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|    |    |    |    |    |
| <b>Rick Wilson</b><br><i>Chief Executive</i>                                        | <b>Lynda Rosselli</b><br><i>Responsible Individual</i>                              | <b>Debbie Chegwen</b><br><i>Health &amp; Safety &amp; Admin Manager</i>             | <b>Ian Davies</b><br><i>Management Committee Member</i>                              | <b>Rosanna Graham</b><br><i>Learning &amp; Development Manager</i>                    |
|    |    |    |    |    |
| <b>Christian Cowap</b><br><i>Locality Support Manager (L2)</i>                      | <b>Sophie Freeman</b><br><i>Personal Support Manager (L2)</i>                       | <b>Anthony Chelley</b><br><i>Support Co (N6)</i>                                    | <b>Gaynor Gregory</b><br><i>Support Worker (N5)</i>                                  | <b>Marianne Bevans</b><br><i>Personal Support Manager (L1)</i>                        |
|  |  |  |  |  |
| <b>Michelle Thomas</b><br><i>Locality 2 Manager</i>                                 | <b>Jamie Locking</b><br><i>Locality 4 Manager</i>                                   | <b>Carolyn Dobbs</b><br><i>Personal Support Manager (L2)</i>                        | <b>Jessica Roderick</b><br><i>Personal Support Manager (L1)</i>                      | <b>Charlotte Stevens-Thomas</b><br><i>Locality Support Manager (N5)</i>               |

We hope that you find this annual report informative and interesting. If you have any questions regarding Health & Safety please do not hesitate to ask your safety representative to pass your question to the Health & Safety Committee or contact Debbie Chegwen directly on 01792 646640.

If you would like further information about the Consortium or any of the things discussed here, please look at our website at [www.communitylives.co.uk](http://www.communitylives.co.uk) or contact Debbie Chegwen via email on [debbie.chegwen@communitylives.co.uk](mailto:debbie.chegwen@communitylives.co.uk)



or at 24 Walter Rd, Swansea. SA1 5NN Telephone: 01792 646640