



Supporting people to live the life they choose



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# Annual Report 2023 - 2024



**Draft Annual  
report for  
April 2023 to  
March 2024**

**Easy Read  
Summary &  
Draft  
Abbreviated  
Account**



Easy Read  
Summary

## Easy read summary - What people have said

Our '[What we Think](#)' process helps us to understand what tenants like, or would like to change

- 98% of tenants say their support is excellent or good.
- Good things
  - My staff take me out and I really like cooking and making cakes and lasagne
  - Making me be more confident, not afraid to speak with staff if things are making me worried.
  - I get to go out and do the things I enjoy doing
- Things that would make people's support better
  - I would like more hours to go out with staff
  - I would like more community activities.



Our  
Year

2019

2020

Key  
events



Improving  
our  
service



Quality  
of Care



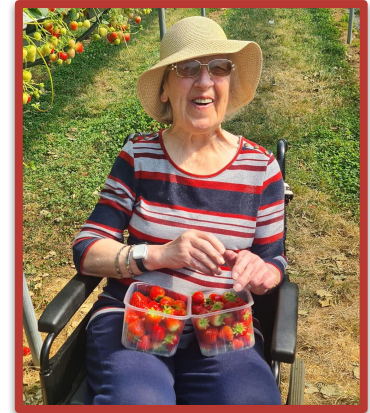
Money  
and our  
Board



# Easy read summary - Important things this year

## Our Localities & Networks are developing;

- By April 24 we were **supporting 190 people across Swansea & Neath Port Talbot.**
- Tenants, family members, Social Services & Health, and our Inspectors have **all been very positive about the support that we have provided.**
- Our Personal Plan reviews are telling us that **people are being supported to achieve outcomes that matter to them.**
- Tenants are organising **more activities and events** through their monthly Change teams and across their wider community through events like **Better Together Neath Port Talbot .**



An icon showing a person with a speech bubble and the text 'easy read'.	Easy Read Summary
An icon of a woman holding a megaphone.	Our Year
An icon showing a calendar with the years 2019 and 2020.	Key events
An icon of a person pointing to a checklist with green checkmarks.	Improving our service
An icon of three people sitting around a table.	Quality of Care
An icon showing various banknotes and coins.	Money and our Board



# Easy read summary - Important things this year

## Improving our employment

- **Our recruitment levels have continued to improve**, this helps us to support people to live good lives.
- However, our staff have been sick more often this year, and to pay for the Real Living Wage uplift for staff we have had to use less staff from agencies. We must be careful that we do not put too much pressure on our existing staff and managers .



## Protecting people's rights and safety at home

- Following a change of interpretation of fire regulations we are working with tenant's landlords and supporting commissioners to make sure that all tenants can be safely evacuated at all times.



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An icon showing various banknotes and coins.	Money and our Board



# Easy read summary - Making our service better

We have a new Organisational Development Plan:

This is a plan that explains how we intend to make the organisation better. We want this to be an accessible live document that:

- pulls all of our plans into one place
- explains simply how they all fit together
- invites people to get involved in making them happen.

This plan presents how we will involve tenants and family members more, help tenants to build more active lives in more welcoming communities, improve our employment, and to continue to improve how we run our business.



An icon showing a person reading a document with the text 'easy read' and a list of lines.	Easy Read Summary
An icon of a woman in a black dress holding a megaphone.	Our Year
An icon showing two calendar pages for the years 2019 and 2020.	Key events
An icon of a person pointing to a checklist with three green checkmarks.	Improving our service
An icon of three people sitting around a table, engaged in a discussion.	Quality of Care
An icon showing various banknotes and coins, including a £10 note and a £20 note.	Money and our Board





	Easy Read Summary
	Our Year
	Key events
	Improving our service
	Quality of Care
	Money and our Board

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

Our accounts for April 2023 to the end of March 2024 show:

- The Consortium received £395,230 more money than it spent.
- This means the Consortium has money and things worth £681,010.



Our Board is made up of 7 members, 1 tenant, no staff, and 6 independent members, we can have up to 5 more Board members.



We hope to recruit Board members who are relatives, staff and tenants in the coming year.





# Money and our Board - Our shortened accounts

Income and Expenditure	
Money from Local Authority Etc.	£15,465,988
We spent on wages, charity activities	£15,070,758
Total surplus at the end of the year	£395,230
Financial Position on 31st March 2022	
Assets inc Buildings, Vehicles & Bank A\C's	£1,244,546
Money the Company is Owed (Grants etc)	£1,104,298
Money the Company Owes within one year	£1,085,044
Money the Company owes over one year (including SHPS Past Service Deficit (FRS102) of £565,000)	£582,790
Leaving what the Company "owns"	£681,010
How what we 'Own' is made up	
Restricted Funds	£166,880
Income and Expenditure Reserve	£514,130
Total Capital and Funds	£681,010

The above draft figures are taken from the full audited financial statements of CLC for the year ending 31st March 2024.



Easy Read Summary



Our Year

2019

2020

Key events



Improving our service



Quality of Care



Money and our Board

