



February 2025

### Introduction

This document introduces you some members of our Senior Team.

Here you can read what the Consortium means to them, the roles that they feel passionate about, and their hopes for a new CEO.

If you want to find out more about how they fit into the wider organisation you can read our Who's Who document.

### Lynda Rosselli – Responsible Individual

- I am Lynda Rosselli, the Responsible individual for CLC, I have worked for Community Lives Consortium for 32 years and can honestly say, that the quote “if you love what you do it won't feel like work” captures my time with the organisation.
- Why I have stayed at Community Lives for 32 years, this is easy to answer, CLC have always put the people we support at the core of everything they do, ensuring that they live the life they choose. It is a privilege to be invited into people's lives who trust in you and the people around you.
- One of the pieces of work that I am currently working on that I am proud of is safe evacuation in the event of a fire for everybody we support. Since the Grenfell fire this has a significant issue in supported housing and we have had to work hard to both inform and challenge our commissioners and people's landlords while still protecting people's housing rights and independence, despite this a well-informed but collaborative approach has been essential.
- I hope that the CEO who will be joining Community Lives Consortium has the following qualities; integrity & ethics, being a visionary and strategic thinker, a strong communicator, has emotional intelligence and bravery so that we will not break the law but will challenge it on behalf of the people we are employed by.



### Donna Jenkins – Service Development Manager

- I am proud and motivated to work for CLC because of the values it embodies and ambitions it sets itself. CLC's commitment to innovation, continuous learning and development, and fostering a positive workplace culture is important to me. I also admire CLC's focus on collaboration and inclusivity, which are crucial for creating an environment that values diverse perspectives and in which creativity thrives.



- I am currently developing a values-based video in partnership with people we support; this will be shared during CLC's 'Valuing People' classroom training to all new staff during induction. This gives people we support the opportunity to have their voice heard, ensuring that the training we deliver is reflective and aligned with the real needs of people. We want to ensure that co-production shifts the focus from simply delivering services to collaboratively shaping them - ensuring our services are more effective and outcome-focused.
- I want a CEO that creates time and space to collaborate with key stakeholders including people we support to ensure they have the correct information and ideas to develop the organisation.

### **Rosanna Graham – Learning and Development Manager**



- Working for CLC for the last 21 years has given me a sense of ongoing fulfilment and achievement, even with the many challenges that are faced. You know you are part of a bigger community of people that are helping one another, and working for an organisation that strives to do the best it can for all who is involved is invaluable.
- There are a few things I am proud of, but those that have positive change and embed cultural shifts stand out. Project management and implementation of new software systems supporting organisational management and data sets. These have changed how we reflect on our practice enabling us to be more evidence based, and individually grow as practitioners while collectively building our culture. This culture is focused on collective improvement both through learning programs and workflows that help us to work effectively together in achieving things that matter to the people that we support.
- I am hoping that the new CEO will look to the future of CLC and continue to strengthen its position. Define and lead on CLCs vision and values, bring positive culture, and empower all those involved. Give clear direction, listen to what is being said as well as reviewing what is happening and be adaptable when the challenges arise and for them to be honest and transparent.

### **Debbie Chegwen – Health & Safety and Administration Manager**



- I have enjoyed working for CLC for nearly 23 years. Working with so many different people; we are like a family and pull together when any challenges come our way. I totally admire the front-line staff for how they are committed to supporting individuals in their home and putting their needs first. Being part of CLC has made me feel valued and I am confident in the knowledge that we are making a difference to the people living in our Community.
- One of the projects that I am working on and am proud of is working with the Responsible Individual to work towards the safe evacuation of all the people we support. We are currently working with the Local Authorities; Landlords; Mid and West Wales Fire Service to achieve this.

- I hope that our new CEO will be someone who embodies kindness and compassion, and who is dedicated to creating a positive and empowering environment for everyone.

### Emma Shears – Engagement & Participation Officer

- In June 2024, I was appointed as Engagement and Participation Officer for Community Lives Consortium (CLC). I am proud to work for CLC because of the principles and values that guide the organisation and how this is shown in practice alongside disabled people. This is my second role within CLC, during 2005 – 2017 I worked as a Tenant Services Officer, supporting people with their benefits claims and money decisions as well as providing a light touch support. I was keen to work for the organisation again because of the outstanding quality of support and care provided and the consistent passion to make a difference for people with a learning disability.
- My current role is very exciting as I work directly with supported people, their support network and family members. I like the broad nature of the role and I'm proud to be helping CLC to develop into a user-led organisation; where disabled people will have leading roles valuing their expertise and vision. I enjoy being alongside individuals and family members and helping to create the conditions for people to share their views, goals and ambitions. I enjoy working with passionate CLC staff who also enable this to happen. I'm looking forward to our community development work and to seeing this grow and add value.
- CLC has been lucky to have a committed, competent and caring CEO for the years it has, which has enabled the organisation to be forward-thinking in its approach. For a new CEO, I feel very positive that our user-led direction will continue, that supported people will receive a high quality of support and care, and that staff will continue to enjoy working in an environment that values everyone and the role they play in helping to achieve the bigger picture; supporting people to live the life they choose.



### Diane Jones-Operations Manager

- I am proud to say that I have worked for CLC for 31 years –not bad for someone who saw it as a temporary post until I found a nursing post after relocating to Swansea.
- I believe that CLC has the right values and attitudes, and this is evident in the support that we deliver and in a workforce that is inclusive & genuinely proud to represent the company.
- I am particularly proud of the work the Operations Management Team have done in ensuring we are complying with regulations & that monitoring is consistent in our services.
- I believe that we have been fortunate in having a long-standing CEO at the helm, but I am confident that the successful candidate will have a shared vision of how a



person centred and user-led organisation should be. I am hopeful that the new CEO will continue to encourage and support a collaborative environment. I look forward to welcoming them to CLC.

### **Joanne Davies – Human Resources Manager**



- Prior to working at CLC, I hadn't worked in any job for longer than 7 years. I've now worked for CLC for 13 and a half years. I consider myself to be very lucky to have secured the role of HR Manager and I haven't looked back. Making a difference to the lives of the people we support underpins everything we do at CLC. My role is to ensure all our employees embrace the values and performance we need to succeed.
- As far as being proud of a single piece of work is concerned, this is difficult because my role is so varied. One of my key roles is to ensure our HR policies and practices are compliant with ever changing employment legislation, whilst also reflecting the ethos of CLC. Working in an organisation that's also continuing to evolve, at every policy review there is always an improvement to be made to ensure our policies adapt with the evolution of CLC.
- I also have a small team who have worked very hard on the recruitment of Support Workers. We hear all the time that it's hard to recruit in Social Care, however, with a lot of hard work, we have managed to achieve 100% staffing levels. Our next step is to go above 100% to alleviate the pressures of staff absence.
- Our outgoing CEO has been a visionary and always at the fore front of new thinking and new approaches within Social Care. I hope the new CEO will embrace the culture and collaborative way of working within CLC which I believe has made us the great organisation we are today, however, I am sure they will bring more to the table to make us even better. I look forward to the meeting and working with the new CEO.

### **David Liddiard – Chief Financial Controller**



- I am a relative newcomer at CLC having worked here for just over two and a half years. I am responsible for the financial well-being of the Consortium and I oversee a finance team who look after the management and control of the finances and I also provide support and guidance to Rick, Lynda and the Senior management team where necessary.
- I am really proud of the professional and knowledgeable team in CLC working who work in such a collaborative way focused on continual improvement so that we deliver the best care to our users. This makes CLC such a challenging and rewarding organization to work in. At the moment I am particularly excited about implementing a new cloud based finance system as part of a project to enhance the reporting and knowledge available to support the organization.

- I hope our new Chief Executive will build on our great service and collaborative culture but enables us to continue to strengthen the resilience and flexibility of the company that underpins this.

## **Mark Lewis – Head of Business and Finance**



- I have been with CLC for 2 years now and am the Head of Business and Finance. In this role I have Finance, Payroll and ICT departments reporting directly to me. I am also responsible for all the Business facilities for CLC, like contracts for Insurance, fleet & utilities, Mobility Vehicles and Building maintenance. I am also currently studying to complete my ACCA qualification.
- Since joining CLC I have come to value the caring and supportive nature of every member of staff, for both the well fair of the clients we support and for all the employees. We all want the company to grow and for us all to enjoy the work we do.
- I am proud of the hard work myself; David Liddiard, Rick Wilson and all the Finance team have done to help improve the liquidity and financial stability of the company within the last year. I have been heavily involved in moving everyone over from Google to Microsoft as this was needed for our Cyber Essentials certification and to enable us to move our head office systems onto cloud-based software. Following on from this I am excited about implementing a new cloud-based finance system so we can better report our financial data with the rest of the senior managers and the organisation.
- I hope our new Chief Executive is a great mentor to me and passionately cares for this company and all the employees and clients. We hope the new CEO will embrace the culture and collaborative way of working within CLC which has helped us to become the great organisation we are today, but to also see ways we can continue improving our service and growth going forward.