Annual Return 2024/2025

Before You Start

Please select the language(s) you want the Annual Return to be published in via the CIW website.

If you select 'Welsh' all free text questions will be displayed in Welsh only. The public will only be able to access the published Annual Return in Welsh.

If you select 'English' all free text questions will be displayed in English only. The public will only be able to access the published Annual Return in English.

If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing the return to be published by CIW in both languages.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the annual return?	English

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Zion Community Care Limited
The provider was registered on:	06/07/2023
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Zion community care

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	06/07/2023
Responsible Individual(s)	Sonali Perera
Manager(s)	Janine Morgan
Partnership Area	West Glamorgan
Service Address	The Centre, Lodge Drive Baglan, Port Talbot SA12 8UB

Provider Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	Zion Community Care Limited

Is the Provider Name correct? Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

Registered Company Number	14527780
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	23 Penlan Grove, Treboeth, Swansea SA5 7DF
Is the registered provider's address correct? Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the organisation telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	07533249580
Provider Telephone Number	ksonalip@yahoo.co.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Sonali Perera
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	Town/City	Service Type
Zion community care	Port Talbot	Domiciliary Support Service

Is the list of regulated services correct?	Yes

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have rapid training programmes in house as Zion got three trainers. With frequent spot checks, supervision and hands on management team we spot training needs. Zion gets regular support from Neath Port Talbot Training department with most of the refresher trainings and Social care core qualifications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Zion had a good recruitment drive through word of mouth, social media, Job fair and indeed. Zion's robust well being programme help us to retain staff.

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Zion community care
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	The Centre, Lodge Drive Baglan, Port Talbot SA12 8UB
Additional addresses from which the service delivered from:	
Service Telephone Number	07533249580
Service Telephone Number	ksonalip@yahoo.co.uk
Website address	
What is the main language through which the service is provided?	English
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.

Other languages used in the provision of the service	All the literature English Welsh and we have active Welsh speakers

Key People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Sonali Perera
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service

Service Managers	Janine Morgan
Are the service managers correct?	Yes

Statement of Purpose

The following sets out the age range and service needs provided for as detailed in your Statement of Purpose. This information will not be included in the published annual return.

The average number of domiciliary hours currently provided by the service on a weekly basis is:	0 - 250
The age range(s) of people supported by the service is:	18 and over
The range of needs currently supported by the service is:	
The most recent Statement of Purpose was submitted to CIW on	23/01/2023
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	88
How many people were being provided care and support by the service as at 31 March?	47

Fees Charged

The minimum hourly rate payable during the last financial year?	11.50
The maximum hourly rate payable during the last financial year?	12.50
How many hours of care and support was provided in the last week of the financial year?	934
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Zion's support manager had visited individuals for reviews every 12 weeks. Telephone reviews carried out every 6 weeks. Registered Manger carried out reviews every 6 months And RI reviews We have a good understanding about our service user's care and well being needs and we met them 100%

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Participating in care planning is crucial because it puts the individual at the centre of their own health and well-being and individuals gain a sense of empowerment and autonomy over their care decisions. It allows them to express their unique needs, preferences, and goals, ensuring that the care they receive is personalised and tailored to their specific circumstances.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Additionally, participation in care planning facilitates open communication between individuals and their healthcare providers, fostering a collaborative relationship and enabling shared decision-making.

The extent to which people feel safe and protected from abuse and neglect.	Zion has an active safe guarding policy and staff are well trained and aware. Our safe guarding lead visits Individuals frequently as he is working on the field once a week. Our service users feel comfortable and protected.

The total number of full time equivalent posts at the service (as at 31 March)	25

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	No

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	No

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

- [x] I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Declare & Submit

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW

Please Note! If you are an online assistant you are unable to complete the declaration section

- [ ] I declare the information provided within this Annual Return is true to the best of my knowledge.

Please Note! In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.

- [ ] I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.

Submitted on	**15/05/2025 13:02:43**
Submitted by	**ksonalip@yahoo.co.uk**
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