



Care & Repair Cymru

Annual Report 2021-22

Giving older people independence at home



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government



Our Vision

A Wales where all older people can live independently in warm, safe and accessible homes.

Our Mission

We provide leadership, expertise, innovation, advocacy, resources and evidence to support investment that ensures all older people in Wales can live independently in warm, safe, accessible homes.

Our Movement

The Care & Repair movement in Wales consists of Care & Repair Cymru and 13 Care & Repair Agencies. Covering every corner of Wales, the Care & Repair Agencies deliver our services face-to-face with older people. Care & Repair Cymru operate as the national body providing expertise, advocacy and resources.

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Introduction

From our Chief Executive and Chair of Trustees

As Wales lurches from a pandemic and into the worst cost of living crisis in living memory, the work of Care & Repair Cymru (CRC) has never been more important.

As energy bills rise, our vision of a Wales where all older people can live independently in warm homes is as urgent as it is vital.

The Care & Repair movement has had another busy yet rewarding year. This Annual Report for 2021-22 will provide you with an overview of our activities and demonstrate how we have improved homes and changed the lives of thousands of older people this past year.

The pandemic continued to impact our work, with coronavirus variants emerging and further lockdowns. Yet, with good risk management and Care & Repair Cymru facilitating access to the free workforce testing programme for Care & Repair Agencies, we continued to deliver essential services to clients. By the end of the period, we saw a gradual return to a more normal model of service delivery.

...we were delighted that our business case to Welsh Government for increased revenue and capital in 2022-23 was successful.

During the year, **56,897** older people were helped to stay independent at home by:

- Essential large and small adaptations.
- Essential works of repairs and improvements to houses that were damp or in serious disrepair.
- Preventing or reducing the risk of falls.
- Making homes warmer and more energy efficient.
- Providing specialist support to those with sensory loss, stroke, and dementia.
- Supporting older patients with a quicker safe discharge from hospital.
- Helping people claim all benefits they are entitled to.
- Raising and distributing hardship funds.
- Raising and managing funds for major projects.

Funding is of course critical to the work we do, and we were delighted that our business case to Welsh Government for increased revenue and capital in 2022-23 was successful. This will result in a 13% (£500,000) revenue increase for Care & Repair Agencies to run front-line services, and 83% (£1.36m) capital increase for the Rapid Response Adaptations Programme (RRAP). We were also pleased that our core grant funding announcement moved from annual allocations to a three-year commitment to funding.

We also achieved good in-year funding success in 2021-22, with successful applications to Welsh Government for additional RRAP funding of £500,000 and Winter Pressures Funding of £500,000. These additional resources made a huge impact in supporting Care & Repair Agencies to deliver even more essential works of repairs, small adaptations, energy efficiency improvements and other essential works for older people through the winter months.

As an organisation, we made a strong cash surplus of **£62,000** which will be added to unrestricted and designated reserves, helping to make us more resilient as an organisation. You can see our full financial review on pages 29-30.

In terms of the projects we run, we were especially pleased to secure £650,000 from Local Health Boards to continue our innovative Hospital to a Healthier Home service in sixteen hospitals across Wales during 2022. For our Managing Better project, a Sustainable Social Services Grant was confirmed as a five-year programme, extending the original three-year approval by two years, and enabling us to run Managing Better until at least March 2025 with £700,000 annual funding. This will all make an enormous difference to business certainty and continuity for Care & Repair.

This past year has seen staff changes and new Trustees join. Our full staff team and Board of Trustees for the year are listed on pages 24-26.

Overall, it's been another challenging but successful year. As Chair and Chief Executive, we would like to thank everyone involved in our work during 2021-22, including Care & Repair Agencies, Welsh Government, national and local partners, third sector partners, and all our funders. We would also like to pay tribute to the fantastic staff team at Care & Repair Cymru for their hard work, flexibility, and adaptability to new ways of working and for making such a difference to the quality of life of older people across Wales.

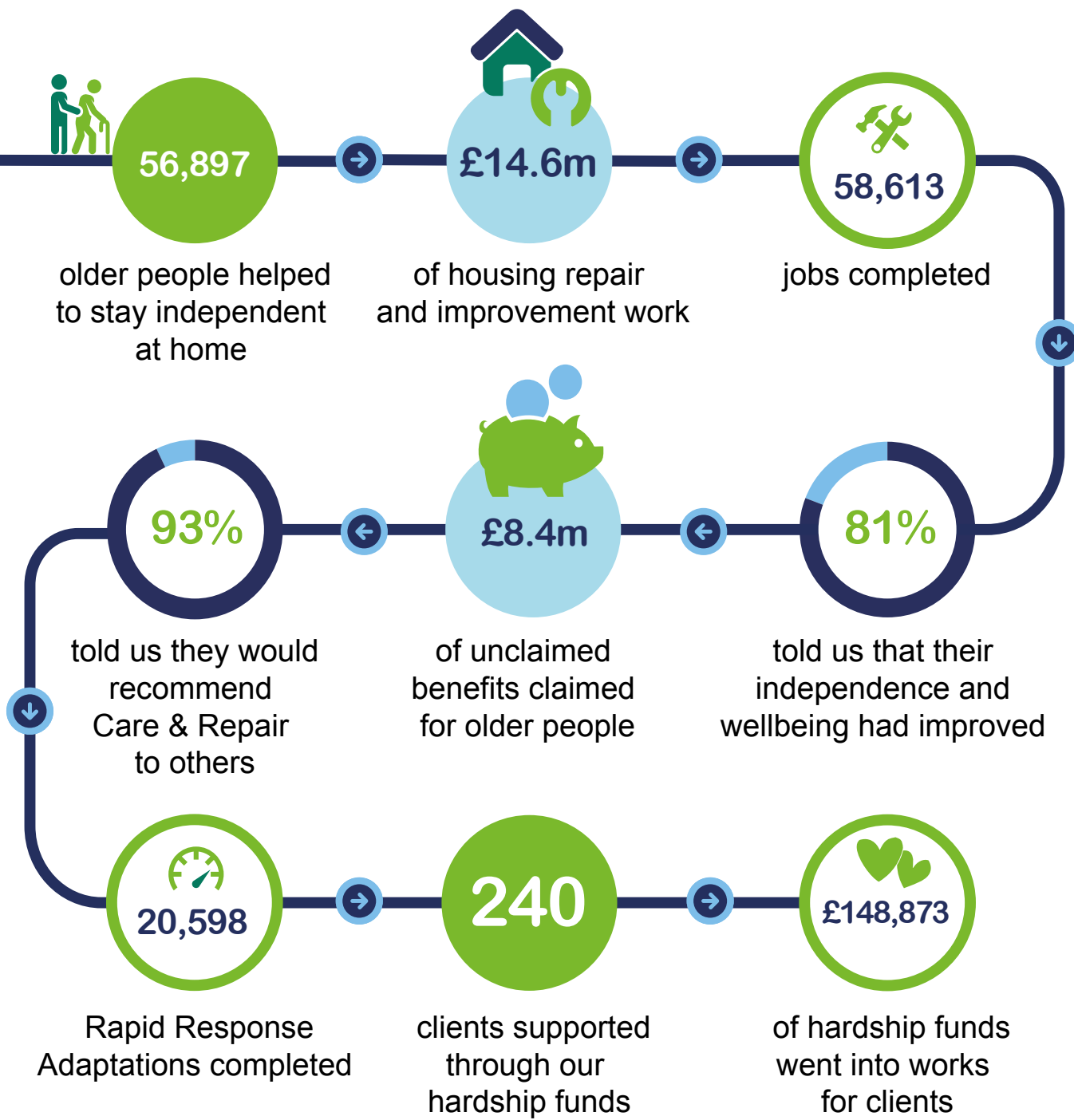


Chris Jones
Chief Executive



Saz Willey
Chair of Trustees

Our Year in Numbers



Case Study

Supporting Those in Rural Wales



Jack Bentley
PR and
Marketing Officer

When I first see the old schoolhouse, where Mairead and Vivion live, I find myself saying “wow” out loud. After driving for miles and seeing nothing but rolling hills, the striking Victorian building springs up out of the green. Originally built in 1867 and nestled in Powys, not far from the so-called Desert of Wales, it represents another era of rural Welsh life.



The old schoolhouse where Mairead and Vivion live.

I am warmly welcomed by Mairead, 77, and offered a cup of tea. Originally from Ireland, she and her husband Vivion, 81, have lived in Wales for almost 40 years.

As I enter, Mairead rises from her chair and walks across the large room, her oxygen tube following her. “It should be in here, but we put it out in the hall because it’s so noisy.” She says, pointing to a doorway and to the rumbling of the equipment aiding her breathing.

She explains that they don’t have much and that all four of their children now live outside of Wales. “We used to visit them, now they have to come to us.” She says plainly. Her health has been in decline since she developed a tumour in her left lung six years ago. After receiving chemo, and since being diagnosed with COPD, she now requires constant oxygen.

The dramatic rise in energy prices is impacting us all, but for someone living in a 150-year-old home and dependent on 24/7 electricity to power a large oxygen concentrator it will surely be much worse.

Her tussle with the electricity company began in early March 2022. “They contacted me out of the blue and said, ‘we will have to put your direct debit up from £54 to £108’. I thought ‘good God, that’s a hell of a change’. I rang them and said this is unreasonable. They looked into it and came back and said, ‘actually, given your health conditions, we can do it for £79’. For three months it was fine and then next thing I know another email saying, ‘sorry you’re still not paying enough to cover your usage’. And then I thought, of course, it’s the oxygen!”

The good news for Mairead is that there is a rebate available to her for the electric the oxygen machine uses. Yet, this doesn’t diminish the anxiety when I ask her how she feels about the next imminent hike in energy bills – her one-word response: “terrified.”

The old school building and the four homes it has since become are all off-grid. Mairead and Vivion depend on an oil boiler and two log burners for heat. However, after 22 years, the boiler had become unreliable and uneconomical. Mairead heard about the Nest Scheme and that Care & Repair may be able to step in. “The boiler was getting very dodgy,” she tells me, “So, Steve [from Care & Repair Powys] came and helped me. He guided me through how to go about showing them [Nest] that I needed a boiler because of health issues. So, I got the boiler, which is absolutely amazing because we don’t have a lot of money, we just have our pensions. It was amazing to get the help we did and to keep the heat going.”

In recent months, many older people are starting to change their habits to reduce their bills and save money, sometimes even if it risks their health. I ask Mairead if they were going to have to change habits. “Hopefully not. Viv’s a great one for scavenging wood – that’s his life’s work. Getting wood and not having to pay for it.” Then with a chuckle she says, “I have to keep counting the trees to make sure they’re all there!”

“
...I got the boiler, which is absolutely amazing because we don’t have a lot of money, we just have our pensions. It was amazing to get the help we did and to keep the heat going.



Mairead at home.

Research

Proving That What We Do Works

Recent research, led by Swansea University, has revealed that the work of Care & Repair is successfully keeping older people safe and out of hospital.

The study has shown that adaptations to homes, a staple of Care & Repair services, are reducing falls in older people and resulting in fewer admissions to hospital.

Falls are common among older people, with 30% of people aged 65 and over and 50% of people aged 80 and over falling at least once per year. Falls cause increased morbidity, mortality, and use of health care services, costing the NHS an estimated £2.3 billion per year. The preventative services of Care & Repair have proven to make a real difference and to reduce the pressure on the NHS.

How did the study work?

Using anonymised data from 650,000 patients, aged between 60 and 95 over a nine-year period, it was found that those who had not received a Care & Repair service had a 17% increased risk of falling. 123,000 patients in the research had received Care & Repair support. These patients experienced a reduced risk of falling and were less likely to be admitted to care homes.

30% of people aged 65 and over fall at least once a year

50% of people aged 80 and over fall at least once a year

Who did the study?

The Population Data Science at Swansea University led the research. It is a collaboration with the University of Leeds, Care & Repair Cymru and the University of Liverpool, supported by Health and Care Research Wales, The Dunhill Medical Trust, Health Data Research UK (HDRUK) and Administrative Data Research UK (ADR UK).

The research has been published in *Age and Ageing* (Oxford University Press) and can be found by visiting bit.ly/CRCresearch.



Our Impact

Advocacy, Policy and Influencing

Significant work has been undertaken to influence government policy, represent the needs of older people, and share key policy updates and good practice with Care & Repair Agencies.

Highlights include:

Securing £1.86m additional funding:

We wrote and presented papers to Welsh Government on increased core and Rapid Response Adaptations funding for Care & Repair. This resulted in an additional 13% revenue funding and additional 80% capital funding (total £1.86m) for Care & Repair Agencies, plus a 3-year funding settlement for the first time for Care & Repair Agencies.

Swansea University research:

We contributed to a study by Swansea University that published significant findings. The research demonstrated that Care & Repair services are well targeted to those at risk, help to reduce the risk of care home admission, and reduce risk of hospital admission. (Read more on page 10.)

Campaign to extend Winter Support Scheme:

We successfully campaigned with the Older People's Commissioner for Wales and Age Cymru to expand eligibility of the Winter Fuel Support Scheme to households in receipt of Pension Credit.

Oral evidence given: We gave oral evidence to the Welsh Government Health and Social Care Committee inquiry on 'Hospital discharge and its impact on patient flow through hospitals'. The report from this inquiry directly quoted Care & Repair's CEO and Hospital to a Healthier Home Project Manager.

Responses to government consultations:

- Sixth Senedd Committee Priorities for Local Government and Housing, Health and Social Care, Climate Change, Environment and Infrastructure.
- Finance Committee's Welsh Budget 2022-23.
- Equalities and Social Justice Committee inquiry into mental health and inquiry into fuel poverty.
- Health and Social Care Committee's inquiry into hospital discharge and its impact on patient flow.
- Submissions to Welsh Government on the National Resilience Plan, National Milestones, and the Warm Homes Programme consultations.
- Submissions to UK Government on the Warm Homes Discount and Health and Disability Green Paper.
- UK Welsh Affairs Committee inquiry into the Welsh Benefits System.
- Ofgem consultation on Energy Redress and Forward Work.

Working in Partnership

Care & Repair Cymru believe in working in partnership with others to achieve more. We are therefore members of the following:

Member of the Ministerial Advisory Forum on Ageing (MAFA)

Member of Welsh Government's Housing Adaptations Steering Group (HASG)

Member of Welsh Government's Fuel Poverty Advisory Panel

Member of Age Alliance Wales

Member and Chair of the Wales Prudent Falls Prevention Task Force

Member of Welsh Government Cross-Party Groups on Housing, Fuel Poverty and Older People/Ageing, and Intergenerational Solidarity

Member of Fuel Poverty Coalition Cymru

Member of Digital Inclusion Alliance Wales

Member of Welsh Government's Income Maximisation Working Group

Member of Public Health Wales Dementia Network

Member of Welsh Government's Health and Social Care Planning Group

Member of Welsh Government and Welsh NHS Community of Practice on Hospital to Home





Media and Marketing

An important part of Care & Repair's impact and influence is marketing and using the media. The last 12 months have seen us run successful campaigns and feature in the Welsh media.

Here are the highlights.

- Production and promotion of Care & Repair's Manifesto for 2021 Senedd elections and met with political parties.
- Falls Awareness week including animation videos published and shared online.
- Winter Campaign #StaySafeThisWinter reached 33,000 people on social media, and an advertorial went into the Western Mail, Daily Post and Wales Online.
- Digital campaign as part of our Smart Energy GB partnership.
- Care & Repair Conference 2022 included live tweeting and one of our best social media engagement days.
- Commenced new website project due to be completed in October 2022.
- Featured on ITV Wales website and their TV news cycle regarding announcement of energy price cap increase.
- Launched 70+ Cymru campaign on energy price cap and bills going up. Videos and articles published on our website and shared on social media.
- 70+ Cymru client interviewed by Media Wales journalist leading to the story featuring in: The Daily Post, Wales Online, Western Mail, and North Wales Live.
- Took part in OFGEM's daily online broadcast during COP26.

PROJECT REPORT

70+ Cymru

The 70+ Cymru team of six expanded to nine this year – eight Home Energy Officers and a Project Manager. Our Home Energy Officers across Wales work with older people living in the private housing sector to be warm, safe and independent at home.

70+ Cymru provides advice and support with home energy saving, housing improvements, energy efficiency measures, income maximisation and help to resolve energy supplier and billing challenges. Our fight to tackle and reduce fuel poverty for our clients is at the heart of everything we do.

Winter 2021-22 was a very challenging time for clients. Home Energy Officers supported many people who were struggling to keep warm, often in precarious situations. We thank the team for their dedication to the project and hard work, and for their ongoing commitment to developing such specialist skills.

In 2021-22 the 70+ Cymru team visited over 800 homes to carry out Home Energy Assessments. They also enabled 160 larger measures through referrals and fundraising such as new heating systems, radiator replacements, door and window repairs and replacements and chimney repairs.



The 70+ Cymru Team have done an excellent job supporting our clients during an incredibly challenging time.



Jo Harry
Project Manager
70+ Cymru

70+ CYMRU: YEAR IN NUMBERS

803

Home visits to carry out Home Energy Assessments



1,369

Households given energy advice

207

Onward referrals for additional support

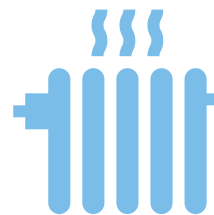


311

Small measures distributed (e.g. radiator foils, LED bulbs etc.)

14

New heating systems installed



£520,034

Gained for clients from benefits advice, debt write off etc.



13

Boilers replaced or repaired

160

Larger measures installed via referrals onwards



605

Clients informed about the Priority Services Register

70+ Cymru **IN ACTION**

Jenny is retired, has severe mobility issues, and is mostly confined to her home. She lives with her son who has multiple sclerosis.

Jenny initially contacted her local Care & Repair Agency in April 2021 for help with general household repairs. Following an initial visit, the Care & Repair Caseworker referred her to 70+ Cymru for specialist help.

Jenny was unable to keep warm at home. She was struggling with fuel poverty; her boiler was faulty, and she had no means to repair or replace it. Steve, our 70+ Cymru Home Energy Officer, visited her and carried out a free Home Energy Assessment in May 2021. He quickly established that Jenny was on a low income with very limited savings and was concerned that she was in a very vulnerable position.

Steve supported Jenny in submitting an application to Wales' Warm Home Programme, NEST, which was successful. NEST installed a new boiler and upgraded Jenny's existing radiators. The work was completed in August 2021.

Now, Jenny can keep warm each winter with a new, efficient heating system. This will have a big, positive impact on both her and her son's health and wellbeing.



Jenny said:

“The work was really good – all done in a few days. The extra heating in the one bedroom which was very cold, will make a world of difference. I put it on this morning to try it out and the radiators were much warmer. Thank you so much for sorting this.”

Hospital to a Healthier Home

This past year, Care & Repair’s Hospital to a Healthier Home (H2HH) service has been proven to assist with quicker safe patient discharge, improved patient flow and reduced re-admissions rates. It has helped over 4,000 patients in the last 12 months while also helping to ease the pressure that hospitals in Wales are facing.

The service works directly with hospital staff to identify older patients’ housing problems quickly after they have been admitted.

Between April 2021 and March 2022, the service employed 13 caseworkers at 17 hospitals across Aneurin Bevan UHB, Betsi Cadwaladr UHB, Cwm Taf UHB, Hywel Dda UHB and Swansea Bay UHB.

During this time, the service saved the Welsh NHS 25,520 bed days. This figure doesn’t include the readmissions we helped prevent, the ambulatory costs avoided, the clinical staff time we saved, and the packages of care we enabled, the families we liaised with, or the long-term support we provide patients at home.

Research conducted in collaboration with one LHB in Wales showed that Care & Repair interventions dramatically reduce readmission rates for frequent fallers: out of a sample size of 106 patients only 6 were readmitted into hospital with falls within 28 days.



Now in its third year of operation in most of these hospitals, the service has become better integrated and based on relationships of mutual understanding and trust between Care & Repair and healthcare professionals. The service plays a pivotal role in meeting Discharge to Recover and Assess, and Goals 1 and 6 of the Six Goals for Urgent and Emergency Care. This is evidenced by increased demand for the service and consistently excellent feedback from NHS staff and patients.



Faye Patton
Project Manager
Hospital to a Healthier Home

H2HH’s readmission rate of 5.7% is well below national average of around 12.5%.

HOSPITAL TO A HEALTHIER HOME: YEAR IN NUMBERS



17
Hospitals

13
H2HH Caseworkers



2,649
Healthy Home
Checks of
patient’s homes

434
Successful
benefits claims

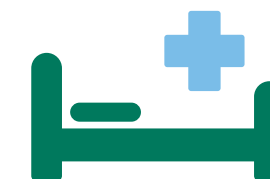
£1.7m
Welfare benefits
claimed for patients

6,843
Home improvements
completed for patients



4,097
Patients helped

25,520
Bed days saved



100%
said the service
helped them return
home and live
independently

Hospital to a Healthier Home **IN ACTION**

Mrs Taylor from Pontypool suffered a major stroke which resulted in her needing 24hr care. The 77-year-old's speech and capacity were significantly impacted.

Whilst Mrs Taylor was a patient at Nevill Hall Hospital, an Occupational Therapist referred her to our Hospital to a Healthier Home (H2HH) Caseworker. This was initially to provide an additional electrical socket in her front lounge for a hospital bed, which was due to be delivered ready for discharge. A mechanical hoist had also been ordered and a care package was being arranged for four calls a day. Without the socket the bed installation could not take place, meaning the package of care would be lost.

When the electrician visited the property to install the sockets in the lounge, they reported concerns to Care & Repair regarding the safety of the electrics at the property. So, our H2HH Caseworker arranged to carry out the Healthy Home Check assessment with Mrs Taylor's daughter. Her daughter had concerns that once in place, the hospital bed would obstruct the lounge door due to the layout of the room. Upon further inspection and discussions, Monmouthshire and Torfaen Care & Repair arranged for a Contractor to remove the door and fit a curtain pole for a heavy curtain to be hung in its place.

A wellbeing benefits check was completed, and the Caseworker discussed disability benefits available to Mrs Taylor before arranging for her existing entitlement to Disability Living Allowance (DLA) to be revised. The review resulted in her annual income increasing by £3,426.80. The Caseworker also advised Mrs Taylor's daughter on her entitlement to Carers Allowance. She was helped to apply for Carers Allowance, which has increased her income by £3,515.20 per annum.

The work carried out at the property enabled a safe hospital discharge for Mrs Taylor. The property is now safe, warm and free from draught, ensuring she is comfortable and at reduced risk. Her daughter can access valuable advice and support via local carers groups and now has a support network, feels well-informed and is much less isolated. A Member of Mrs Taylor's family said, "You are an angel. Thank you so much for your help, caring and support. It's much appreciated."

The review resulted in Mrs Taylor's annual income increasing by £3,426.80

PROJECT REPORT

Managing Better

It has been another successful year for the Managing Better service. In particular we have made great progress in reaching out to Deaf people across Wales to tell them about Managing Better.

This would not have been possible without the support of the British Deaf Association who have now committed to supporting us with this work at least until 2025.

We continue to make great strides in introducing new technology to help older people live more independently at home and continue to develop our expertise and understanding of how adaptations in the home can help older people with sensory loss.

We are also making good progress in providing solutions and information and advice to clients who have survived a stroke or are living with dementia.

Despite challenging circumstances this year Managing Better goes from strength to strength due to the excellent team effort of all involved, from the dedication of the caseworkers, the support of their agencies and colleagues, the expertise and guidance of our partners, RNIB, RNID, Stroke Association and the Alzheimer's Society and the continued support of our funders at Welsh Government.

Finally, none of this would have been possible without a great team at Care & Repair Cymru to provide support and coordination to all involved, together we are stronger.



Managing Better goes from strength to strength due to the excellent team effort of all involved.



Stephen Thomas
National Coordinator
Managing Better

MANAGING BETTER: YEAR IN NUMBERS



2,536

People Helped

2,174

Healthy Home Checks
of client's homes



2,147

Clients with
sensory loss

488

Clients survived
a stroke or living
with dementia



2,416

Jobs completed

£901,089
of works completed



£18,109

of benevolent funding
accessed for clients

£1.5m

of welfare benefits
secured for clients



470

Clients had
technology installed



111

Clients had advice only
on technology



1,422

Referrals on to other
organisations

Managing Better **IN ACTION**

Julie, 66, was referred to us by the Alzheimer's Society. Though she was coping, there were some growing issues since her diagnosis of early onset Alzheimers.

Her husband Thomas, 69, has severe hearing loss and is aided in both ears. He was having trouble using the telephone, hearing the doorbell, and listening to the television.

As their Managing Better Caseworker, I suggested a trial with a Sonido Listener and neck loop headphones for Thomas. He would be able to use the neck loop in conjunction with his hearing aids and this would then enable him to listen to conversations more easily as the listener amplifies the sound directly to his aids.

I was also able to fit a doorbell with vibrating pager to alert Thomas when someone was at the door. The pager will now alert him even if he is down at the bottom of the garden or in the garage.

After 2 weeks, a follow up call was made to Julie and Thomas to see how they were getting on with the equipment. Thomas said it had made a huge difference and made things a lot easier.

Due to the success of that I also suggested an Alexa Show for them. It has an 8" screen which makes things easier to see and has lots of skills and accessibility options which can be easily tailored for anyone with sensory loss or cognitive issues.

It was fitted and I helped them to familiarise themselves with the built-in features. Reminders were set for important events and appointments, and I showed them how to ask Alexa to play their favourite '70s music.

Julie and Thomas were absolutely amazed by the things it would allow them to do and it will provide them both with stimulation and entertainment.



In her feedback, Julie said:
"Thank you very much for a very professional job. It has been making things a lot easier for us both."



Theresa Davies
Managing Better
Caseworker,
Blaenau Gwent and
Caerphilly Care & Repair

Our Team

Our staff

We saw some significant staff changes during the year.

Our Policy and Research Officer and PR and Marketing Officer left the organisation, and we successfully recruited full time, permanent replacements for both, including making one temporary post holder who was covering a secondment permanent.

We also created and recruited to a new post of Corporate Services Administrator, to create capacity elsewhere for database development work.



Chris Jones
Chief Executive



Kennedy Dosomah
Agency Support and
Development Officer



Faye Patton
H2HH Project Manager



Jo Harry
Project Manager,
70+ Cymru



Claire Clarke
Financial Accountant



Stephen Thomas
National Coordinator,
Managing Better



David Kirby
Policy Support Officer
(left March 2022)



Cadan ap Thomas
PR and Marketing Officer
(left May 2021)



Louise Parry
Corporate Services Officer



Charlotte Powell
Business Development
Officer



Juliet Morris
Policy and
Research Officer
(seconded to WG 2021-22,
left February 2022)



Jack Bentley
PR and Marketing Officer
(from October 2021)



Neil Williams
Head of Agency Support
and Development



Heather Dungey
Corporate Services
Manager



Elaine Bates
External Events
Coordinator



Aleks Chamczynska
Corporate Services
Administrator
(from October 2021)

Our Board

Our Board of Trustees

With two of our trustees stepping down, and with one vacancy, we successfully recruited three new elected trustees, and appointed a new Care & Repair Chair representative on to our Board, replacing the outgoing Chairs representative as required after two years' service.

Sarah Willey	Chair
Maggie Berry	Vice Chair
Rhodri Davies	Treasurer
David Tovey	Agency Representative
Johnathan Willis	Agency Representative (resigned 21 September 2021)
Gwynne Jones	Agency Representative (appointed 9 November 2021)
Elizabeth Warwick	Wales & West Utilities (resigned 27 April 2021)
Clare Strowbridge	
Andrew Vye	
Sally Davies	
Rhodri Owen	(appointed 9 November 2021)
Fay Satherley	(appointed 9 November 2021)
Emily Warren	(appointed 9 November 2021)
Glenn Bowen	Co-opted
Observers	
Eurwen Edwards	
Jim McKirdle	Welsh Local Government Association
Sharon Mainwaring	Honorary Vice President



Fundraising

Fundraising and Income Generation

Our fundraising work during 2021-22 was strong, enabling us to balance the budget and return a surplus on our accounts.

Some highlights were:

£4,250

from our commercial membership scheme

£70,517

from project management fees and hardship fund administration

£8,949

from desk rental and meeting room hire

£10,482

miscellaneous income

£30,000

from our corporate partnership with Wales & West Utilities



Financial Review

This past year Care & Repair Cymru has been able to remain financially healthy. We are extremely grateful to each of our funders as well as individuals who have donated to the work. Because of these grants and donations, many thousands of older people in Wales have received vital home improvements, enabling them to stay safe in their own homes.

Care & Repair Cymru have net assets of **£51,648** for the year ended 31 March 2022 compared to a deficit of £75,244 for the previous period.

The reason for the decrease in our balance sheet deficit in 2021-22 is a decrease in the pension deficit amount of £90,674 from the annual revaluation, which contributed to the overall gain on the charity's defined benefit pension scheme of **£17,000**.

This represents a strong financial year for Care & Repair Cymru, and has been achieved by good financial planning, strong in year financial management, and a prudent approach.

The following information is taken from the full financial statements of Care & Repair Cymru for the year ended 31 March 2022.

Total income
£2,603,591

61% Welsh Government

6% National Lottery - People & Places

25% Local Health Boards

1% Hardship Funds

7% Donations and Gifts

Total Expenditure £2,493,699

41% Direct Project Costs

6% Office and Business Costs

31% Agency Services

>1% Training, Recruitment and Travel

21% Staff Costs

>1% Fundraising



Hardship and Winter Pressures

In 2021-22, we received **£582,947** Winter Pressures funding from Welsh Government and donations from partners and supporters.

This provided direct support and home improvements for older people most in need. Help included quicker safe hospital discharge, helping those in fuel poverty through our 70+ Cymru project and general casework, decluttering to reduce falls and support independent living, tackling gas and electrical safety and helping older people with general repairs and improvements to make their homes healthier.

52% Hospital to a Healthier Home Solutions Fund

34% Safe and Warm Homes Hardship Fund

11% Hospital to a Healthier Home Caseworkers

3% Decluttering

Looking Ahead

Dealing with Future Challenges

Against the backdrop of a receding pandemic, Brexit, and Russia's invasion of Ukraine, we are now also faced with a cost of living and energy price crisis, all of which will impact greatly on the lives of our beneficiaries this coming year.

However, we will be dedicated to doing everything we can to help older people in Wales to live in safe, warm and accessible homes.

Welsh Government are starting to deliver a strategy for decarbonising the housing stock and are introducing an updated Warm Homes Programme to tackle fuel poverty. They are also implementing a new strategic plan "Six Goals for Urgent and Emergency Care" to provide better services for patients and citizens through whole system collaboration. This will shape our priorities, how we deploy resources and our focus for fundraising for the next 12 months.

Our Senior Management Team and Trustees have discussed future challenges and a summary of agreed actions are as follows:

- Increased focus on policy and public affairs work that raises the profile of the need for accelerated action on decarbonisation of the private housing stock and enabling older people to participate in decarbonisation programmes.
- Working to secure funding to enable our fuel poverty service, 70+ Cymru, to continue long term, following project funding ending in November 2022.

- Continuing to make the case for increased Welsh Government funding for Care & Repair and making a case for an expanded role for Care & Repair Cymru in the future.
- Focusing on sustainability of Hospital to a Healthier Home through a dedicated post in Care & Repair Cymru, and working with Agencies, Local Health Boards and Regional Partnership Boards to secure long term funding after 2022-23.
- Continuing to dedicate resources and working with Care & Repair Agencies on improving our national database as a case management and reporting system.
- Work closely with Welsh Government, Care & Repair Agencies and other partners on the implementation of new housing adaptations local planning framework due to commence in April 2023.

A key priority for trustees this year is to secure long-term funding for our 70+ Cymru Project.



New Research Project

As a part of our new Public Affairs strategy, Care & Repair are beginning to explore new ways of communicating the work that we do and the positive influence that we have on many areas of public policy.

We want policymakers to truly understand the day-to-day lives of our clients and the challenges that they face as we head into winter and the cost of living crisis deepens. With that, Care & Repair Cymru is launching a new research project, 'Do Older People Pay a Premium to Live in their Own Homes?'

This research project will aim to answer the above question, utilising in-house casework data collected by our 13 Care & Repair Agencies, our own impact reports, and secondary research from partners across the third sector.

By assessing all areas of an older person's life – from the number of older people that live in privately-rented housing through to how much they spend on their food shopping per week, we aim to capture the lived realities of older people in Wales. This will evidence the necessity to continue to fund our work, including our three projects: Hospital to Healthier Homes, 70+ Cymru and Managing Better. By doing this, we can also ensure that the wellbeing and quality of life of older people remain a priority for the Welsh Government.

The report will be available later this year. If you have any questions or comments relating to the report, please contact becky.ricketts@careandrepair.org.uk



Becky Ricketts
Policy and Research Officer

Thank You

Acknowledgments

A big thank you to all who have helped us throughout the year. This includes our partners, supporters, donors, funders and commercial members who have enabled us to continue to support older people in Wales to live independently in warm, safe, accessible homes.

Partners and Funders



Charity Partners



Commercial Members





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