

Improving Homes, Changing Lives.



Care & Repair Cymru

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# ANNUAL REPORT 2022-23

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Care & Repair Cymru



# OUR VISION

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

## Who are Care & Repair?

Care & Repair 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 operates as the national body providing expertise, advocacy and resources.

## Who are Care & Repair Cymru?

Care & Repair Cymru is the national voice of the Care & Repair Movement, and has three main aims:

### 1. To represent and support Care & Repair Agencies.

We undertake leadership of the movement, including managing the trusted brand, supporting good governance, service innovation, quality and consistency, as well as sharing best practice.

### 2. To seek increased investment to improve older people's housing.

We continually seek to attract funding for the whole Movement. Through data collection, research and evaluation, we work to secure increased investment in older people's housing, from statutory and charitable funders.

### 3. To champion the housing needs of older people.

We champion and articulate the housing needs of older people, using our own evidence and working in partnership with others to influence improved government policy.

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## QR Codes

Throughout this Annual Report are QR codes. Each one links to something specific, such as a video, photos or more information.

To use a QR code, simply open the camera app on your phone. Hold your phone so that the QR code appears in view. Tap the notification to open the link associated with the QR code.

Alternatively, you can find all the videos and additional links on our website at [www.careandrepair.org.uk/OurYear](http://www.careandrepair.org.uk/OurYear)



# INTRODUCTION

## FROM OUR CHIEF EXECUTIVE AND CHAIR OF TRUSTEES

**Demand for Care & Repair services is at an historic high, and complexity of need and the range of problems has also increased.**

During the pandemic, deterioration in housing conditions went unseen and unchecked. Post-Covid, this has resulted in higher demand as well as higher numbers of beneficiaries with more complex needs. Referrals to Care & Repair from local authorities also increased as they worked through pandemic backlogs. Energy costs and inflation skyrocketed, and the cost-of-living crisis hit our beneficiaries hard, adding to increased demand.

The number of people we helped increased from 57,000 in 2021-22 to 62,500 in 2022-23. Our number of home visits also increased by 8% to 17,000, and the value of home improvement and adaptation work we completed rose by £4m to £18.3m. The value of welfare benefits we accessed for our beneficiaries rose by £1m to £9.5m from the previous year. Complexity of need and demand volume are now at an all-time high, and we expect this trend to grow further in the coming year. This is due to rising energy prices, inflation, and many local authority housing and social care teams recruiting more staff to address Covid backlogs, resulting in additional referrals to Care & Repair.

## Speaking Up for Older People

We worked hard in 2022-23 to represent the voice of older people and act as the national voice for our 13 Care & Repair Agencies to influence improved Welsh Government policy and increase funding nationally and locally to support our beneficiaries' needs. Significant to this was the publication of our groundbreaking housing report, *The State of Older People's Housing in Wales*. You can read more about this on page 9.

We were pleased to successfully make the case for another year of funding from five Local Health Boards to continue our Hospital to a Healthier Home (H2HH) service. The service has 13 caseworkers working with hospital discharge teams in 17 hospitals across Wales to speed up safe discharges home.

We successfully made the case for an extra £535,000 capital for Rapid Response Adaptations, supporting the delivery of more essential small adaptations and home improvements through the winter period, helping prevent falls, reduce hospital admissions, and speed up safe hospital discharges. We were also pleased to successfully make the case for a 6% grant increase for Care & Repair in 2023-24.

A major decision, made collectively across the Care & Repair sector, was to develop a new database to improve our reporting capabilities as well as introduce a simpler system for managing the client journey. This will provide even greater insight and evidence for supporting the housing needs of older people. We recruited a new Database Project Manager for this in January 2023, and made prompt progress towards design and procurement of a new database by the year end.

## Staff Changes

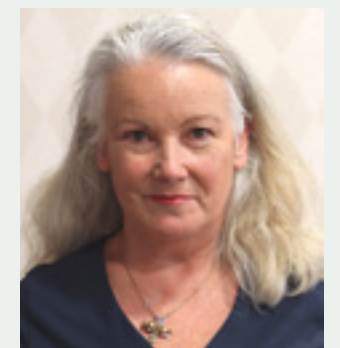
Turning to the Care & Repair Cymru (CRC) team, with a staffing establishment of twelve, the turnover rate was relatively high in 2022-23. Three of the team left, and the three new starters integrated well into the team. With one elected Board member resigning, and one Agency Chair representative two years' service ending, there have been two vacancies since the AGM in September 2022. There are current plans to advertise and recruit to elected and appointed Board member positions as soon as possible. You can view our whole team on page 21-22.

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 2022-23. We are grateful to Care & Repair Agencies, Welsh Government, national and local partners, third sector partners, and all our funders.

A final word of thanks to our fantastic staff team for their hard work, inventive ideas and undoubted dedication to improving the homes and lives of older people across Wales.



**Chris Jones,**  
Chief Executive,  
Care & Repair Cymru



**Saz Willey**  
Chair of Trustees



# OUR YEAR IN NUMBERS



62,607

older people helped to stay independent at home



£18.3m

of housing repair and improvement work



65,127

jobs completed



20,438

Rapid Response adaptations completed



£9.5m

of unclaimed benefits claimed for older people



89%

told us that their independence and wellbeing had improved



97%

told us they would recommend Care & Repair to others



242

clients supported through our hardship funds



£131,387

of hardship funds went into works for clients

# MEET ANTHONY

Anthony is 74 and lives with his wife near Rhos on Sea in North Wales. Once a keen tennis player, he now has osteoarthritis that affects his knees and as a result finds steps very difficult.

Here, Anthony shares his experiences and how Care & Repair has helped him:

"About nine years ago I was getting on for 28 stone. We had suffered the terrible loss of a child and never really dealt with it properly. We lost our jobs, we were burgled, and we had to change our lives completely, and I put weight on not really dealing with it.

"I had played tennis as a young man and so I took up tennis again locally and eventually I lost 11 and half stone. I was made a Tennis Wales Ambassador for the sport. I love tennis and my wife loves tennis – it's been the thing that's given us a focus since the tragedy.

"Now both of my knees are bad – ones slightly worse than the other and that's the one that will be operated on first. Until then I have to cope, so I certainly needed adjustments made in the house. It was once a safe place that I took for granted but has become potentially a very dangerous place. So, I contacted a charity called Age Connects and they are the ones that recommended that I get in touch with Care & Repair Conwy and Denbighshire.

"We phoned and they were so helpful and understanding. That phone call led to someone being sent out from Care & Repair. They came round the house with me and did an assessment, looking at all the things that would benefit me and make the house a safe place.

"We didn't have to pay for anything, that's the amazing thing. They came round and they put handrails up, they put a second banister up the stairs, and they raised the toilet seat. It's little things, as it only has to be a small, raised rim of

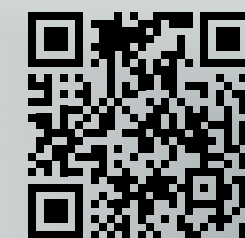
something, and I could go over. If I go over it's very difficult to get up by myself.

"They sort of looked after me really, in a way no one else had. I'm so appreciative of that. People who came round were friendly, they did the job professionally, and they did it very quickly as well. They have really made my home a safer place.

"They are only little things but for people who have a certain disability they make all the difference in the world. I feel so safe now.

"We then discovered that Care & Repair do wet rooms. We talked about the importance of having a wet room and we agreed to fund the work ourselves. The time schedule was five days to complete the work. They did everything absolutely perfectly. I go in there now and it's so comfortable, I can just walk in and have a wash in a proper shower.

"The surgeon says he can't guarantee I'm going to go back to playing tennis when this is done, but I can. Even if I just stand at the net with a racket I will play tennis again, that is my motivation. I think that anyone in any circumstance should take up a sport, make friends and give yourself a challenge."



Scan this QR code

to view a 360 image of Anthony's new wet room bathroom.



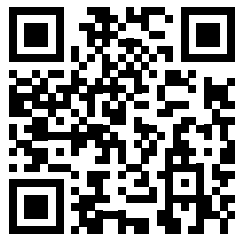
# IMPACT TIMELINE

## September 2022

### Falls Awareness Week

Collaborating with Age Cymru, Age Connects and Carers Wales, over 600,000 people were reached on social media with the Falls Awareness campaign messages.

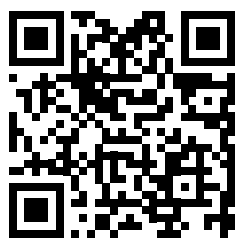
Scan this QR code to discover our 2023 falls campaign.



## October 2022

News Coverage  
Following the launch of our Hospital to a Healthier Home report, Care & Repair's work was the first news piece on the 6 o'clock news on ITV Wales.

Scan this QR code to watch the news report.



## January 2023

**Housing Report Launches**  
To mark the launch of our report 'The State of Older People's Housing in Wales' we held a drop-in event at the Senedd to meet MSs and share our findings with them.



## November 2022

**Welsh Housing Awards**  
Care & Repair's Hospital to a Healthier Home service was awarded the Working in Partnership award, beating more than eight other nominees. The award recognises the service's outstanding partnership work with the NHS in Wales.

## February 2023

**Wales Energy Efficiency Awards**  
Care & Repair Cymru was named Vulnerable Customer Support Organisation of the Year, at the Wales Energy Efficiency Awards. The award recognised the work of our 70+ Cymru project.



## March/April 2023

**Spring Party Conferences**  
We attended the Plaid Cymru, Welsh Labour and Welsh Conservative conferences, showcasing the fantastic work Care & Repair Agencies do every day to help older people stay safe and warm at home.



## June 2023

**Senedd Debate**  
On 28th June 2023, Mabon ap Gwynfor MS, the Plaid Cymru Housing, Health and Social Care Spokesperson, hosted a short Senedd debate based on the findings of our report, The State of Older People's Housing in Wales.

Scan this QR code to watch the debate



## July 2023

**NHS 75 Event**  
To celebrate the NHS' 75 birthday, we joined MSs and NHS chiefs at the Senedd for a special event. We shared some of the successes of our Managing Better and Hospital to a Healthier Home project.





# OUR REPORTS

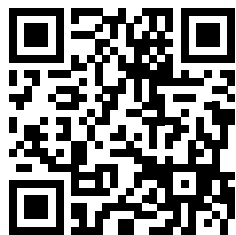
## The State of Older People's Housing in Wales

Our groundbreaking housing report was published in January 2023, calling on Welsh Government to introduce a safety net grant for older people on low incomes living in homes unfit for human habitation.

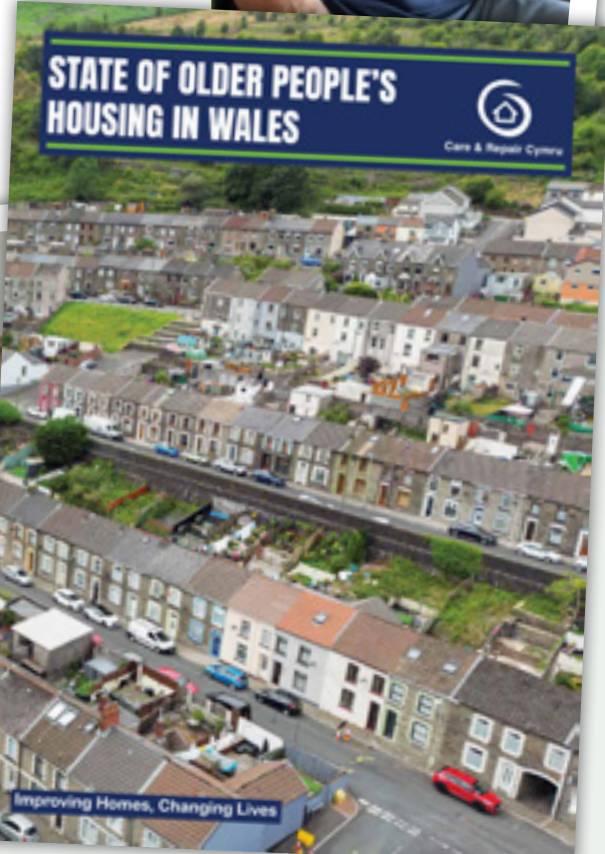
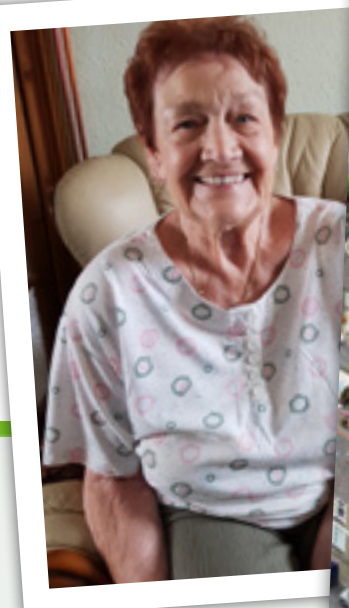
Housing disrepair amongst the owner-occupied sector can often be unseen, unchecked, and left unresolved. Using feedback from Chief Officers, Caseworkers and Technical Officers, we wanted to highlight the increasingly poor housing conditions many of our clients are living in and the difficulties associated with completing housing repairs.

We used anonymised data from 22,000 Care & Repair clients over an 18-month period to showcase the wide variety of clients we support with housing disrepair. The report highlighted the increasingly complex needs of older people, the difficulties of arranging work due to contractor shortages, cost increases and supply chain issues, and the impact this has on clients who are living in unfit homes for longer.

The report was widely picked up by relevant stakeholders, including the Older People's Commissioner, with articles hosted on websites such as the Institute of Welsh Affairs, the Chartered Institute of Housing and Age Action Alliance Wales. We have also presented the report at Cross Party Groups on Ageing and Older People, Housing, and Fuel Poverty and Energy Efficiency.



Scan this QR code to read the full report



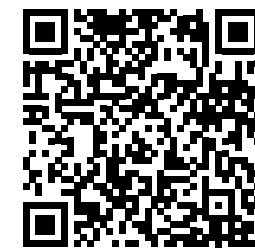
## The 70+ Cymru Project: Lessons Learnt from Tackling Fuel Poverty in Wales

This report highlights the successes and the significant learning gathered from Care & Repair Cymru's 70+ Cymru project, which came to an end in March 2023.

The award-winning service ran from 2021-2023 and was the only Wales-wide project dedicated to tackling fuel poverty among older people in the private housing sector.

With a team of eight, the 70+ Cymru Project reached 2,988 households with advice and support during the 30 months. This included almost 1,000 in-person home visits. In total, the value of large energy saving measures installed and financial gains for our clients totalled £1,127,556.

Pulling together the outcomes and learning of the project into this one report ensures they can be shared with our partners, third sector organisations and others working to tackle fuel poverty.



Scan this QR code to read the full report





# OUR REPORTS

## Hospital to a Healthier Home: Three Years On

In August 2022, Care & Repair published an evaluation of our Hospital to a Healthier Home service. After three years, we wanted to take the opportunity to find out whether the service is still helping discharge older patients more quickly and safely back into their own homes, and how the service has developed over time.

Since beginning in 2019, the service has received increasing referrals every year. More than 10,000 patients have been discharged through the service, saving the Welsh NHS over 62,000 bed days.

We interviewed our 17 caseworkers to understand how their roles have adapted, and interviewed a variety of NHS staff who refer into the service from across Wales, including occupational therapists, social workers, and discharge coordinators to understand how and why they use the service.

Key themes that emerged from the evaluation included the service's ability to act quickly and reliably, as well as our caseworkers' problem-solving skills. In the words of one social worker – "their can-do attitude, it should be bottled to pass around!"



Scan this QR code to read the full report



# POLICY AND ADVOCACY

Care & Repair expanded its policy team and output in 2022 with the creation of a Policy Manager post, and recruitment of a Policy & Research Officer. This year there has been more emphasis on public affairs to raise the profile of Care & Repair.

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:

## Revenue Uplift

Care & Repair was awarded a 6% revenue uplift, supporting our continued policy and advocacy work.

## Senedd Launch of Our Housing Report

We launched our State of Older People's Housing Report in the Senedd in January with a drop-in event attended by 17 Members of the Senedd, including the Minister for Climate Change.

## Invitation to Provide Oral Evidence

Our Policy Manager provided evidence to the Local Government and Housing Committee on a Right to Adequate Housing, resulting in several of our policy changes being picked up as recommendations.

## Attendance at Party Conferences

We took our team on the road to raise awareness of the Care & Repair Movement and our report, resulting in some great connections with local Members of the Senedd and collaborations with other third sector organisations.

## In 2022-23 we:

- Responded to six Welsh Government consultations, including the Warm Homes Programme, the Welsh Housing Quality Standard, and End the Abuse and Neglect of Older People.
- Responded to four Senedd Inquiries, including Decarbonising Welsh Private Housing and the Welsh Budget 2023-24.
- Received twelve mentions in the Senedd, relating to Hospital to a Healthier Home and the State of Older People's Housing Report.
- Were invited to represent Care & Repair at thirty-nine networks, including Cross Party Groups, third sector alliances and WG Advisory Groups.
- Met with civil servants twenty-three times to discuss amongst other things housing adaptations, service challenges and prevention.
- Engaged with thirty-nine members of the Senedd via our Report and profile-raising work.



# WORKING WITH AGENCIES

Over 2022-23, Care & Repair Cymru (CRC) learned from the 'keeping-in-touch' approach utilised over the pandemic, and took its peer group networks online, with face-to-face networks organised for the summer only.

Across the year there were 5 place-based networks and 17 online networks, involving 142 frontline staff (in 315 participation sessions). These included Caseworker, Technical Officer, Managing Better, Hospital to a Healthier Home and Administrator networks. This provides CRC with intelligence from the coalface of service delivery; imperative for policy work and for maintaining our quality services across Wales.

Utilising these networks, we were able to understand the post-pandemic increased costs of works, the shortage of contractors and the profound level of social, personal,

and environmental deprivation. This allowed us to prepare arguments to increase Rapid Response Adaptations funding and secure Winter Pressures funding to address hospital discharge barriers and with the flexibility to tackle social welfare issues, such as decluttering.

The principal themes of the networks included client experiences which was the foundation of our marketing and our policy advocacy work, exemplified by our impactful State of Older People's Housing in Wales report. In terms of improving service quality, we reviewed our Healthy Home Assessment tool, as a basis for centring the development of our new database with this approach at its heart. We also used the networks to promote a shift to utilising smart technology and making a transition to a more efficient, low-carbon, cloud-based, paperless service. Sessions at the Technical

Officers' Network included demonstration of new technology, which informed a successful bid to the Wolfson Trust to fund improved technology capacity. We also organised a webinar with Trade Survey to demonstrate how to utilise and integrate Leica laser measures into technical assessment.

Guests included speakers from Age Cymru, Disability Wales, the NHS Delivery Unit, and Educ8. Sessions were also attended by our Commercial Members to demonstrate new innovation in trades products, from the Keysafe Company (access for care), SureStop (to address water ingress) and Triton (for high-quality bathing options).

These networks remain a critical factor in our coordination of high-quality services under our common brand across Wales.



Neil Williams,  
Head of Agency Support and Development





# OUR PROJECTS

## 70+ Cymru

The 70+ Cymru project came to an end on 31 March 2023. We are grateful to Energy Redress as the principal funder, and to Wales & West Utilities for enabling us to extend the project from December 2022 to March 2023.

With our team of eight, we reached 2,988 households with advice and support during the project's 30 months. This included almost 1,000 in-person home visits. In total, the value of large energy saving measures installed and financial gains for our clients totalled £1,127,556. Our service delivery methods uniquely supported older people with individually tailored solutions and our strong impact and positive outcomes were achieved during the exceptionally challenging circumstances of a pandemic and cost of living crisis.

Our Home Energy Officers (HEO) developed trusted relationships that enabled clients to be open about the struggles they faced. The team developed specialist skills through experience, sharing and training that strengthened outcomes and built a respected and consistent fuel poverty service. Each HEO worked tirelessly to challenge and alleviate fuel poverty, working with compassion and professionalism.

In January 2023, it was fantastic to celebrate as our achievements were recognised by the Wales Energy Efficiency Awards as 'Best Vulnerable Customer Support Organisation of the Year'.

With fuel poverty still a huge challenge we need to tackle in Wales, we are hopeful of securing more funding to bring this project back in a new iteration.

I would like to thank all our HEO and their Care & Repair Agencies for all the hard work put in and the fantastic outcomes achieved.



**Chris Jones,**  
Chief Executive, Care & Repair Cymru



# 70+ CYMRU: FULL PROJECT OUTCOMES



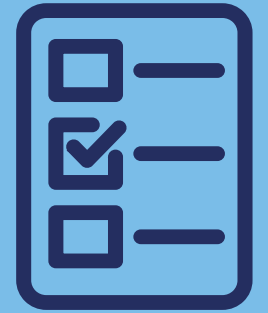
**2,988**

Households helped



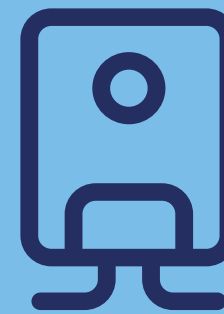
**979**

Home visits conducted



**328**

Welfare benefit checks completed



**378**

Large measures delivered  
(E.g., oil tank replacement)



**1,021**

Small measures delivered  
(E.g., draught proofing)



**864**

Households signed up/signposted to the Priority Services Register



**1,386**

Households given advice, training and support

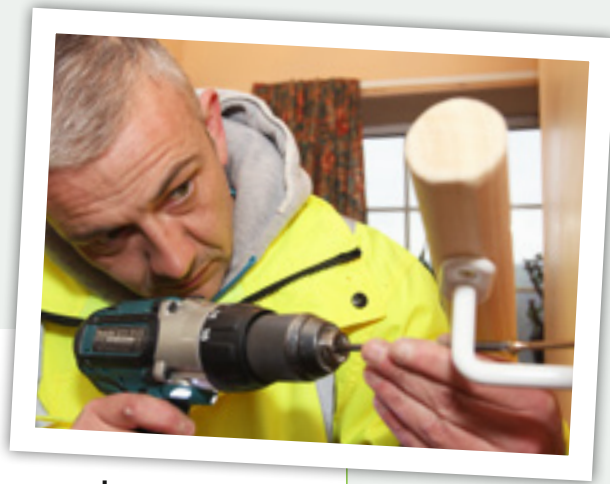


**£1,127,556**

Total value of large measures installed and financial gains for our clients



# OUR PROJECTS



## Hospital to a Healthier Home

Following its successful pilot in 2019, the service has expanded into 17 hospitals across Wales, employing 17 caseworkers across five health boards in Wales. In 2022-23 the service received 5,524 referrals, the highest number of referrals since the service began, and saved the Welsh NHS over 25,500 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.

Although this is a great success and shows how vital the service is to NHS staff across Wales (evidenced in our Hospital to a Healthier Home report – see page 11) this also means our service is itself facing pressures, with high workloads for some caseworkers.

This year the focus has also been on embedding Hospital to a Healthier Home into strategic thinking across health boards. The service aligns well with the Six Goals for Urgent and Emergency Care, and Discharge to Recover then Assess. Due to this, we have been participating in the Goal 6 (Home First) Action Group. We have presented the service to high-level Welsh NHS and Government executives via the Home First Community of Practice and Goal 6 Action Group, leading to opportunities to provide evidence for national discharge guidance and Trusted Assessor modules.

Hospital to a Healthier Home continues to play a vital role in ensuring older people are discharged in a safe and timely manner back into a home that has been adapted to suit their needs and continued recovery.



**Faye Patton,**  
Policy and Project Manager



# HOSPITAL TO A HEALTHIER HOME IN 2022-23



17

H2HH  
Caseworkers



17

Hospitals



2,777

Heathy  
Home Checks of  
patients' homes



423

Successful  
benefits claims



£1.7m

of welfare benefits  
claimed for patients



7,720

Home improvements  
completed for patients



5,524

Patients helped



25,968

Bed  
days saved



96%

Said the service helped  
them return home and  
live independently



# OUR PROJECTS



## Managing Better

From April 2022 to March 2023 the Managing Better service helped 2,757 older people. 2,150 of those helped have sight loss or hearing loss, 376 are living with dementia and 204 have survived a stroke.

Every client we visited had an offer to assess their welfare benefits entitlement and during the last year we supported 645 of our clients to receive improved income with an annual value of £2,081,096.

One of the strengths of the Managing Better service is five large Welsh Charities coming together and combining their unique strengths: RNIB, RNID, Alzheimer's Society and Stroke Association. Our co-produced service has enabled the Managing Better caseworkers to have a great understanding of the additional support our partners can offer.

We continue to work closely with RNID and we have well established links with their Live Well service. This close working has enabled us to develop our understanding and expertise of hearing loss and we have seen an increase in the last year of Care & Repair Agencies installing hearing loop systems for clients, to help relieve pressure on statutory services.

We also continue to work closely with the British Deaf Association (BDA) to ensure our service is accessible to Deaf people across Wales whose first language is British Sign Language.

As a result of the pandemic, statutory services are still dealing with a huge backlog, meaning the demand on Managing Better has been greater than ever. Despite this, Care & Repair Agencies across Wales have shown outstanding professionalism in delivering the Managing Better service.



Scan this QR code to watch our new Managing Better videos

**Stephen Thomas,**  
National Coordinator, Managing Better



# MANAGING BETTER IN 2022-23



**2,757**

People Helped



**2,471**

Healthy Home Checks of clients' homes



**2,150**

Clients with sensory loss



**580**

Clients who survived a stroke or living with dementia



**£1.2m**

of works completed



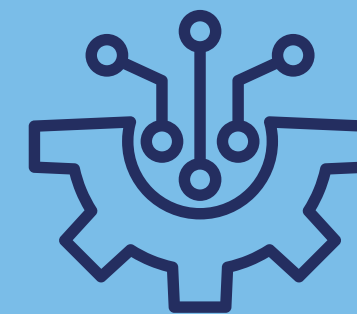
**£58,734**

of benevolent funding accessed for clients



**£2.1m**

of welfare benefits secured for clients



**1,196**

Clients had technology installed



**3,480**

Referrals on to other organisations



# OUR STAFF TEAM



**Chris Jones,**  
Chief Executive



**Claire Clarke,**  
Financial Accountant



**Aleks Chamczynska,**  
Administrative Officer



**Becky Ricketts,**  
Policy &  
Research Officer  
*(Joined Jul 2022)*



**Louise Parry,**  
Corporate Services  
Officer



**Neil Williams,**  
Head of Agency  
Support and  
Development



**Adrian Lister,**  
Corporate Services  
Manager  
*(Joined Aug 2022)*



**Robert Green,**  
Database Project  
Manager  
*(Joined Jan 2023)*



**Kennedy Dosomah,**  
Agency Support and  
Development Officer



**Stephen Thomas,**  
National Coordinator,  
Managing Better



**Elaine Bates,**  
External Events  
Coordinator  
*(Left June 2023)*



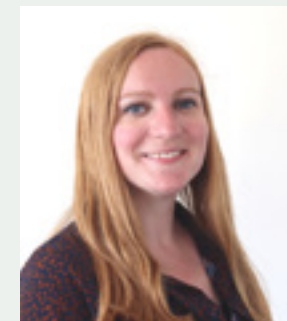
**Jo Harry,**  
Project Manager,  
70+ Cymru  
*(Left Apr 2023)*



**Faye Patton,**  
Policy and Project  
Manager



**Jack Bentley,**  
Marketing and Business  
Development Officer



**Charlotte Powell,**  
Business Development  
Officer  
*(Left Oct 2022)*



**Heather Dungey,**  
Corporate Services  
Manager  
*(Left May 2022)*



# OUR TEAM VALUES

Who we are and how we behave is as important as what we do. As a team, we believe that the following values and behaviours will drive our culture and impact as a team, help us be the best we can be and achieve the greatest impact for our beneficiaries:

## Inclusive

Equality is important to us as a team. We recognise and value peoples' diversity, their differences and their strengths in an equal way.

## Passionate

We care about all our customers, about the quality of our services, about our reputation, about each other. We love what we do and are committed to making a difference. We take responsibility for our actions.

## Supportive

We believe in listening, helping and encouraging each other. We respect all ideas and opinions. We are honest, open, transparent and trust each other. We provide opportunities for people to develop and flourish. We give freedom to do the job and know that mistakes are part of learning and getting better.

## Creative

We are innovative, agile, respond positively to change and opportunity and thrive in a flexible working environment that encourages creativity. We strive to make our dreams a reality.

## Celebrate & Have Fun

We believe in a relaxed working environment with freedom and flexibility that creates positive energy, enjoyment and helps us meet the challenges we face as a Team. We celebrate in our success.

# OUR BOARD OF TRUSTEES

Sarah Willey	Chair
Maggie Berry	Vice Chair
Rhodri Davies	Treasurer
David Tovey	Agency Representative
Gwynne Jones	Agency Representative
Elizabeth Warwick	
Clare Strowbridge	
Andrew Vye	
Sally Davies	
Rhodri Owen	
Fay Satherley	
Emily Warren	
Glenn Bowen	Co-opted
<b>Observers:</b>	
Jim McKirdle	Welsh Local Government Association
Sharon Mainwaring	Honorary Vice President











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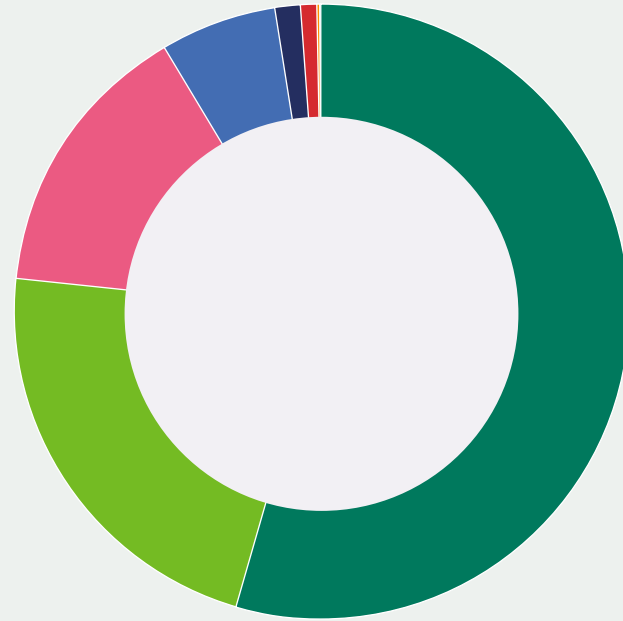
to discover more about what our Trustees do and opportunities to join our Board










# FINANCIAL REVIEW 2022-23

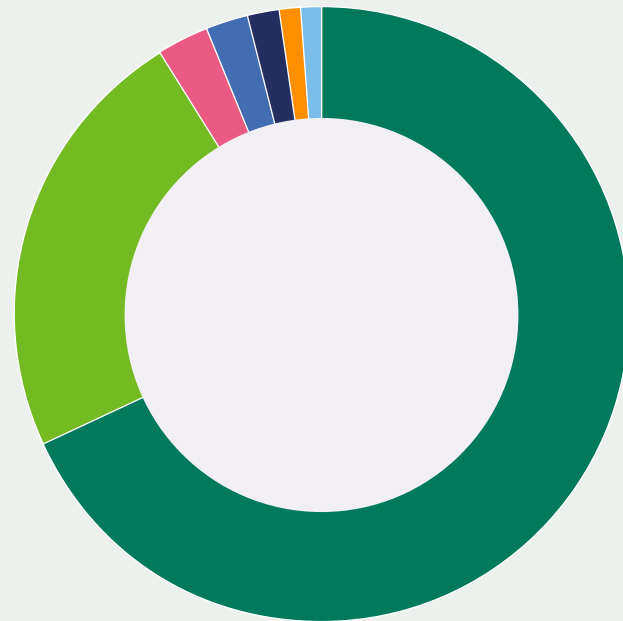
## Total Income: £2,240,607

Welsh Government:	53.9%	
Local Health Boards:	21.7%	
Project Funding:	14.7%	
Hardship Funds:	5.9%	
Donations and Gifts:	1.4%	
Training and Conferences:	>1%	
Investment Income:	>1%	
Other:	1.3%	










## Total Expenditure: £2,162,502

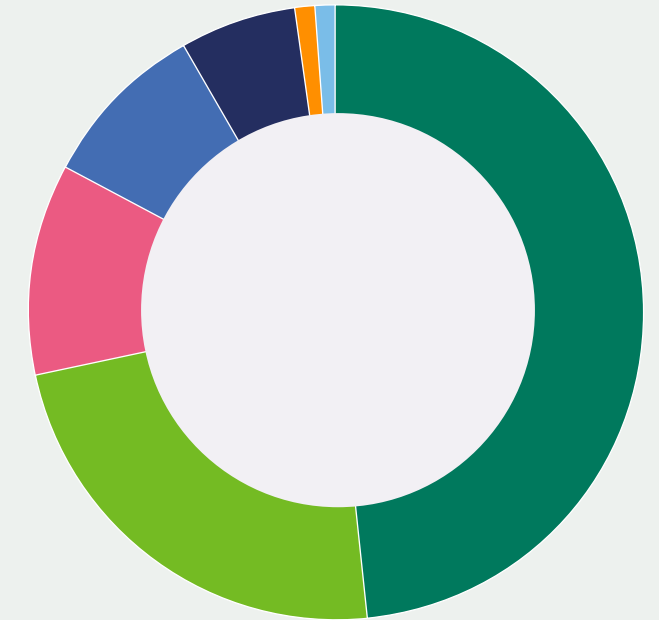
Direct Costs:	68.9%	
Staff Costs:	23.4%	
Office Costs:	2.9%	
Governance:	2.3%	
Support Costs:	1.7%	
Training and Recruitment:	>1%	
Depreciation:	>1%	



## Hardship Funds

### Total Hardship Funds income and expenditure: £131,387

Winter Pressure Fund:	48%	
70+ Cymru:	23%	
Safe and Warm Homes:	11%	
Gas Safety Fund:	9%	
Hospital to Healthier Home Decluttering:	6%	
Project 360 – Veterans:	1%	
Healthy Homes for Older People:	>1%	





# ACKNOWLEDGMENTS

We are hugely grateful to each of our partners, funders and commercial members. You have enabled us to support increased numbers of older people in Wales and to advocate on behalf of older people who live with disrepair.

## Partners and Funders



## Charity Partners



## Commercial Members









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Care & Repair Cymru is a registered charity (**No. 1163542**)  
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