



**Improving
Homes,
Changing Lives**

**Cwm Taf
Care & Repair**

**Annual Report
2022-2023**

Chair & Chief Officer's Welcome

We are delighted to share with you Cwm Taf Care & Repair's Annual Report for 2022-2023.

The agency spent the past year dealing with the cost-of-living crisis whilst trying to support clients with soaring energy bills. Our agency has seen its busiest year in the history of Cwm Taf Care & Repair and we would like to thank our staff for their continued commitment and hard work to ensure our clients can continue to live independently at home.

Our strong partnerships with Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board have enabled us to continue to evolve, innovate and deliver exceptional services to our clients living in Rhondda Cynon Taf and Merthyr Tydfil during extremely difficult and challenging times.

We have spent the year prioritising our Hospital Discharge services ensuring clients are discharged from hospital to safe, warm and secure homes. In addition, our officers have provided enhanced Trusted Assessor services to clients who request direct assistance from the organisation, where we provided aids and adaptations to prevent a fall at home.

As the Chair and Chief Officer of Cwm Taf Care & Repair we would like to thank everyone involved in our work during 2022/23 in particular our staff, Welsh Government, Care & Repair Cymru, Cynon Taf Community Housing Group, our national and local partners, and our funders.



Chris Binding, Chair



Nerys Williams, Chief Officer

About Us

Care & Repair is the older persons' champion in Wales and actively works to ensure that all older people have homes that are safe, secure and appropriate to their needs.

Cwm Taf Care & Repair is a not for profit organisation that is a wholly owned subsidiary of the Cynon Taf Community Housing Group. The agency is funded by Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council, Cwm Taf Morgannwg University Health Board and Cynon Taf Community Housing Group.

Our role is to provide a free support and advice service for older and disabled people that assists the clients choice to remain living in their home. A client led, individually tailored package of support will be identified and delivered by an experienced team of Case Officers, Technical Officers and Handypersons with the aim of ensuring clients remain in their own homes with greater independence, warmth, security and safety.

Our commitment to equality and diversity

Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation. There's a strong and proven business case for creating diverse organisations.



We recognise that whilst our staff and governance teams do currently reflect the communities in which we live and work, we need to do better in creating a more diverse environment. We'll address this as we develop and grow the organisation. We'll commit ourselves to making sure we run a truly inclusive organisation, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race and heritage, religion and belief, sex, and sexual orientation. We'll also seek to ensure that we recognise, value, and develop the diverse talent and potential of everyone involved with our organisation.

Our Values

Passion

Every one of us cares passionately about what we do, and how it contributes to our purpose and vision

Responsibility

We think things through, are accountable for our actions, and we put things right if we get it wrong

Respect

We treat everyone with equal value and without judgement

Integrity

We carry out our roles with sincerity and honesty, always aiming to do the right thing

Excellence

We always do our very best, meeting and exceeding expectations, embracing new ideas, whilst holding on to the things that work



Supporting Resilient Communities



We took part in numerous events across Cwm Taf including the Living Well for Less roadshows and joint partnership events with the First Minister for Wales Mark Drakeford MS and Beth Winter MP.



We maximised income for clients to a value of **£316,000** through unclaimed benefits

We consulted with **126 older people** as part of our Ageing Well in Wales work to listen to what services clients need the most post-pandemic.



In December 2022, we raised **£890.76** for the Alzheimer's Society on Elf Day.

Supporting Resilient Communities

Care & Repair was successful with a funding bid to Voluntary Action Merthyr Tydfil that enabled us to provide wellbeing sessions to support our staff.



In January 2023, we visited the Senydd with Care & repair Cymru to launch a new report "The State of older Peoples Housing in Wales"



We have supported our sister subsidiary "Down to Zero" with skills and volunteering hours as they start their journey



A big thank you to our Senior Case Officer Julia Burgess who took part in the Snowdonia Marathon raising £560 for our Organisation. This money will be 100% used to supporting clients in hardship



Dementia Service

We were delighted to receive continued funding from RCTCBC & MTCBC Housing Support Grant to provide our dedicated Dementia Service to clients, who live with dementia, and their carers.



170 Home
Visits Completed

135 clients
referred to
the service

100% of clients told us
they were
happy with the
service received

£97,000 of funding
secured to
complete works

Benefit advice
provided to
135 clients with
£29,482 of income
maximised

92% of clients helped
told us that we
improved their
independence

217 referrals made to
partner
organisations

Managing Better Service

Our Managing Better Service continues to support clients with sensory loss across Cwm Taf and 2022-2023 with our partners Alzheimer's Society and the Stroke Association. This service complements our Dementia Service, where the teams work very closely together to ensure our clients receive the specialist support they require. Thank you to all of our partners involved in delivering this service



231 Home
Visits Completed



233 clients
referred to
the service

98% of clients told
us they were
happy with the
service received

Benefit advice
provided to
175 clients with
£132,000 of income
maximised

£67,688 of funding
secured to
complete works

100% of clients helped
told us that we
improved their
independence

Delivering Excellent Services



7627 clients helped

Over £100,000 of Private Work facilitated across Cwm Taf

6100 Jobs Completed

£2.3 Million pounds work completed on clients homes

£250,000 of Maintenance Repair Assistance Grants Completed in RCT

4360 visits completed to homes across Cwm Taf

Over £1million pounds of Disabled Facility Grants Completed in Merthyr Tydfil

Keeping people safe in their own homes

We completed 5,763 jobs under our small works of adaptation services with a value of over £1 million pounds with an average cost per job of £176.

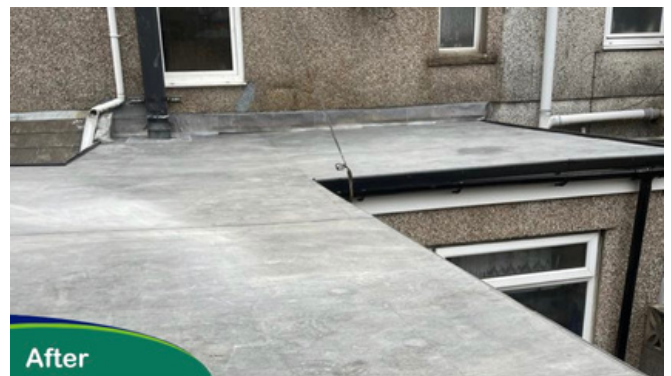


We were delighted to receive a successful Safe Contractor re-accreditation.

80% of jobs completed in the organisation related to falls prevention

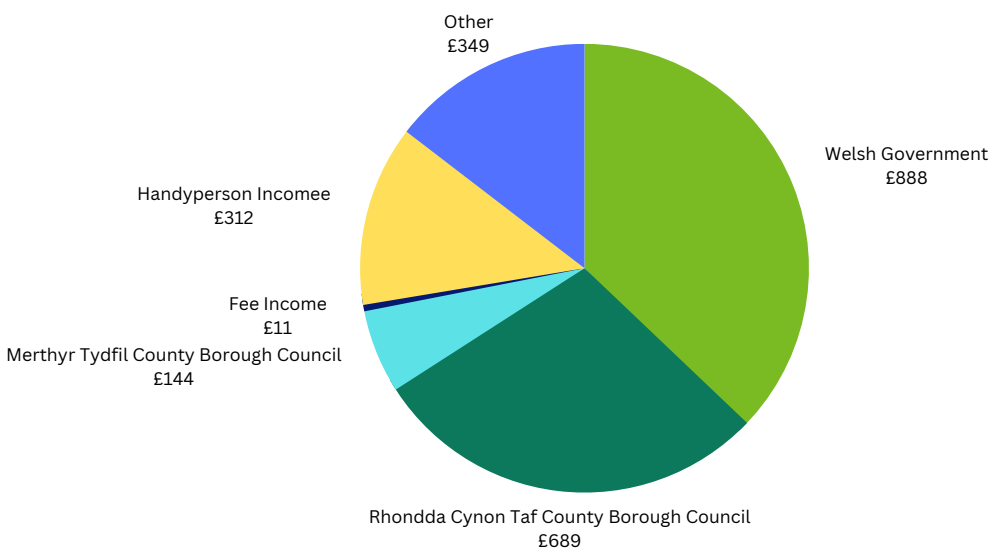


Maintenance Repair Assistance
Grant work in partnership
with RCTCBC Private Sector
Housing Unit



Protecting our Financial Sustainability

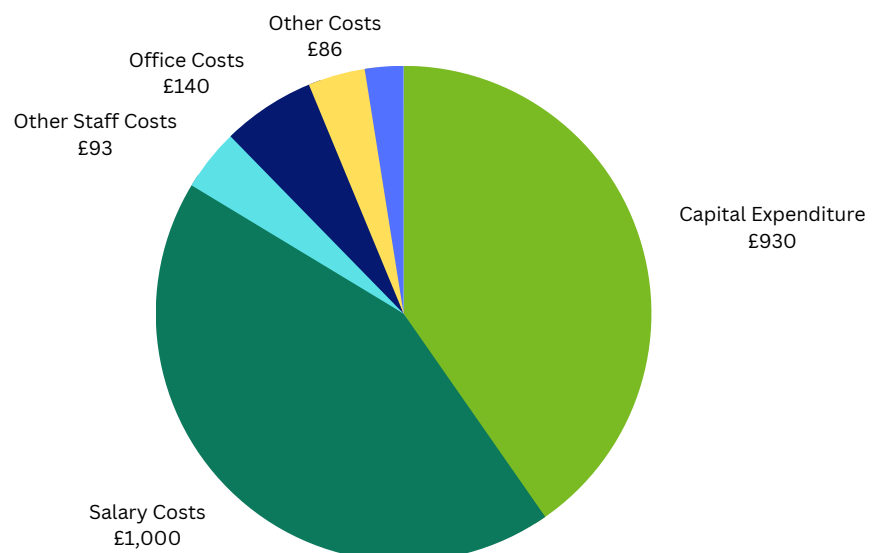
Income 2022-2023 £2,394,000



| INCOME | £'000 |
|--|--------------|
| Welsh Government | 888 |
| Rhondda Cynon Taf County Borough Council | 689 |
| Merthyr Tydfil County Borough Council | 144 |
| Fee income | 11 |
| Handyperson | 312 |
| Other | 349 |
| TOTAL | 2,394 |

Expenditure 2022-2023 £2,307,000

| EXPENDITURE | £'000 |
|---------------------|--------------|
| Capital Expenditure | 930 |
| Salary costs | 1,000 |
| Other staff costs | 93 |
| Office costs | 140 |
| Other costs | 86 |
| Pension Loss Adj | 58 |
| TOTAL | 2,307 |



Investing in our Governance, our People and our Systems



We fully support our staff looking to hone or build skills through professional development. In 2022/23, our staff completed **38 sets of accredited training** including our Chief Officer who graduated with cap and gown in Management & Leadership.



Our Board of Management have spent the year working with an external consultant to ensure we have robust Governance procedures in place. Our Governance structure forms part of the Cynon Taf Community Housing Group Governance model for enhanced accountability.

Partnering with others to achieve shared goals



We work with South Wales Fire Service ensuring clients have working fire alarms in place at their home

£80,000 capital received from Housing with Care to support our Home Safety Project

£50,000 received from RCTCBC Private Sector Housing Unit to support small works of adaption during winter pressures

347 clients referred to the Priority Services Register with Western power

Partnering with others to achieve shared goals

Transformational Service

Our Transformational Service has gone from strength to strength as we work as part of a Multi Disciplinary Team with partners across Cwm Taf. Our objective is to provide support to GP practices enabling us to support clients who approach their GP with social problems. During 2022/23, we received 642 referrals into the service with our teams visiting 306 older people to provide direct support in their homes



We have entered into partnership with key Registered Social Landlords across Cwm Taf ensuring our small works of adaptation services are delivered cross tenure.



MERTHYR
VALLEYS HOMES



Trivallis.

Partnering with others to achieve shared goals

Trusted Assessor Service

We have worked in partnership with RCTCBC & MTCBC by providing Trusted Assessor expertise at both level 3 & 4. This service provides support to Community Services by visiting clients in their homes and assessing for small & medium adaptations such as grabrails, ramps, stairlifts and level access showers.



Disabled Facilities Grant

We are proud to be working in partnership with MTCBC to deliver Disabled Facilities Grants to clients in Merthyr.

During 2022/23, we **completed 85 works** under the Grant across Merthyr Tydfil to the **value of over £1 million** pounds.



Hospital to Home Service



Our teams, who are based in Prince Charles Hospital and Royal Glamorgan Hospital, assess patients homes prior to discharge to ensure they are safe for discharge.

In 2022/23, the team **received 572 referrals** to the service with **469 Healthy Homes Assessments** being completed to support discharge.



Our **Hospital to Home Service** were winners of the “Working in Partnership Award” at this year's Welsh Housing Awards in the Celtic Manor.



Client Satisfaction

We spoke to **3,725 clients** to discuss feedback on the services they had received from us... here are some of the results:

98%

INTERVENTION
IMPROVED
CONFIDENCE,
INDEPENDENCE &
WELLBEING

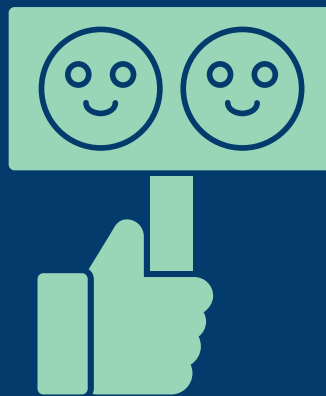


76%

INTERVENTIONS HAD
IMPROVED QUALITY
OF LIFE

99%

ADVISED THEY WERE
SATISFIED WITH
SERVICES RECEIVED &
WOULD RECOMMEND
TO OTHERS



98%

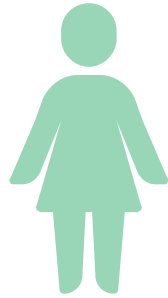
ADVISED THEY WERE
SATISFIED WITH THE
STANDARD OF WORK
COMPLETED



Also, our 70+ Cymru team won the Wales Energy Efficiency Award for 'Best Vulnerable Customer Support Organisation of the Year'.

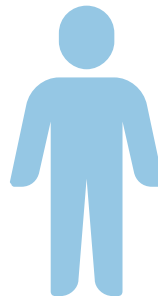
Our Staff

Gender



68%

Female



32%

Male



8%

25-34

25%

35-44

8%

65-74

40%

45-54

15%

55-64

29%

1 - 19 hrs
per week



71%

No caring
responsibilities

Carers

Our Board

Ethnicity



11%

Bangladeshi

White British

78%

11%

British Asian

Gender



56%
Female



44%
Male

Carers



45%

1 - 19 hrs
per week

22%

20 - 49 hrs
per week

Sexual Orientation

56%

Heterosexual

11%

Bisexual



11%

Gay Man

11%

Lesbian

Meet our Board Members



Chris Binding
Chair



Richard Tallamy
Vice Chair



Bill Smith
Board Member



Julie McCarthy
Board Member



David Lewis
Board Member



Rebecca Thomas
Board Member



Nazia Adad
Board Member



Karen Cherret
Board Member



Barry Stephens
Board Member



Tony Kibble -
Observer
Rhondda Cynon Taf
County Borough
Council



Sonia Lloyd
Williams - Observer
Merthyr Tydfil County
Borough Council



Elizabeth Beadle -
Observer
Cwm Taf Morgannwg
University Health
Board

Contact Us

You can get in touch with us in a
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CwmTafCandR



careandrepair.org.uk/agencies/care-repair-cwm-taf/