

Improving Homes, Changing Lives.



Care & Repair Cymru

IMPACT REPORT 2023-24

Care & Repair Cymru



OUR VISION

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

The Care & Repair Movement

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 is the national body providing expertise, advocacy and resources.

Care & Repair Cymru (CRC)

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.



INTRODUCTION

FROM OUR CHIEF EXECUTIVE AND CHAIR OF TRUSTEES

This past year has seen increased demand for our services as a cost-of-living squeeze has impacted older people's wellbeing and ability to maintain homes.

2023-24 also saw older people hit hard by continuing record annual fuel bills, and while energy prices softened by the end of the period, even now, energy prices are 39% higher than winter 2021/22.

Demand for our services has seen another year-on-year rise. This long-term trend is due to rocketing costs for construction labour and materials, reduced levels of disposable income amongst older people, and more complexity of need – these issues are fully explored in our landmark report *The State of Older People's Housing in Wales*.

A Year of Increasing Demand

Last year the services we delivered increased significantly compared to 2022/23, with 24% more services delivered to support older people to live independently at home, and 10% more home improvement works completed. We also saw a 19% increase in the value of works completed and a 32% increase in unclaimed benefits accessed for our beneficiaries.

- 67,606 combined service types were delivered to support safe independent living at home.
- £21.8 million of housing repair and improvement work was completed across all our services.
- 60,258 jobs completed.
- These jobs included 19,023 Rapid Response Adaptations, supporting hospital discharges, and preventing admissions to hospital and residential care.

- £12.56 million of unclaimed benefit entitlements were successfully claimed for older people across all our services, helping beneficiaries to better afford food, transport and pay energy and other bills.
- 3,249 people with sensory loss, stroke and dementia supported to adapt their homes and live independently through our specialist Managing Better service.
- 4,685 patients supported with a quicker safe discharge home through our Hospital to a Healthier Home service, leading to an estimated 25,968 bed days saved.
- 135 clients helped through our hardship funds, helping alleviate fuel poverty, tackling unsafe gas installations, and supporting older people living in poor housing conditions. This saw a total cost of works of £173,528, of which our hardship funds contributed £37,590.

Funding Successes

Funding is critical to the work we do. Therefore, we were delighted that Welsh Government, in recognising the pressures and impact of our work, increased Care & Repair funding by 6%. Additionally, there was an increase of £0.5 million during the winter period to support hospital discharge and preventative benefits of our Rapid Response Adaptations Programme across Wales.

We also achieved excellent in-year funding streams in 2023/24, with successful applications to:

- National Lottery for £100,000 hardship fund
- £20,000 from Wales & West Utilities for specialist CO alarms for Managing Better clients with sensory loss.

- Wales & West Utilities for £1.3m funding for Older Not Colder, a two-year fuel poverty project (2024-26). This project will enable us to provide more support to clients who are in fuel poverty, living in cold homes and struggling with energy bills.
- Over £560,000 from five Health Boards, to enable us to continue to deliver our highly successful and impactful Hospital to Healthier Home service, out of 17 main hospitals and numerous community hospitals across Wales.

A highlight of the year was winning the prestigious GSK and Kings Fund Health Impact Award. We were one of only ten winners from 520 third sector applicants across the UK, recognising the impact of our work on the health and wellbeing of the population. The prize of £40,000, professionally produced publicity videos, along with leadership training and networking opportunities was most welcome.

Organisational Changes

As an organisation, Care & Repair Cymru had a good year, with a mini management re-organisation, recruitment of four new team members (with a net FTE increase of 2.2), and four new trustees.

In close partnership with Care & Repair Agencies we commenced and made great progress with specifying a new IT system, commissioning an IT company, and designing a new database for the Movement. We refreshed our brand guidelines, commenced and progressed work on a new Five-Year Strategy, increased our profile in the Senedd through various committee reports and debates and held our first in-person national conference since September 2019. Following assessment, we were re-accredited as a Trusted Charity.

Financially, we made a strong surplus of £75,000 which will be added to unrestricted reserves, helping to make us more resilient and enabling us to plan how we can increase our impact and tackle increasing need for our services.

Overall, it's been a satisfying year of achieving service delivery goals for our clients and growing as an organisation. As Chair and Chief Executive, we would like to thank everyone involved in our work during 2023-24; 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 and commitment, 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



YEAR IN NUMBERS



67,606

individual services delivered to older people



£21.8m

of housing repair and improvement work



60,258

jobs completed



19,023

Rapid Response adaptations completed



£12.5m

of unclaimed benefits claimed for older people



91%

told us that their independence and wellbeing had improved



96%

told us they would recommend Care & Repair to others



135

clients supported through our hardship funds



£37,590

of hardship funds went into works for clients

“CARE & REPAIR GOT ME HOME”

CASE STUDY

Gillian Arnold worked in the prison service for 20 years before she had a stroke in January 2024. Being discharged from hospital and into her small 100-year-old cottage near Pontypool was not straight forward. But Care & Repair was able to make the changes needed.

Gillian explains what happened: “I had a stroke on 7 January 2024 and was hospitalised for three months. I went into work that day and felt a little bit funny. I told my governor and they sent me to hospital. Then I had a full-blown stroke in the night.

“I was under an occupational therapist [while in hospital] and they wanted photographs of my house, so my daughters took some photos so they could see. They said you can’t go home until you have rails on the stairs and rails at the front of the house. So, they got Care & Repair to speak to my daughters.

“By the time I came home everything was done! I had rails in the garden, on my stairs and by the door, I have had lifters on my sofa and a shower seat fitted in the bathroom. I have also had a key safe and security light put by my front door.

“Care & Repair got me home. We were in touch with Donna and she was absolutely amazing.”

Donna Coughlin is the Hospital to a Healthier Home Caseworker at Care & Repair Monmouthshire and Torfaen. She said: “Gillian was referred to us by the stroke ward at Ysbyty Ystrad Fawr. Her home had an open sided staircase which meant it just would not be safe for her to go home.

“We got a lot of aids and adaptations in for her. Once we had them in place she was able to be discharged and then shortly after I did a follow-up visit.

“When I met her I was immediately so impressed. I come from a background working as a stroke support coordinator, so I have met a lot of stroke survivors. I was impressed by how well Gillian has coped and her openness to try the services and things that could help her.

“She has such a lovely way about her, not focussing on what she can’t do but on what she can do. The nurses on her ward asked her to speak to other stroke patients as she just exudes positivity.

When asked about what the changes have meant to her, Gillian said: “The impact is that I can live in my house because I couldn’t have lived here, I couldn’t get up the stairs!”



In March 2024 the Care & Repair Ambassador Scheme launched, and Gillian Arnold became our very first Ambassador. To find out more about the scheme visit:

www.careandrepair.org.uk/ambassador

IMPACT TIMELINE

August 2023

News Coverage

Following the launch of our landmark report 'The State of Older People's Housing in Wales', BBC Wales spoke to one of our clients and Chris Jones our Chief Executive to find out more.

[Scan this QR code](#)

Watch the news report



January 2024

Scams Campaign

After some of our clients had terrible experiences with rogue traders, we worked with the Wales Against Scams Partnership to bring attention to the issues, specifically the mis-selling of spray foam loft insulation. The campaign also attracted the attention of Which? magazine.

[Scan this QR code](#)

Read the article on Which?



March 2024

GSK IMPACT Award Winner

Care & Repair Cymru was awarded the prestigious GSK IMPACT Award, beating over 500 other charities to the prize. As part of the award, we were given £40,000 and had two videos made about the work we do.

[Scan this QR code](#)

Watch the videos



November 2023

Gift Box Appeal

For the first time, Care & Repair joined with Age Cymru and Age Connects for a Christmas Gift Box appeal. Boxes were donated from local communities as well as our Commercial Members. A total of 295 boxes were collected and then given out to isolated older adults in time for Christmas.

September 2023

National Conference

The first in-person Care & Repair Conference since 2019 took place in Cardiff. Over 200 people joined the event which explored the housing issues that older people are facing in Wales.

April 2024

Mamwlad Project at the Senedd

Care & Repair Powys and Age Cymru Powys spoke at the Senedd about the Mamwlad Project. The unique project supports older and retired farmers and those who have been in the farming industry. The project is funded by Welsh Government's Sustainable Social Services Fund.

July 2024

Election Manifesto

With the UK election taking place, we collaborated with Care & Repair Scotland to write an election manifesto for Care & Repair in the UK. We highlighted four things that we believe the next UK Government must do to support older homeowners in the UK.

[Scan this QR code](#)

Read our 2024 election manifesto



POLICY AND ADVOCACY

As Wales' older people's housing champion, we have continued to raise our voice in the Senedd and across Wales by upping the quality and frequency of our research output. We also expanded our team with the recruitment of a Policy and Funding Officer to support the organisation's fuel poverty and energy efficiency work.

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:

Debate in the Senedd

In June 2023, Mabon ap Gwynfor MS, tabled a debate in the Senedd highlighting the need for our safety-net grant for homes with hazardous disrepair. The ask received support from all parties represented in the Senedd.

Our Safety-net Grant Ask Accepted in Principle

The Local Government and Housing Committee recommended the Welsh Government introduce our ask of a safety-net grant for hazardous disrepair. The then-Minister for Housing, Julie James MS, committed to accepting the recommendation in principle, inviting Care & Repair to submit more evidence.

Invitation to Provide Oral Evidence

We provided evidence about the accessibility and affordability of the Private Rented Sector for older people to the Local Government and Housing Committee, resulting in several of our policy recommendations being included in the final report.

Secretariat of the Cross-Party Group on Housing

We were elected to the Secretariat role of the Cross-Party Group on Housing in the Senedd, providing an opportunity to influence key housing issues to be discussed by Welsh Government at a political level.

Speaking Invitations

Care & Repair has continued to build our brand as the go-to for issues on older people's housing, resulting in invitations to speak at a variety of national events and conferences, Cross-Party Groups and stakeholder networks on topics such as housing and health, fuel poverty, and accessibility.

Additionally, in 2023–2024 we:

- Introduced a weekly briefing for Agency Chief Officers to improve our communication and sharing of good practice and research.
- Responded to eight Welsh Government consultations, including the Green Paper on a Right to Adequate Housing, and Fairer Council Tax.
- Responded to two Senedd inquiries and two UK Government inquiries, including the UK Government's Older People's Taskforce.
- Expanded our fuel poverty policy work, including responding to five Ofgem consultations and developing comprehensive policy asks.
- Provided evidence and information as part of the Welsh Government's Advisory Group on the Right to Adequate Housing to influence the progression of this paper.

Our Published Reports

Older People's Poverty in Winter

Until April 2023, Care & Repair had a specialist fuel poverty and energy advice service called 70+ Cymru. Almost all clients who interacted with this service were living in fuel poverty. Using an anonymised sample of our clients, our report calculated the average spending on energy over a three-year period for Care & Repair clients who came to us for advice and support about energy efficiency.

Our report found that, even with government support, the average Care & Repair client over winter 2023–24 would spend 19% of their income on utilities. In the previous winter, when the price cap was at a high, this was 25%.

The report recommended a reform on standing charges, the introduction of a social tariff, and provided additional evidence as to why the introduction of a safety-net grant for housing disrepair is needed to support not only improved housing conditions, but also improve energy efficiency and reduce bills.

Launched on Fuel Poverty Awareness Day, the report gained national online media coverage and was quoted in the Senedd.



Scan this QR code
Read the report

From Wear and Tear to Disrepair

Published in March 2024, this report highlighted the impact of poor housing and disrepair on older people.

Our research showed that instances of housing disrepair are increasing in homes across Wales, whilst the ways we can resolve disrepair are decreasing. The report found that the number of clients reliant on charitable funding to get repairs completed has increased by 130% over the last year.

As one case study in the report showed, small issues of wear and tear like a leaking toilet cistern can lead to water ingress, a structurally unsafe floor, and rotting joists if left unresolved. Housing disrepair has a devastating impact on the health and wellbeing of older people living in these unfit properties.

We used this report to add to our evidence to support our ask for a safety-net grant to tackle hazardous disrepair. This is so the Welsh Government can make sure the Welsh housing stock is fit for an ageing population and future generations.



Scan this QR code
Read the report

PROJECTS



Older Not Colder

On 1 April 2024 Care & Repair launched Older Not Colder, a service dedicated to tackling fuel poverty in the homes of older people across Wales.

The project is led by a Project Manager based in Care & Repair Cymru, and will be locally delivered by a team of 12 Home Energy Officers (HEOs) based out of our Agencies. The HEOs deliver front-line services to provide a pan-Wales fuel poverty service. The team will provide support in many forms, including:

- Providing energy efficiency advice, and suggestions for behaviour change to lower energy bills
- Recommend and install small energy efficiency measures in clients' homes
- Raising carbon monoxide awareness and promoting CO safety
- Referring clients to Wales and UK-wide energy efficiency schemes, such as Nest and ECO4
- Signposting and referring clients to other support organisations such as Warm Wales, Dwr Cymru and Age Cymru

HEOs will also be able to offer advice on switching energy tariffs to help save money and move a greater number of older people away from fossil fuel heating and onto greener energy systems where possible. Additionally, they will help by increasing the money in the pockets of older people through support with welfare benefits applications and one-off payments such as the Winter Fuel Payment.

The project is funded until 2026 by Wales & West Utilities' Vulnerability and Carbon Monoxide Awareness (VCMA) fund. The VCMA fund has been specifically created with the aim of funding projects that support vulnerable customers and to raise awareness of the dangers of carbon monoxide in the home. We are grateful to Wales & West Utilities for funding Older Not Colder, and by doing so supporting thousands of older people to live in safer, warmer homes across Wales.

Our hope is that this project will transform the lives of thousands of older people by providing a range of support mechanisms, and meeting the client where they are. By equipping HEOs with the knowledge of support organisations and energy-saving tips for the home, Older Not Colder will be an effective and person-centred service for all older people across Wales.

Becky Ricketts

Becky Ricketts
Project Manager for Older Not Colder



Hospital to a Healthier Home

Despite a challenging economic climate, this year we were able to retain the Hospital to a Healthier Home service in all 17 hospital sites across the five health boards that the service has operated in since 2019. Due to a loss of some local funding in one health board area, the number of caseworkers dropped from 17 to 14.

Despite this, the service still received over 5,000 referrals in 2023-24, saving the Welsh NHS over 24,000 bed days. The service speeds up patient flow by solving housing issues that prevent safe discharge. As well as saving the NHS bed days, the service has additional value to the NHS by reducing readmissions, avoiding ambulance costs, saving clinical staff time, supporting patient's families and enabling packages of care to go ahead.

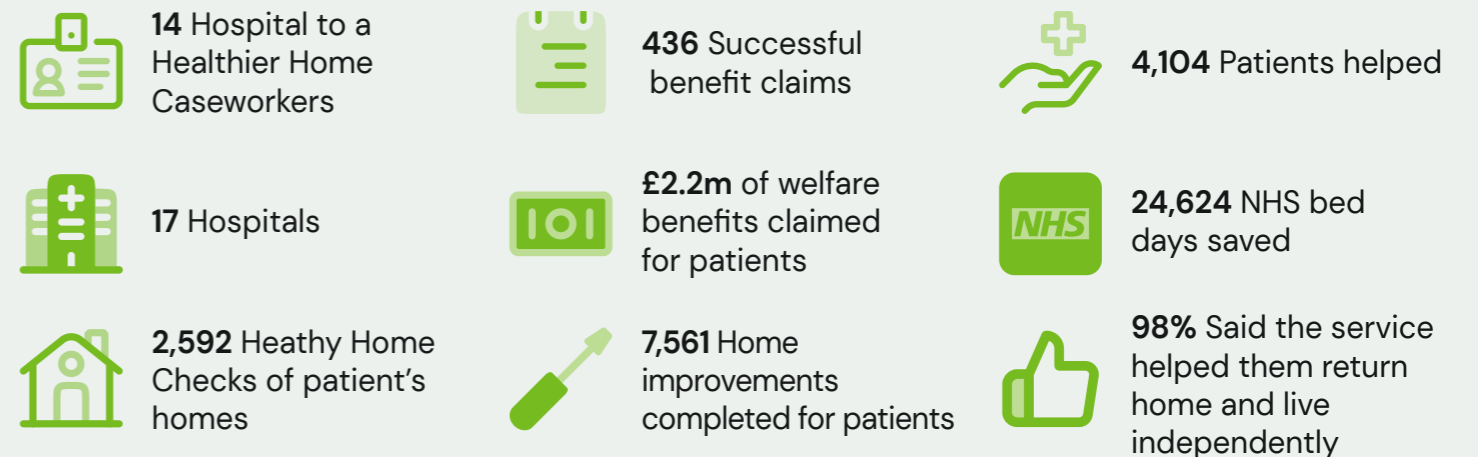
This year, we continued to work with hospital executive teams to embed relationships and secure funding for the service despite significant budget cuts. We continued to raise the profile of the service in relevant strategic spaces, such as the Six Goals for Urgent and Emergency Care, including contributing to the Trusted Assessor Guidance Document and Welsh Government's updated Hospital Discharge Guidance.



Hospital to a Healthier Home continues to play a vital role in supporting the Welsh NHS by 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

Faye Patton
Policy and Project Manager



Managing Better

In 2023-24, the Managing Better service had a significant impact on the lives of 3,188 older individuals across Wales. This is the highest annual number in the eight years since the service started.

Managing Better focuses on those with more complex needs: 2,163 of those we supported experience sight or hearing loss, 455 are living with dementia, and 263 have survived a stroke.

As part of our commitment to enhancing the quality of life for our clients, every individual we visited was offered an assessment of their welfare benefits entitlement. Through our efforts, we successfully helped 460 clients increase their annual income by a total of £2,222,713 per year, or £4,832 per client per year. This will have a significant positive impact on their disposable income and wellbeing.

A Unique Partnership

One of the key strengths of the Managing Better service is our collaboration with four other prominent Welsh charities: RNIB, RNID, Alzheimer's Society, and Stroke Association. By combining our unique strengths and expertise, we have created a co-produced service that allows our Managing Better caseworkers to thoroughly understand and leverage the additional support offered by our partners.

We maintain strong partnerships with Vision Rehabilitation Specialists (VRS) and Eye Clinic Liaison Officers (ECLOs) throughout Wales, ensuring that our clients receive the best possible care. Our collaboration with the Live Well with Hearing Loss service, now coordinated by the Centre of Sign Sight Sound, has significantly improved our understanding and expertise in addressing hearing loss. This has led

to an increase in the installation of hearing loop systems by Care & Repair Agencies, easing the burden on statutory services.

We also continue our close work with the British Deaf Association (BDA) to ensure our services are fully accessible to Deaf individuals across Wales, for whom British Sign Language is their first language.

Adapting to Ongoing Challenges

The effects of COVID-19 are still evident, as statutory services grapple with significant backlogs, resulting in an increased demand for the Managing Better service. Despite these challenges, Care & Repair Agencies across Wales have demonstrated exceptional professionalism and dedication in delivering our services.

Through our collective efforts, the Managing Better service remains committed to providing essential support and improving the lives of older people across Wales.

Stephen Thomas

Stephen Thomas
National Coordinator, Managing Better



3,188 People Helped



2,850 Healthy Home Checks of client's homes



2,163 Clients with sensory loss



718 Clients survived a stroke or living with dementia



£1.05m of works completed



£127,484 of benevolent funding accessed for clients



£2.2m of welfare benefits secured for clients



904 Clients had help with technology



2,124 Referrals on to other organisations










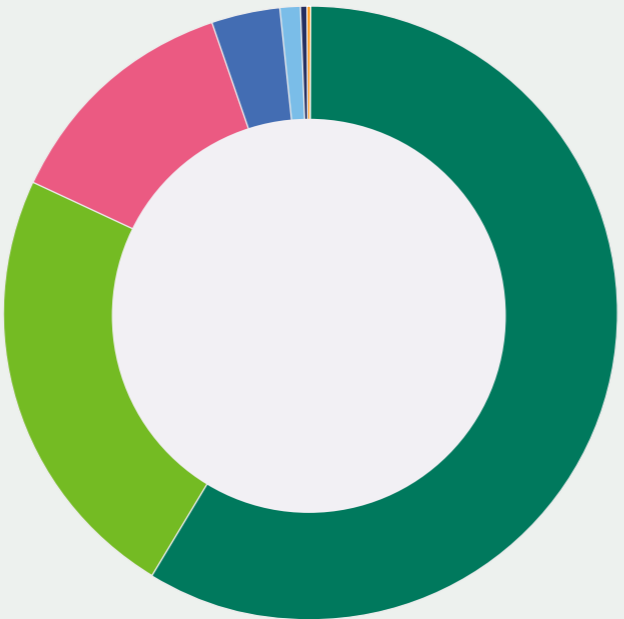
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Watch our new Managing Better videos











FINANCIAL REVIEW

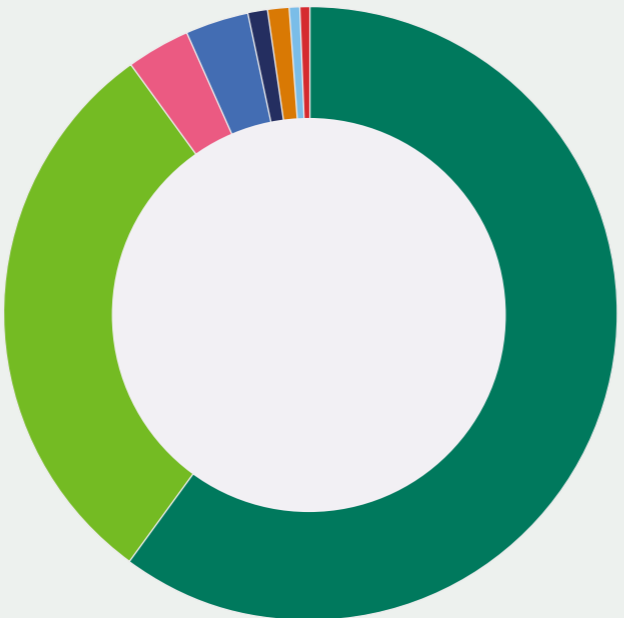
Total Income: £2,184,720

Welsh Government	56.7%	
Local Health Boards	22.6%	
Project Funding	12.4%	
Donations and Gifts	3.4%	
Investment Income	1%	
Hardship Funds	>1%	
Other	3.2%	









Total Expenditure: £1,957,033

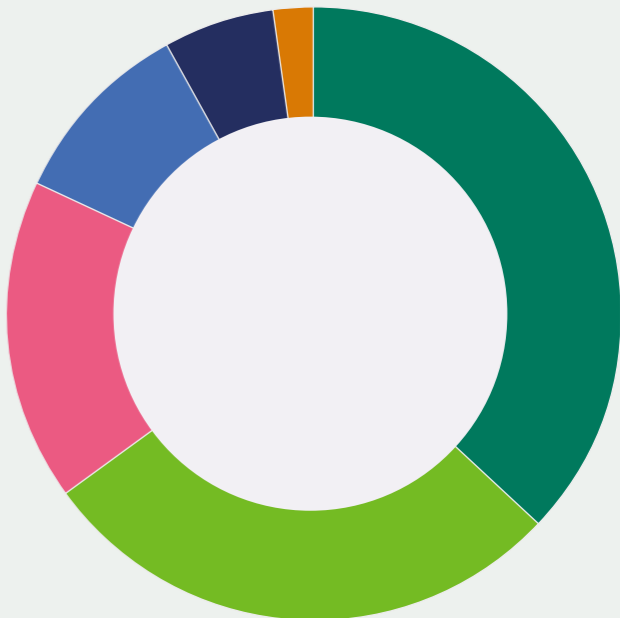
Direct Costs	60.3%	
Staff Costs	30.1%	
Office Costs	3.3%	
Support Costs	3.3%	
Governance	1.3%	
Training and Recruitment	1%	
Fundraising Expenditure	>1%	
Depreciation	>1%	



Hardship Funds

Total Hardship Funds income and expenditure: £37,590

National Lottery – Cost of Living	37%	
Gas Safety Fund	28%	
70+ Cymru	17%	
Winter Pressure Fund	10%	
Safe and Warm Homes	6%	
Project 360 – Veterans:	2%	



OUR NEW FIVE-YEAR STRATEGY

At Care & Repair Cymru, we do not accept that any older person should:

- Live in a house unsuitable for their needs
- Suffer from ill health from cold, damp homes because they can't afford the energy bills.
- Die in the winter months because they live in a cold home
- Live in a house that is hazardous or unfit for habitation
- Be without or wait too long for housing adaptations to enable them to live safely, independently and with dignity

Our aspiration is to help as many people as we can to live independently in safe, warm, accessible homes. To do this over the next five years, we will work to achieve the following eight strategic objectives:

1. Maintain and grow current funding streams and explore new business and partnership opportunities.
2. Improve our reputation as an expert voice, go-to service provider and point of excellence for housing adaptations
3. Achieve excellence in the collection, analysis and reporting of data.
4. Grow and improve our work on client voice and insights.
5. Improve our digital offer to increase accessibility, inclusivity, and reach of our services and information.
6. Increase focus on internal recruitment, retention, and competencies, as well as local contractor capacity.
7. Expand fuel poverty and decarbonisation services.
8. Further embed good governance, quality assurance and a culture of learning and improvement.

These strategic objectives have been co-produced with our 13 Care & Repair Agencies and their Boards. Similarly, the objectives will be practically implemented over the next five years, working collaboratively with our Care & Repair Agencies.

OUR STAFF TEAM

Chris Jones,
Chief Executive

Claire Clarke,
Financial Accountant

Louise Parry,
Corporate Services Officer

Neil Williams,
Head of Agency Support and Development

Kennedy Dosomah,
Agency Support and Development Officer

Stephen Thomas,
National Coordinator, Managing Better

Faye Patton,
Policy and Project Manager

Jack Bentley,
Marketing and Business Development Manager

Aleks Chamczynska,
Administrative Officer

Becky Ricketts,
Policy Officer

Adrian Lister,
Corporate Services Manager

Robert Green,
Database Project Manager

Claire Fitzgerald,
Funding and Partnerships Officer (Joined July 2023)

Hannah Peeler
Policy & Funding Officer (Joined August 2023)

Nia Hockley
Corporate Services Officer (Joined August 2023)

David Jones
Hardship Fund Administrator (Joined September 2023)

Elaine Bates
External Events Coordinator (Left May 2023)



REFLECTING ON FIVE YEARS AS CHAIR

I step down this year after serving five years as Chair of Care & Repair Cymru. What a remarkable period it has been.

The challenges of the pandemic, and Care & Repair Cymru's response, dominated my early years. Recognising the help and support vulnerable older people would need, we did everything in our power to keep services open and achieved this safely by grant funding applications for PPE and drafting national guidance for safe working practices. We are rightly proud of the support provided by front line Care & Repair services. Not just essential services to keep older people safe at home, but different services such as prescription deliveries and shopping. As a Movement, we demonstrated agility, adaptability, collaboration, and creativity in finding solutions and new approaches.

When the energy crisis and cost of living crisis followed soon after we again stepped up to the plate. Successful applications to Energy Savings Trust and Wales & West Utilities provided funding for 70+ Cymru and, more recently, Older Not Colder. This has enabled Care & Repair Agencies to deliver more front-line services to help people struggling with energy bills and in fuel poverty. I am also incredibly proud of our innovative Hospital to a Healthier Home and Managing Better services, and their growth since 2019. We have supported more front-line services through new projects, while core service delivery numbers have increased year on year.

Care & Repair Cymru has also become more financially robust, with free reserves over and above what we need for contractual commitments. It is pleasing that the Chief Executive and Board can now have conversations about how to utilise these free reserves to develop the organisation in the coming years. Good governance, doing the right things and doing things right, is very important to us. It has therefore been good to have this commitment recognised by our Trusted Charity accreditation and the GSK and The Kings Fund Impact Award.

As I leave as Chair, I can say I am incredibly proud of what the team and the Board have delivered over the past five years. I feel blessed to have chaired in such interesting times and to have travelled so far with such a talented and committed team. So, while I watch on closely and remain there in spirit, I wish Care & Repair Cymru continued success in the future as it continues to tackle challenges and seize opportunities.

Saz Willey
Chair of Trustees



OUR BOARD OF TRUSTEES

Sarah Willey	Chair
Andrew Vye	Vice Chair
Fay Satherley	Treasurer
Gwynne Jones	Agency Representative
Christopher Binding	Agency Representative
Elizabeth Warwick	Wales & West Utilities
Karen Athanatos	
Neil Bradshaw	
Clare Strowbridge	
Sally Davies	
John Hunt	
Rhodri Owen	(Resigned September 2023, co-opted September 2023)
Rhodri Davies	(Resigned September 2023)
Observers:	
Jim McKirdle	Welsh Local Government Association
Sharon Mainwaring	Honorary Vice President



Scan this QR code

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

ACKNOWLEDGEMENTS

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





www.careandrepair.org.uk

enquiries@careandrepair.org.uk

029 2010 7580



Care & Repair Cymru is a registered charity (**No. 1163542**)
and a company limited by guarantee (**No. 09574555**).