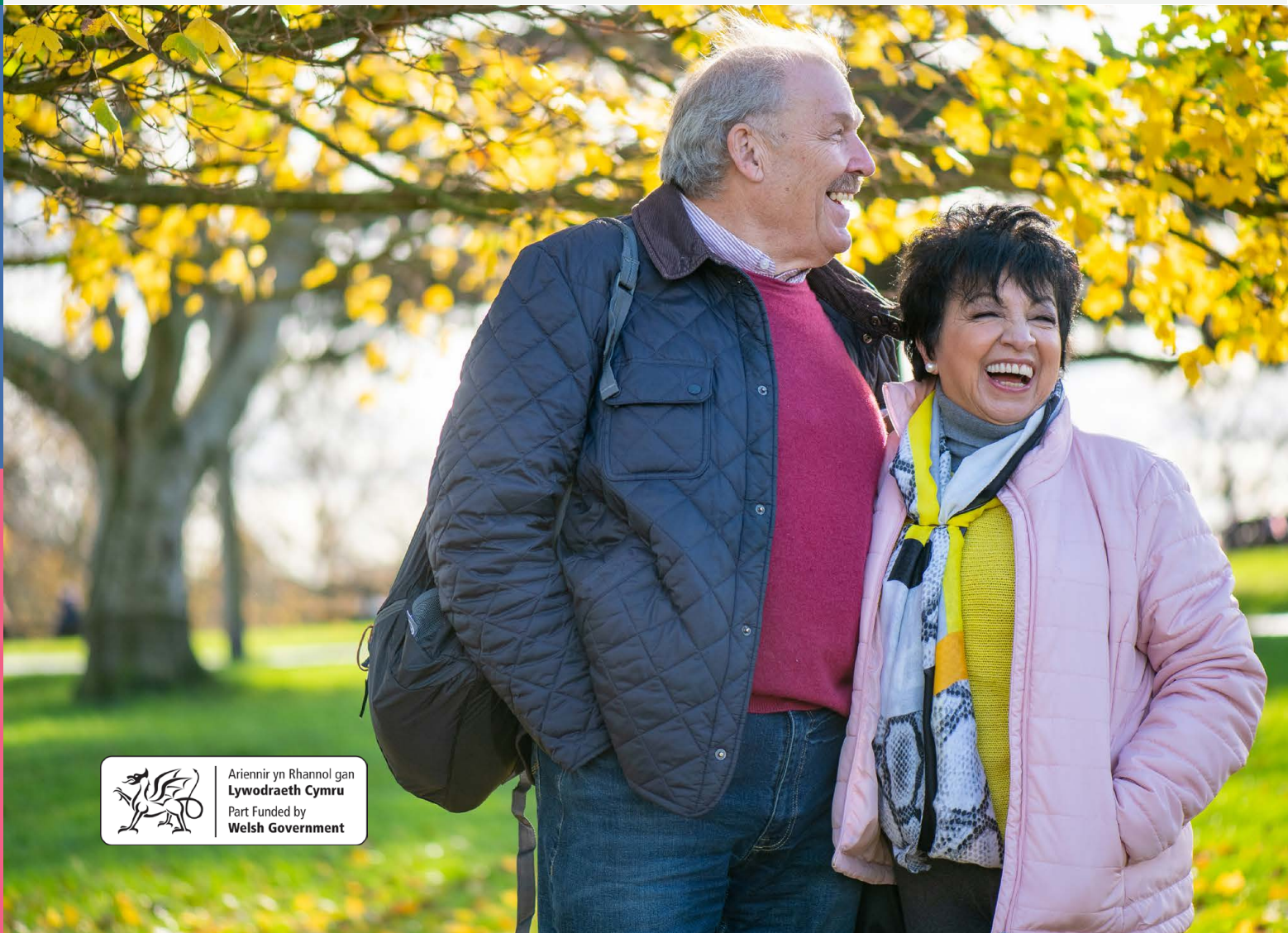


ANNUAL REPORT

2023-24

Improving Homes, Changing Lives



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government



CHAIR & CHIEF OFFICER'S WELCOME

Welcome to Cwm Taf Care & Repair's Annual Report for 2023-24

Our organisation has experienced its busiest year in its history, with a 13% increase in clients across our services. We would like to thank our staff for their continued commitment and hard work to ensure we deliver on the Care & Repair mission, to support and enable our clients to continue to live safely and independently at home for as long as possible.

We pride ourselves on listening to what older people tell us they need and want, and this helps us to evolve, innovate and deliver exceptional services albeit in extremely difficult and challenging times. With 81% of clients confirming that our services have improved their confidence, independence and wellbeing, we know that what we do is making a real difference.

As the Chair and Chief Officer of Cwm Taf Care & Repair, we would like to thank everyone involved in our work during 2023-24: our staff, Welsh Government, Care & Repair Cymru, Cynon Taf Community Housing Group, our national and local partners, and our funders.

The success of our work is only possible with the strong partnership and financial support we receive from Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board. This collaborative approach enables us to continue to meet the needs of older and disabled people across Rhondda Cynon Taf and Merthyr Tydfil.

We have spent 2023-24 managing considerable increases in the need for our service. To meet this increased need, we have employed three new employees and existing staff have completed more than 50 training courses. In 2023-24, we prioritised our housing services to prevent clients from being admitted to hospital or a care home setting.



Chris Binding
Chair



Nerys Williams
Chief Officer

ABOUT US

Care & Repair Cymru 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 client's choice to remain living in their homes across Rhondda Cynon Taf and Merthyr Tydfil. We listen to clients and work closely with them to tailor individual packages of support that are then delivered by our experienced team of Case Officers, Technical Officers and Handypersons. Our aim is to ensure clients remain in their own homes with greater independence, warmth, security and safety.

The Cynon Taf Community Housing Group is committed to creating an inclusive and supportive culture and working environment, to help make sure colleagues achieve their full potential and contribute to our success regardless of their protected characteristic.

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

- Our teams in the community maximised clients' income by £314,000 by securing their unclaimed benefits
- We attended 40 community events across Cwm Taf where we provided advice about our services
- In December 2023, we raised £701 for the Alzheimer's Society on Elf Day
- The agency provided volunteering time from skilled staff to our sister subsidiary Down to Zero to support the launch of their bee keeping initiative
- In June 2023, we showcased our services to the general community, partners and funders in Cynon Linc, Aberdare
- Wales & West Utilities donated 260 winter warmer packs to the agency. Staff delivered these to our most vulnerable clients during the winter period
- We supported Care & Repair Cymru and the Age Cymru Christmas Box Gift Appeal, delivering boxes to clients across Cwm Taf



DELIVERING EXCELLENT SERVICES

8,581

The agency supported 8,581 clients during 2023-24 which is a 13% increase from the previous year

6,318

We completed 6,318 jobs at a value of over £2.6 million pounds on behalf of clients across Cwm Taf to ensure clients can remain living at home independently

Our Case Officers and Technical Officers completed

4,109

visits to older people across Cwm Taf supporting them to live at home independently

We spoke to

4,108

clients – which is 10% more than in 2022-23 – to discuss their feedback on our services

81%

of clients confirmed that our interventions had improved their confidence, independence and wellbeing

99%

of clients told us they were satisfied with our services and would recommend us to others

99%

told us they were satisfied with the standard of work completed in their homes

£284,000

We supported clients in Rhondda Cynon Taf with Maintenance Repair Assistance Grants on behalf of the local authority's Private Sector Housing team to the value of £284,000

£151,781

We supported clients with private and benevolent funded works to their home to the value of £151,781

DELIVERING EXCELLENT SERVICES

Before



After



CASE STUDY

Name: Mr S, 63 years old

Tenure: Owner Occupier, lives alone

Health: Arthritis, collapsed discs in spine, poor mobility, clots to lungs and breathing problems

Agency: Cwm Taf Care & Repair

Service Type: Care Services funded by Welsh Government

Referral Received from: Client's family

Issues presented

- Damp/mould issues impacting on client's health
- Dry rot presenting serious safety concerns to our client's home
- Collapsing lintel above living room window
- Rotten bargeboards causing damp to the property
- Client unable to use bath and shower due to mobility issues
- No rails to stairs presenting a falls risk
- No smoke alarms to the property presenting a safety risk

Intervention

- Visit made to client's home and Healthy Homes Assessment completed by our case officer whilst being supported by our Technical Officer
- Urgent handyman referral raised to prop up lintel to resolve and immediate safety risk – funded by **Rhondda Cynon Taf Private Sector Housing Department**
- Priority Maintenance Repair Assistance Grant awarded by **Rhondda Cynon Taf Private Sector Housing Department** to rectify the dry rot, damp penetration and safety concerns to the property improving our client's health
- Referral made to the **Rhondda Cynon Taf Community Services for a Disabled Facilities Grant** for a level access shower to meet our client's mobility issues and improve his dignity whilst bathing

Outcome

Mr S has advised our officer that he is very happy and thankful for everything we were able to action for him and now feels safer and more comfortable in his home.

The interventions have made the property far more comfortable, accessible and safer for Mr S to live in and has also given him back his independence without the fear of falling.

GSK IMPACT Award Winner delivered in partnership with The King's Fund



In March 2024, Care & Repair Cymru won a major national award for our collective Care & Repair work helping vulnerable older people and people with disabilities to live independently in their own homes. The award judges were particularly impressed by the work we do to help older people return home from hospital without delays and to avoid readmission to hospital due to poor quality housing, thereby reducing pressure on local NHS services.

COMPLIMENTS & COMPLAINTS

8,581 CLIENTS

6,318 jobs completed at a value of **£2.6 million**

28
COMPLAINTS RECEIVED

68
direct thank you cards, and telephone calls received

QUALITY OF SERVICE

4,108
CLIENTS SPOKEN TO

99%
told us they were satisfied with the agency services

81% told us that our interventions had improved their independence and wellbeing

99% 99% told us that they would recommend our services to others

KEEPING PEOPLE SAFE IN THEIR OWN HOMES

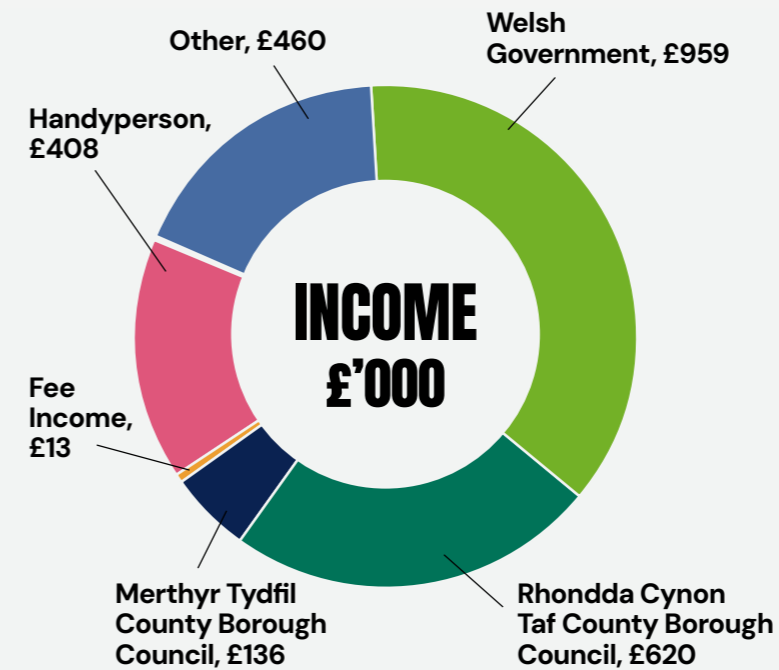
We were delighted to receive our successful Safe Contractor reaccreditation in 2023–24. Our technical team completed a full review of our list of contractors ensuring that they remain compliant and reputable.

This accreditation and our ongoing reviews provide assurance to our clients, partners and funders that we invest and discharge our Health & Safety responsibilities professionally and with the appropriate due diligence.

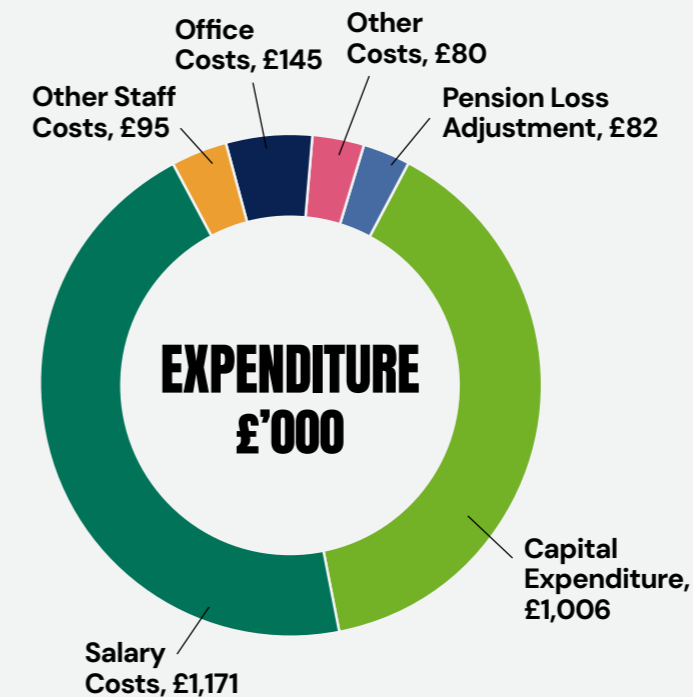
- We completed 6,003 jobs under our small works adaptation services with a value of over £1.04 million pounds. The average cost per job was £173 per intervention
- 75% of small works adaptation jobs related to falls prevention



PROTECTING OUR FINANCIAL SUSTAINABILITY



INCOME	2024
	£'000
Welsh Government	959
Rhondda Cynon Taf County Borough Council	620
Merthyr Tydfil County Borough Council	136
Fee income	13
Handyperson	408
Other	460
Interest	1
TOTAL	2,597



EXPENDITURE	£'000
Capital Expenditure	1,006
Salary costs	1,171
Other staff costs	95
Office costs	145
Other costs	80
Pension Loss Adj	82
TOTAL	2,579

As a result of growth within the organisation, we are now fully registered for VAT with HMRC.

INVESTING IN OUR GOVERNANCE, OUR PEOPLE AND OUR SYSTEMS



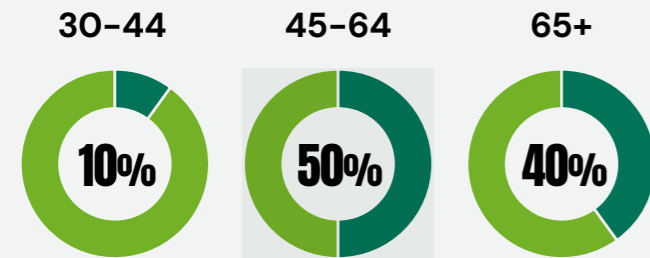
Over the course of 2023–24, we have invested across the organisation to ensure that our staff, Board and systems are fit for purpose:

- Our staff completed 53 training courses that have improved their skills.
- We commissioned an external consultant to fully appraise our Board review the skills available to support the organisation which provided governance assurance. We will now work to address any gaps in the skills needed to lead the organisation for the future.
- We invested further into our IT security and infrastructure to ensure the security of clients' data.
- We appointed seven new staff members with skills in all areas of the business to further enhance our services and client experience.
- We completed a full review of our service level agreement with our parent organisation Cynon Taf Community Housing Group.
- We appointed three additional Board Members to support the leadership of the organisation.
- We implemented a new data management system to support the growth of our Handyperson Service.
- We launched a Menopause Cafe to provide support for staff managing menopause in the workplace.

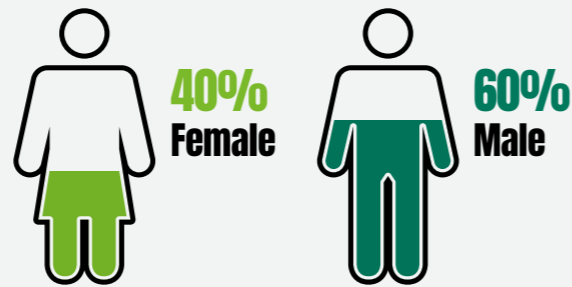


EQUALITY INFORMATION - BOARD

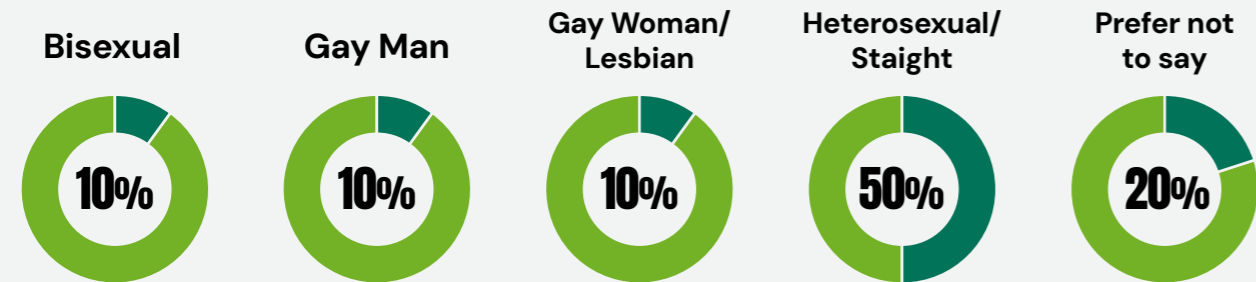
AGE



GENDER



SEXUAL ORIENTATION



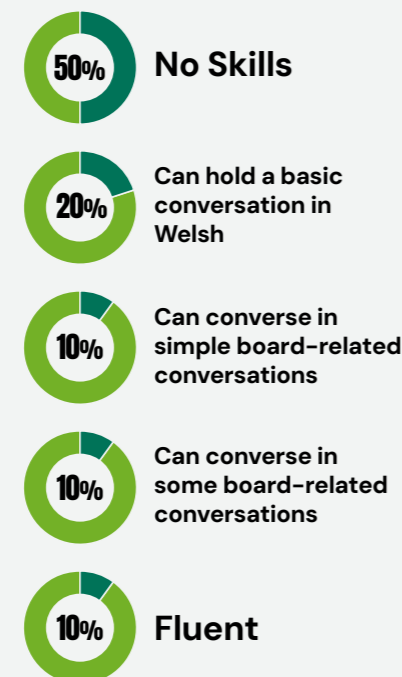
DISABILITY



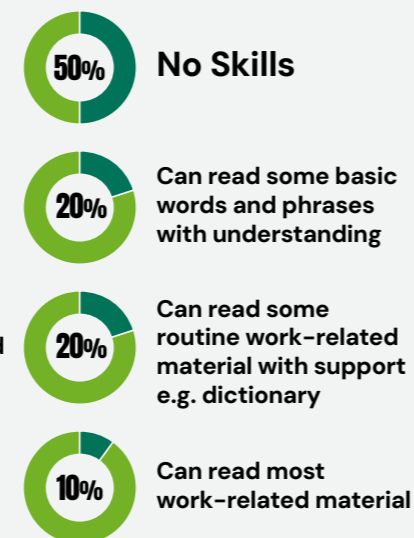
ETHNIC ORIGIN



WELSH LANGUAGE (Speaking)



WELSH LANGUAGE (Reading)



PARTNERING WITH OTHERS TO ACHIEVE SHARED GOALS

Disabled Facilities Grants & Physical Adaptation Grants

We completed 101 Disabled Facilities Grants and Physical Adaptation Grants in partnership with Merthyr Tydfil County Borough Council and Cynon Taf Community Housing Group to improve clients' independence.

Before



After



DEMENTIA SERVICE

We were delighted to celebrate continued funding from Rhondda Cynon Taf County Borough Council and Merthyr Tydfil County Borough Council's Housing Support Grant in 2023-24 to provide a dedicated service to clients who live with dementia and their carers.

- 176 clients were referred to our dementia service for support with housing needs.
- Our Case Officer completed 171 visits to clients across Cwm Taf where we completed a Healthy Homes check to ensure they can continue to live at home independently.
- We secured and used £95,356 worth of funding to complete repairs and adaptations on behalf of our clients.
- We made 146 referrals to our partner organisations so that clients could access additional specialist support.
- We received feedback from 73 of our clients with 99% telling us that they were satisfied with our services, would recommend us to others and confirmed that our interventions had improved their independence and quality of life.

CASE STUDY

Name: Mr Boswell, 88 years old

Tenure: Owner Occupier, lives with his wife

Health: Vascular Demetia, COPD, cholesterol, diabetic, high blood pressure, mobility issues (risk of falls)

Agency: Cwm Taf Care & Repair

Service Type: Dementia Service

Referral Received from: Alzheimer's Society

Issue

- No rails at property to assist with risk of falls
- No working smoke alarms at the property
- Keysafe required to support access
- Client not registered with Priority Service Register or National Grid

Intervention

- Referral made to **South Wales Fire Service** – smoke alarms intalled
- Referral made to **Care & Repair RRAP Service** – rails installed to front and rear steps to support client accessing the community
- Internal Stair rail installed to assist client up the stairs to bed
- Grabrail installed in the shower along with a shower seat to assist with bathing
- Clients details added to **Prioity Services Register** with **National Grid** in case of an emergency

Outcome

Mr Boswell's wife is thrilled with everything we were able to do to support them as a family.

The interventions have adapted their home to be a safer place to live along with improved independence and provided Mrs Boswell with increased assurance around her husband's safety reducing the risk of falls and possible admission to hospital.

MANAGING A BETTER SERVICE

Our Managing Better Service continues to support clients with sensory loss across the Cwm Taf area. We work in direct partnership with RNIB, RNID, the 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 which they require.

- We received 260 referrals to the service and made home visits to 246 clients with sensory loss, visual impairment or recovering from a stroke.
- We completed 191 essential works for clients delivering a tailored package amounting to a value of £96,438.
- We delivered digital assistance technology advice to 143 of our clients demonstrating how this can assist them through using devices like Alexa.
- We received feedback from 120 of our clients with 99% advising that they were satisfied with our services, recommend us to others and confirmed our interventions had improved their independence and quality of life.

CASE STUDY

Name: Mrs Lewis – 89 years old

Tenure: Owner Occupier – lives alone

Health: Hearing loss, Glaucoma, Asthma, COPD and under-active thyroid – carers attend home 4-times daily

Agency: Cwm Taf Care & Repair

Service Type: Managing Better Service

Issue

- Render to side of property cracked causing damp penetraion
- No smoke alarms in the property
- Electrical sockets in the living area overloaded presenting a fire risk
- External rail required to prevent falls risk
- Full Benefit Entitlement not beng claimed

Intervention

- Referral made to **South Wales Fire Service** – smoke alarms intalled
- Referral made to **Care & Repair RRAP Service** – Exeternal Rails installed
- Referral made to **Housing with Care** – Additional Electrical Sockets installed and **assisted technology** to enable the client to set reminders for GP appointments, medication and to complete online shopping
- Client's details added to **Priority Services Register** with **Western Power**, **Welsh Water** and **Wales & West Utilities** in vase of emergency
- Attendance Allowance application successful increasing client's income by £5,291 per annum
- External render works completed through Private Funding by the client

Outcome

Mrs Lewis is delighted with the service provided and work carried out. She is now living more **independently** and is more **financially secure**. She is thrilled with the **assisted technology** that has increased her independence dramatically.

Mrs Lewis and her daughter now have **peace of mind** that the repair to the render has been resolved that has **prevented further damp penetration** and this has impacted positively on the client's health as she suffers with COPD.

Mrs Lewis has confidence in knowing she is on the **Priority Service Register** for and issues concerning the gas, electric and water supply. She is also extremely happy about the additional electrical sockets that she has had fitted in the living room and feels this has given her added **safety and reduced future fire risks** in her home.

HOSPITAL TO HOME SERVICE



We have Hospital to Home officers based in both Prince Charles Hospital in Merthyr Tydfil and, in the Royal Glamorgan Hospital in Llantrisant, who assess patients' homes prior to discharge to ensure they are safe to be released from hospital.

- During 2023–24, the team received 618 referrals to the service and completed 493 Healthy Homes Assessments to support their discharge.
- Our teams accessed £119,162 worth of funding that enabled them to provide 510 interventions for patients.
- The average intervention cost was £233, supporting an earlier discharge for the patient from hospital to their home.
- We spoke to 323 patients following discharge and 99% confirmed that our interventions had supported their safe discharge home and improved their independence.

As a result of the success of this service, in partnership with Cwm Taf Morgannwg University Health Board, we submitted a funding bid to NHS Charities for additional staff and were delighted to be successful. This has now enabled us to expand our service to Ysbyty Cwm Cynon and Ysbyty Cwm Rhondda.

HOUSING WITH CARE FUNDING

We successfully secured a £100,000 Housing with Care grant that is essential to us being able to deliver small adaptation works for older people, as well as being able to manage requests for intervention to support our frontline officers and hospital discharge requests.



The funding helped us provide support to 294 clients to enable them to live at home independently.

We work in direct partnership with National Grid and referred 347 clients to their priority services register so that they receive priority support in the event of a loss of electricity.

HEALTH & WELLBEING SERVICE



Our two Health and Wellbeing Officers are funded through the Regional Integrated Fund, and they work in the community as part of a Multi-Disciplinary Team. This is made up of various health and community professionals to support the Cwm Taf Morgannwg University Health Board patients across RCT and Merthyr Tydfil.

- We received 708 referrals to the service and made 313 home visits to assess patients in their homes.
- We completed 502 essential works for clients and delivered a tailored package amounting to a value of £159,732.
- The team made 808 referrals to other specialist partners ensuring clients received the support they need to live independently.
- We sought and appreciated feedback from 249 patients and 99% told us that they were satisfied with our services, would recommend us to others and confirmed our interventions had improved their independence and quality of life.

Watch Anne's story here:



BOARD MEMBERS



Chris Binding
Chair



Richard Tallamy
Vice Chair



Bill Smith
Board Member



David Lewis
Independent Board Member



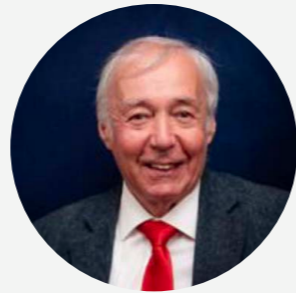
Rebecca Thomas
Independent Board Member



Karen Cherrett
Independent Board Member



Julie McCarthy
Independent Board Member



Barry Stephens
Independent Board Member



Ceri Higgins
Independent Board Member



Brendan D'Cruz
Independent Board Member



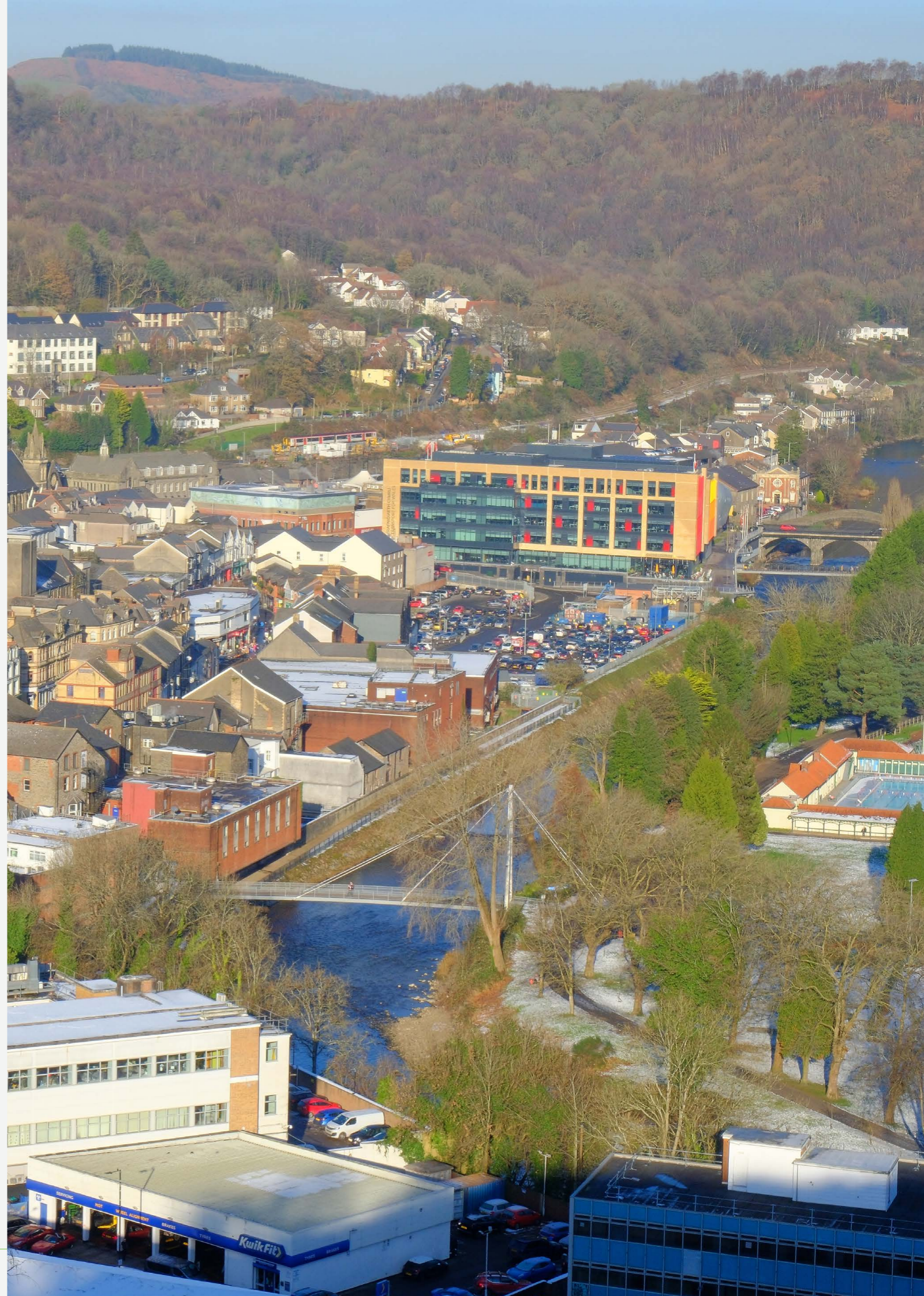
Amy Lewis
Observer, Cwm Taf Morgannwg University Health Board



Tony Kibble
Observer, Rhondda Cynon Taf County Borough Council



Sonia Lloyd Williams
Observer, Merthyr Tydfil County Borough Council





CWM TAF
Care & Repair

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 CwmTafCandR

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