

Improving Homes, Changing Lives.



Care & Repair Cymru

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# IMPACT REPORT 2024-25

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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 (CRC)

Care & Repair Cymru is the national voice of the Care & Repair Movement, providing expertise, advocacy and resources. Our three main aims are:

- 1. To represent and support Care & Repair Agencies.
- 2. To seek increased investment to improve older people's housing.
- 3. To champion the housing needs of older people.



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# CHAIR AND CHIEF EXECUTIVE’S INTRODUCTION

We’re pleased to share with you this annual report which demonstrates the profound impact Care & Repair has had across Wales in 2024–25.

Due to stubborn UK inflation levels, continued high energy prices and cost of living squeeze for our beneficiaries, demand for our services in 2024–25 continued to be very high. Our outputs were at around the same as the record levels of the previous year.

Our policy, public affairs and campaigning work emphasised the increase in demand and need for our services. This was recognised by Welsh Government with a significant and welcome increase to Care & Repair’s core grant funding for 2025–26 of £1.2m, and an increase to capital funding for our Rapid Response Adaptations Programme (RRAP) of £1.5m. During 2023–24 we successfully made the case for an additional £0.5m for RRAP to tackle the demand for this grant and to prevent falls, enable independent living at home, and support quicker safe hospital discharges.

## 2024–25 Highlights: New Projects and Partnerships

In a productive and successful year, the key highlights were:

- The launch of our new two-year fuel poverty project, Older Not Colder, through a successful tender for £1.3m to the Wales & West Utilities VCMA fund.
- A new partnership and project with National Energy Action (NEA). Warm Homes Healthy Futures is being delivered by Bridgend and Conwy and Denbighshire Care & Repair Agencies. The project provides support to beneficiaries in fuel poverty through referrals from health professionals.
- Extension of our National Lottery hardship fund by a further £50,000.
- Over £560,000 from five Health Boards to enable us to continue our Hospital to Healthier Home service out of 17 hospitals and numerous community hospitals across Wales. In 2024–25, we successfully tendered for this service for the next three years in Betsi Cadwaladr University Health Board and started the process for a similar tender process in Swansea Bay University Health Board.
- A 45th year anniversary event at the Senedd, well attended by MSs, to showcase and celebrate the work of Care & Repair in Wales for over four decades.
- Launch of our new Five-Year Strategic Plan.
- Completed phase one development of our new national database for recording and evaluating our services and projects.

## New Strategic Priorities

At our Board planning day in October 2024, our Executive and Trustees team agreed key strategic priorities for 2025–26. These were:

- Developing a Legacy Giving Strategy.
- Increased assurance around financial and organisational governance through a series of independent internal audits.
- Continued focus on developing our work on fuel poverty and housing decarbonisation.
- Management restructure and succession plan to make us fit for purpose for the future, following the retirement of a longstanding senior manager.

Financially, we had a strong year, with a surplus of £57,000 to be added to unrestricted reserves, helping to make us more resilient and enabling us to invest in our priorities in 2025–26 and beyond.

Overall, it’s been a satisfying year of delivering services for our clients, growing as an organisation, and achieving significantly more grant and project funding for the Care & Repair Movement, to help meet the growing demand for our services.

## Thank You

As Chair and Chief Executive, we would like to say a huge thank you to the many organisations and individuals who contributed to our success in 2024–25. This includes Care & Repair Agencies, Welsh Government, Wales & West Utilities, local authorities, Health Boards, third sector partners, and all our funders.

We would also like to pay tribute to the fantastic staff and trustee 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*  
**Chris Jones**  
Chief Executive




*Andrew Vye*  
**Andrew Vye**  
Chair of Trustees






# OUR IMPACT IN 2024-25




64,669

individual services delivered to support older people




£21.9m

of housing repair and improvement work




65,557

jobs completed




24,933

completed Rapid Response Adaptations




92%

told us that their independence and wellbeing had improved




97%

told us they would recommend Care & Repair to others




£12.56m

of unclaimed benefit entitlements claimed for older people




3,316

people with sensory loss, stroke and dementia supported through our Managing Better service




19,088

Healthy Home Checks completed




4,115

patients supported with a quicker safe discharge home through our Hospital to a Healthier Home service



1,579

households helped through our new Older Not Colder fuel poverty service



135

people helped through our hardship funds.

# CASE STUDY: CHRISTINE'S STORY

**Christine, a 64-year-old retired nurse from Maesteg, has lived in her home with her husband Richard for 35 years.**

After a serious fall while out shopping, Christine began to feel unsafe getting in and out of her home. Relying on holding onto walls and doorframes, she feared falling again.

Remembering that Care & Repair had previously supported a family member, Christine reached out to the Bridgend team for help. Sian Coleman from Care & Repair Bridgend visited her at home to understand her needs.

Christine said, "I explained, I needed a grab rail. That was the first thing at the front and the back, as that was the best thing to get me up because I was so afraid of falling all the time. Sian wrote out an assessment, she said somebody would be along, which fell into place quite quickly".

After an assessment, grab rails were fitted at both the front and back doors. Christine also requested steps at both entrances, which were installed after a further assessment by the Home Maintenance Officer.

Reflecting on the changes, Christine said, "I can't believe for the two of us, really, how its enhanced our lives. I wasn't managing, I was just waiting to fall all the time before the grab rail and especially the step. That has made such a big difference to both of us". A short while later, Christine's husband was having problems with his leg. Christine said, "He could hardly get up off the settee. He's got arthritis behind his calf, so he's not able to bend his leg. I'm so frightened of him on the stairs, holding on to the wall one side, and he's a tall chap. I was petrified he was going to be falling all the time. Sian phoned and asked, 'Was everything alright' and I said I was wondering would we be able to also have a handrail put up the stairs".

Care & Repair Bridgend were able to send someone out to do the extra handrail on the stairs and Christine was impressed by the diligent follow up. She said: "The follow up has always been fantastic with Sian. She phones to ask you, did it work? Are you happy with that? And is there anything else we can help you with? She has been absolutely marvellous".

Care & Repair's interventions have given Christine and her husband a renewed sense of safety, independence, and peace of mind in their own home.



Christine on her new back step





# POLICY AND ADVOCACY

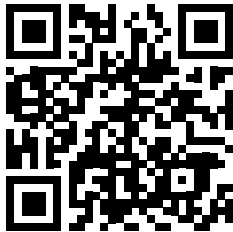
## Safety-Net Grant

We have continued to advocate for the Welsh Government to introduce a Safety-Net Grant for hazardous disrepair.

We are continuing to build on our Safety-Net Grant campaign, including producing reports evidencing need, securing media coverage, and garnering cross-party support in the Senedd and in the Senedd's Housing & Local Government Committee.

We produced a webpage providing more information where people can pledge their support to the Safety-Net Grant ask. We have received pledges of support from numerous people including Care & Repair Agency board members, local authority employees, occupational therapists, third sector employees, and health care professionals.

Please pledge your support to the Safety-Net Grant by visiting [www.careandrepair.org.uk/safetynet](http://www.careandrepair.org.uk/safetynet) or scan the QR code below.



## Senedd Election 2026 Manifesto

The Safety-Net Grant forms the basis of our recently published 2026 Senedd Election manifesto.

Our manifesto uses a Care & Repair client case study to demonstrate the urgent need for a Safety-Net Grant. It highlights the impact of disrepair on our clients and the avoidable strain that disrepair puts on health and social care services in Wales.

Read our manifesto at [www.careandrepair.org.uk/policy](http://www.careandrepair.org.uk/policy) or scan the QR code below.



# CARE & REPAIR RESEARCH

## Home Safety: How Improving Electrics Is Changing Lives in Wales

This joint report from Care & Repair Cymru and Electrical Safety First demonstrates the impact that improving electrics can have on the lives of older people across Wales.

The report assesses the impact of the Electrical Improvement Grant Scheme which provided up to £1,000 to Care & Repair clients with no means to improve the condition and safety of their electrics at home. This included work for an electrical rewire, replacement of electrically powered showers and immersion or water heaters.

The report showed how the fund acted as emergency support for those in urgent need and addressed what has often been a hidden issue. Electrical hazards can be difficult to spot but make up part of a wider issue around housing condition, warmth and accessibility. The fund facilitated electrical work or repairs that enable other work to go ahead to support independent living.

The report added to our evidence base to implement a Safety-Net Grant and we made further recommendations including the need to embed electrical works into the Warm Homes Programme and provide free electrical safety checks for older people in Wales.

All our reports are available to read at [www.careandrepair.org.uk/reports](http://www.careandrepair.org.uk/reports) or scan the QR code below



## Leaky Homes and a Lack of Support

Published in winter 2024, this report highlights the challenges of fuel poverty and poor energy efficiency that our clients face. Using a sample of 2,479 Care & Repair clients from across Wales, we analysed the Energy Performance Certificates (EPC) to understand the energy efficiency of properties lived in by our clients. The report also demonstrated the impact of the withdrawal of support schemes such as the Winter Fuel Payment and Cost-of-Living payments despite energy bills being almost double of 2019 levels.

Our report found that 3 out of 5 of our sample did not have an up-to-date EPC for their property and only 1 in 10 of our sample have an EPC of C or above. Additionally, half of our sample in the Private Rented Sector were living in homes that did not meet the minimum legal EPC requirements for landlords. In a sample of almost 2,500 homes, only two of these properties had an EPC A.

This report made recommendations to implement a Safety-Net Grant for hazardous disrepair, introduce enduring price protections such as a social tariff for low-income and vulnerable households and expand energy support schemes to ensure those falling just outside eligibility criteria can receive support.



# OLDER NOT COLDER

Care & Repair’s specialist fuel poverty service, Older Not Colder, was launched on 1 April 2024. Now in its second year of operation, Older Not Colder has provided vital support to thousands of older people across Wales.

Despite a challenging winter and multiple policy alterations, including the removal of the Winter Fuel Allowance in September 2024, our 12 Home Energy Officers (HEOs) supported 1,579 households experiencing fuel poverty. In the last year, Older Not Colder provided over 1,300 home visits to clients from all four corners of Wales. We kept clients safe by providing over 300 Carbon Monoxide alarms and signing up 636 households to the Priority Services Register, thanks to our partnership with Wales & West Utilities.

The project worked closely with a range of organisations including Warm Wales, Nest, NEA and Age Cymru. These partnerships enabled us to link referrals and ensure that the right organisation is providing the right support at the right time. Fuel poverty is a crosscutting, multi-faceted issue that requires strong multi-organisational working, and Older Not Colder has played a key part.

“I am very grateful for the HEO’s support in fixing my electrics and boiler, and the new window has made a huge difference to how comfortable I feel.”  
– Older Not Colder client

We worked with UK and Welsh Government schemes to provide a raft of measures in clients’ homes, reducing household bills and increasing energy efficiency. HEOs secured nearly £500,000 worth of measures in people’s homes, ranging from simple measures such as draughtproof tape and radiator foils through to full whole-house retrofits.

We ran an advertising campaign in winter 2024–25, to raise awareness of the service and encourage older people to reach out if they were struggling. We reached over 300,000 people, expanding the knowledge of the service amongst our clients and their communities and received 277 referrals in January 2025 alone. We also supported the Care & Repair policy team and raised the profile of the project by providing frontline experiences from HEOs and clients to inform responses to Senedd Committees, Fuel Poverty Advisory Panels and Ofgem consultations. These experiences have gone on to shape Welsh Government and Ofgem policy.

This year, we will continue to work with our partners and funders to secure funding for the Older Not Colder service beyond 2026 and enable us to build on the outcomes of the project to date.

*Becky Ricketts*

Becky Ricketts  
Project Manager for Older Not Colder



1,579  
households helped



1,317  
Healthy Home Checks completed



£490,000  
total value of measures installed



£724,000  
achieved in increased household income



335  
referrals to WHP, ECO4, etc. (large Government schemes)



164  
benefit applications made



53%  
of our clients do not have an EPC rating





# HOSPITAL TO A HEALTHIER HOME

This year we continued to provide 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.

In Betsi Cadwaladr University Health Board we successfully bid for a three-year contract to deliver the service, marking the first time the service will receive multi-year funding anywhere in Wales.

The service received over 5,700 referrals in 2024-25, 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.

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**  
Head of Policy and Insights



14

Hospital to a Healthier Home Caseworkers



17

Hospitals



3,061

Healthy Home Checks of patient's homes



4,115

Patients helped



24,690

NHS bed days saved



3,083

Healthy Home Checks completed



484

Successful benefit claims made



£2.1m

Of welfare benefits claimed



7,192

Home improvements completed



£1.1m

Of home improvements completed





# MANAGING BETTER


In 2024–25, Managing Better reached and supported 3,316 older people across Wales — the highest number in our nine-year history.


Every home visit is about more than just practical help; we take the time to ensure each client is offered a welfare benefits entitlement check. This year, 445 clients gained an extra £1,943,815 a year between them — that’s £4,368 per person — boosting disposable incomes, reducing stress, and improving quality of life.


 **3,316**  
people supported


 **2,825**  
Healthy Home Checks completed

 **2,219**  
clients with sensory loss


 **473**  
clients living with dementia or recovering from a stroke

 **£1.097m**  
worth of works completed in people’s homes

 **£91,768**  
in benevolent funding accessed

 **£1.9m**  
in welfare benefits secured for clients

 **1,424**  
clients had technology installed

 **1,781**  
referrals made to other organisations

## A Partnership That Changes Lives

One of the reasons Managing Better works so well is the unique collaboration of five leading Welsh charities — RNIB, RNID, Alzheimer’s Society, and Stroke Association — alongside Care & Repair Cymru. This co-produced approach means our caseworkers don’t just understand our clients’ needs but they also know exactly how to connect them with expert, specialist support.

We also work hand in hand with Vision Rehabilitation Specialists (VRS) and Eye Clinic Liaison Officers (ECLOs) to ensure every client gets the right care at the right time. Our partnership with the Live Well with Hearing Loss service, now coordinated by the Centre of Sign Sight Sound, has deepened our expertise in hearing loss and led to more hearing loop systems being installed by Care & Repair Agencies, helping clients stay independent and easing demand on statutory services.

## Innovating for Safety and Accessibility

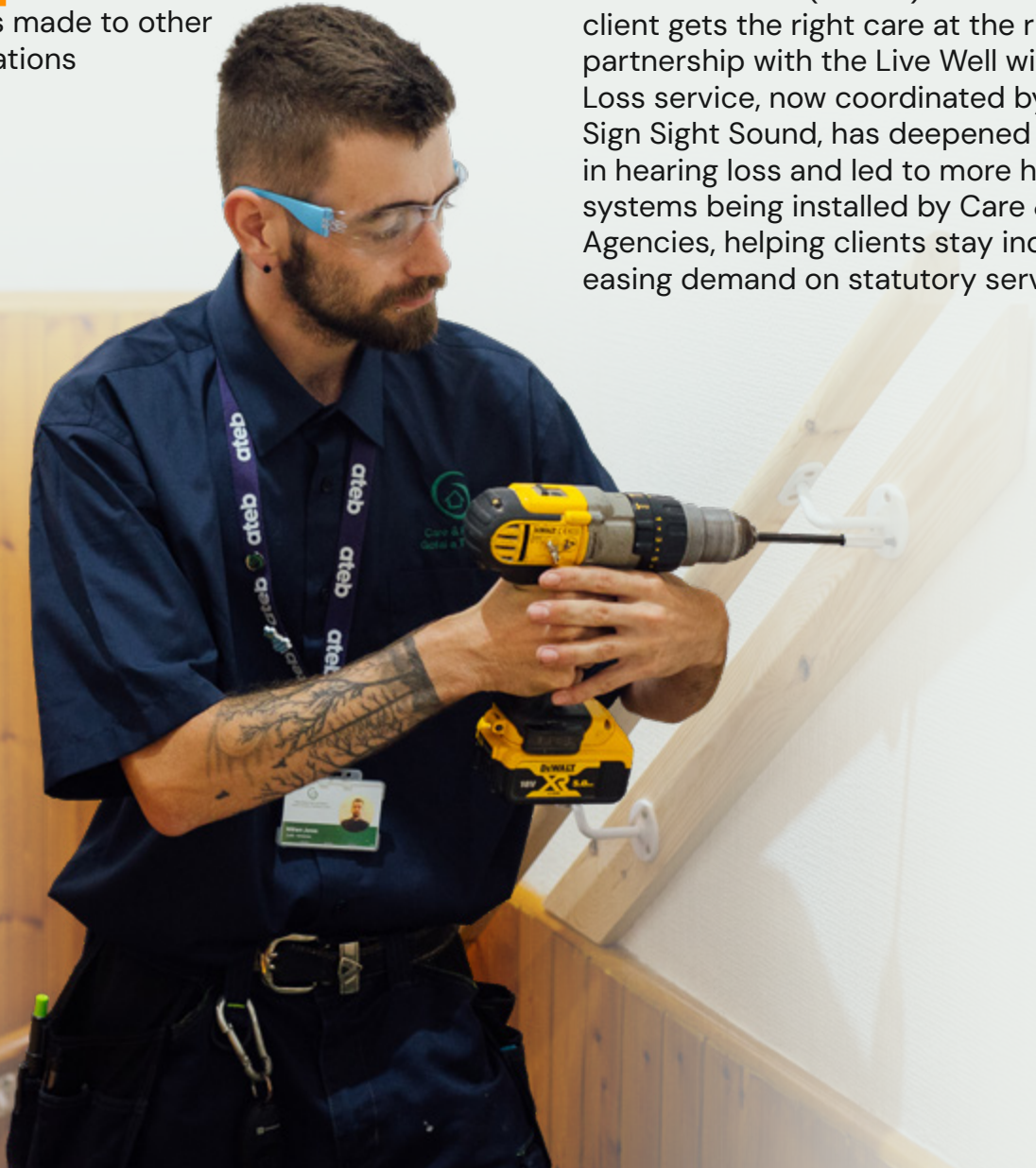
Thanks to funding from Wales & West Utilities, we’ve been able to supply and fit Carbon Monoxide alarms and pagers for Deaf and hard of hearing clients who wouldn’t hear a standard alarm. So far, nine systems have been installed, with 12 scheduled.

We continue to work closely with the British Deaf Association to ensure our services are accessible to Deaf people across Wales whose first language is British Sign Language (BSL). We’re also building stronger links with the Wales Council for Deaf People and the Royal Association for Deaf People.

This year we have not only reached more people than ever before, but we’ve changed lives by combining practical home improvements and technology with life-changing specialist advice. Managing Better is proof of what’s possible when we work together.

*Stephen Thomas*

**Stephen Thomas**  
National Coordinator, Managing Better

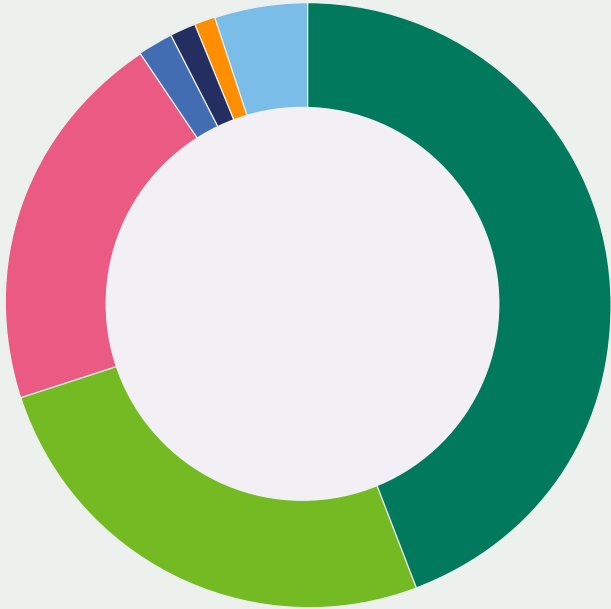




# FINANCIAL REVIEW

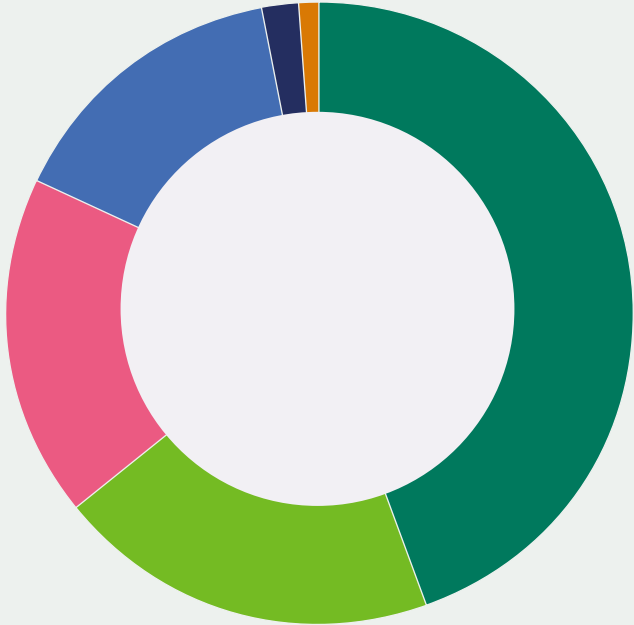
## Total Income: £2,787,004

Welsh Government	44.4%	
Project Funding	25.6%	
Local Health Boards	20.8%	
Donations and Gifts	1.7%	
Hardship Funds	1.6%	
Investment Income	>1%	
Other	4.9%	



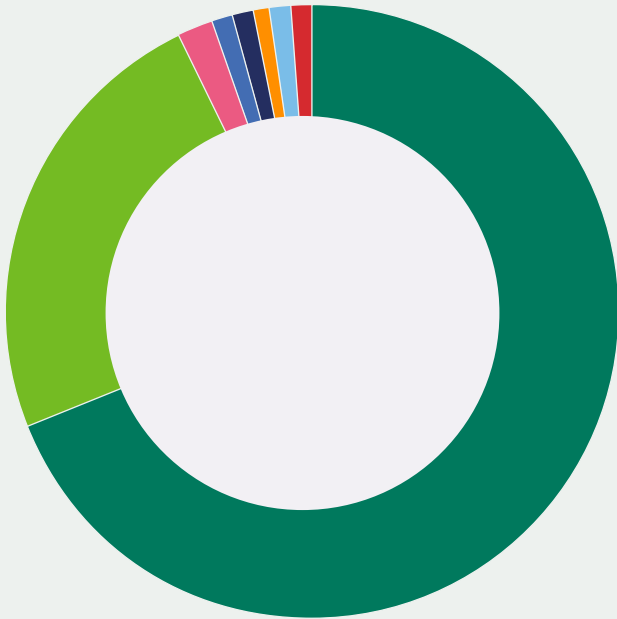
## Total Hardship Funds income and expenditure: £81,982

National Lottery – Cost of Living	45%	
Electrical Safety	20%	
Gas Safety Fund	18%	
Safe and Warm Homes	15%	
Project 360 – Veterans	2%	
70+ Cymru	1%	



## Total Expenditure: £2,713,827

Direct Costs	70.1%	
Staff Costs	24.2%	
Office Costs	2.1%	
Governance	1.2%	
Support Costs	1%	
Training and Recruitment	>1%	
Fundraising Expenditure	>1%	
Depreciation	>1%	





# OUR STAFF TEAM

- Chris Jones,**  
Chief Executive
- Claire Clarke,**  
Financial Accountant
- Louise Parry,**  
Senior Corporate Services Officer
- Kennedy Dosomah,**  
Agency Support and Development Officer
- Stephen Thomas,**  
National Coordinator, Managing Better
- Faye Patton,**  
Head of Policy and Insights
- Jack Bentley,**  
Head of Business Development
- Becky Ricketts,**  
Project Manager – Older Not Colder
- Adrian Lister,**  
Corporate Services Manager
- Robert Green,**  
Database Project Manager
- Hannah Peeler,**  
Policy and Funding Officer (Fuel Poverty)
- Nia Hockley,**  
Corporate Services Officer
- David Jones,**  
Hardship Funds Administrator
- Katherine Evans,**  
Policy & Research Officer (Joined September 2024)
- Lianne Nicholas,**  
Administrative Officer (Joined September 2024)
- Neil Williams** (Left March 2025)
- Claire Fitzgerald** (Left July 2024)
- Aleks Chamczynska** (Left July 2024)



# OUR BOARD OF TRUSTEES

- |                            |   |
|----------------------------|---|
| <b>Andrew Vye</b>          | Chair<br>(from September 2024)  |
| <b>Elizabeth Warwick</b>   | Vice Chair<br>(from September 2024)                                     |
| <b>Fay Satherley</b>       | Treasurer   |
| <b>Gwynne Jones</b>        | Agency Representative<br>(to September 2024)                            |
| <b>Karen Athanatos</b>     |   |
| <b>Neil Bradshaw</b>       |   |
| <b>Clare Strowbridge</b>   |   |
| <b>Sally Davies</b>        |   |
| <b>Vikki Hiscocks</b>      | Agency Representative   |
| <b>Christopher Binding</b> | Agency Representative   |
| <b>John Hunt</b>           | (Stepped down October 2024)   |
| <b>Saz Willey</b>          | Chair<br>(April 2024 to September 2024,<br>Stepped down September 2024) |
- Observers:**
- |                          |                                    |
|--------------------------|------------------------------------|
| <b>Jim McKirdle</b>      | Welsh Local Government Association |
| <b>Sharon Mainwaring</b> | Honorary Vice President            |



# 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](http://www.careandrepair.org.uk)

[enquiries@careandrepair.org.uk](mailto:enquiries@careandrepair.org.uk)

**029 2010 7580**

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