

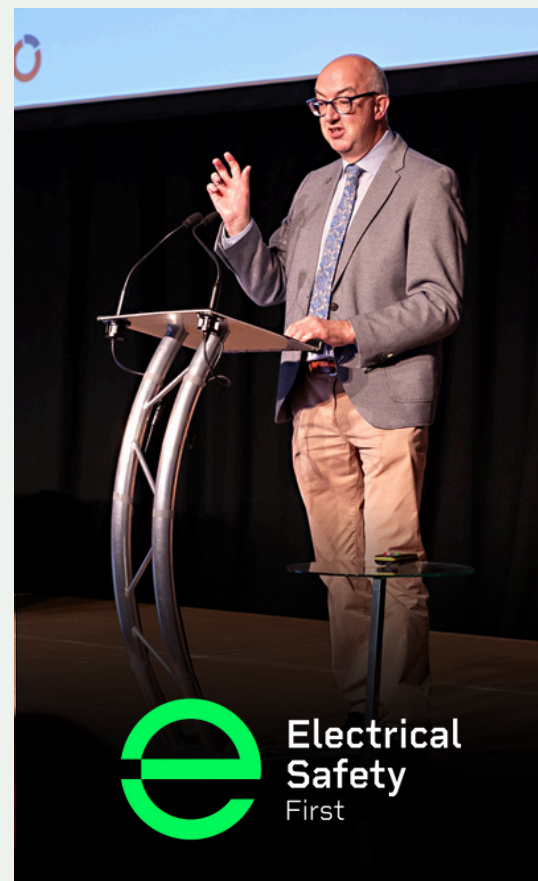
# CONFERENCE 2025

## Housing and the Cost of Doing Nothing



Care & Repair  
Gofal a Thrwsio

## Conference Programme



# CONFERENCE 2025



Care & Repair  
Gofal a Thrwsio

## The Day At-A-Glance

08.45	Registration, Networking and Exhibition
09.30	Welcome: Gwynne Jones, Board Member Care & Repair Cymru
09.45	<b>Keynote Address 1 + Q&amp;A</b> Jayne Bryant MS, Cabinet Secretary for Housing and Local Government
10.05	<b>Keynote Address 2</b> Rhian Bowen-Davies, Older People's Commissioner for Wales
10.30	<b>Panel Discussion: What Next for Housing Adaptations?</b> Chaired by Chris Jones, Chief Executive at Care & Repair Cymru <ul style="list-style-type: none"><li>• Rhian Bowen-Davies, Older People's Commissioner for Wales</li><li>• Rob Evans, Carmarthenshire County Council</li><li>• Richard Thomas, Care &amp; Repair Cardiff and the Vale</li><li>• Stuart Fitzgerald, Welsh Government</li></ul>
11.15	<b>BREAK</b> Tea, coffee and exhibition viewing
11.45	Workshops (see next page)
13.00	<b>LUNCH</b> Break for food and exhibition viewing
13.45	<b>The Current State of the Third Sector in Wales</b> Lindsay Cordery-Bruce, Chief Executive, WCVA
14.30	<b>BREAK</b> Tea, coffee and exhibition viewing
15:00	Workshops (see next page)
16.15	Long Service Recognition, followed by closing remarks.



## Workshops

### Fraud Prevention – Protecting Ourselves and Others

11.45

- Steve Benson-Davison, Fraud Prevent Advisor, TARIAN ROCU (Regional Organised Crime Unit)

Fraud accounts for 41% of recorded crime within the UK and amounts to 4 million offences a year with losses of over £1 Billion to individuals and businesses. With 70% of fraudsters located outside of the UK the likelihood of identifying the criminal gangs and recovering lost money is low. We will explain how fraudsters obtain your personal data and the methods they employ to try and steal from you. We will also provide advice and guidance of how to stay safe and recognise the signs of fraudulent communications.

### Older Not Colder: What's Next for the Project?

11.45

- Becky Ricketts, Care & Repair Cymru, Older Not Colder Project Manager
- Sophie Shorney, Wales & West Utilities, VCMA Manager

Older Not Colder (ONC) must now look to 2026 and beyond. Operating in an environment with a greater need, an ever-evolving policy landscape, and a growing focus on decarbonisation, ONC can ensure that older people are not left behind in the transition to net zero. Join us for a session of celebrating the achievements of ONC to date, and for the opportunity to influence the aims and priorities of the service in the future.

### Policy in Action: Speaking Up for Older People

11.45

- Faye Patton, Care & Repair Cymru, Head of Policy and Insights
- Katherine Evans, Care & Repair Cymru, Policy Officer

Make an impact in your community by influencing local stakeholders to support older people's housing. This workshop will cover the essentials of local influencing, discover where and how you can make a difference, and develop your own action plan to drive change. With interactive discussions, practical exercises, and insights into the influence landscape in Wales, this workshop will be both informative and engaging.

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## Workshops

### Working on the Front Line: Are Staff Our Best Asset?

11.45 and 15.00

- Jack Bentley, Care & Repair Cymru, Head of Business Development
- Stephen Thomas, Care & Repair Cymru, National Coordinator – Managing Better

Behind every safe and warm home are the people who make it possible. This session reveals powerful insights from 52 in-depth staff interviews across Wales, showcasing the dedication, resilience, and compassion of Care & Repair's workforce. From caseworkers and administrators to handypersons and technical officers, discover how staff build trust and collaborate under pressure to deliver truly life-changing support.

### Cyber Crime – A Growing Issue in Wales

15.00

- Kate Lloyd, Cyber Security Advisor, TARIAN ROCU (Regional Organised Crime Unit)

This interactive presentation will guide staff and volunteers through the essentials of staying safe in an increasingly digital world. We will explore the most common cyber threats facing organisations and individuals using real life examples and by providing actionable advice to help build cyber resilience. The session will include an interactive cyber escape room! You'll need to crack codes and solve puzzles to prove your boss's innocence while uncovering the cybercriminal operation behind the incident.

### Power BI – The Future of Our Data

15.00

- Rob Green, Care & Repair Cymru, Database Project Manager
- Richard Thomas, Care & Repair Cardiff and The Vale, Chief Officer

This workshop will explore the development and rollout of Power BI within Care & Repair, showcasing how data can support service delivery, strategic planning, and accountability. We will explore how Cardiff & Vale Care & Repair have fully embedded Power BI into daily operations, and walkthrough the Power BI development process that is happening at Cwm Taf Care & Repair. We will also look ahead to how this model is being scaled across all Care & Repair Agencies—building staff capacity and confidence, whilst fostering a culture of collaboration.



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## Main Speakers



### Jayne Bryant MS

#### Cabinet Secretary for Housing and Local Government

Born and brought up in Newport, Jayne Bryant entered politics at the age of 17 and was elected as the Assembly Member for Newport West in 2016. She was appointed Chair of the Standards of Conduct Committee in the Fifth Senedd, and also sat on the Health, Social Care and Sport Committee. Re-elected in 2021, Jayne was nominated to Chair the Children, Young People and Education Committee in this Sixth Senedd and acted as Vice Chair for the Cross-Party Groups on Dementia and Intergenerational Solidarity. All her working life, Jayne has tried to help advocate and support people and is particularly passionate about encouraging young people to be active and interested in politics. Jayne was appointed Cabinet Secretary for Housing, Local Government and Planning on 17 July 2024.



### Rhian Bowen-Davies,

#### Older People's Commissioner for Wales

Rhian was appointed Wales' first National Adviser for tackling Violence against Women, Domestic Abuse and Sexual Violence in 2015, independently advising, shaping and informing legislative, strategy and policy developments and driving forward improvements in the prevention, protection and support for all individuals affected by violence against women, domestic abuse and sexual violence. Before taking up post as Commissioner, Rhian was recognised as an expert Chair of Domestic Homicide Reviews involving older people, and also worked closely with public bodies and third sector organisations across Wales as an independent consultant, delivering a wide range of research and projects on their behalf to improve policy and practice.



### Lindsay Cordery-Bruce,

#### Chief Executive, WCVA

Lindsay is originally from Middlesbrough in the North East of England, but came to Wales in 2011. Following a lengthy career, with particular expertise in the substance misuse field, Lindsay has spent the last six years as Chief Executive of The Wallich tackling homelessness. Lindsay started her career as a volunteer after experiencing homelessness. She spent some time at the Probation Service delivering group work programs in prisons and community settings before setting up the first alcohol arrest referral service in the UK. Lindsay has also worked in a Community Safety Partnership, commissioning and monitoring services. Her career has led her to this point: an experienced Chief Executive with a professional doctorate in Applied Psychology. For her thesis Lindsay developed a program for addressing addiction through beekeeping. Lindsay served on the board of WCVA for eight years and stepped down in November 2023. Lindsay recently stepped down from the board of Tai Pawb, promoting equality in housing settings. Lindsay is happily married to Lisa, with two step children, three dogs, four chickens and about 200,000 bees.

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## Discussion Panel Speakers



### **Stuart Fitzgerald, Welsh Government**

Stuart is responsible for major capital programmes in the Housing & Regeneration directorate, including Social Housing Grant and the commitment to build 20,000 low carbon homes for social rent, the Housing with Care Fund supporting innovative housing development to meet care needs, and the Transitional Accommodation Capital Programme. Stuart was previously Deputy Chief Executive of Healthcare Inspectorate Wales.



### **Chris Jones, CEO, Care & Repair Cymru**

Chris has been involved in Care & Repair for 34 years, in Board member and executive roles, and as Chief Executive of Care & Repair Cymru since 2010. He worked for local authorities in Wales and England for 21 years between 1989 and 2010, in housing service delivery, policy development and leadership roles. Chris is passionate about Care & Repair and the vision of a Wales where all older people can live independently in warm, safe and accessible homes. He is determined to continue to build on Care & Repair's strong reputation as an organisation that helps deliver better integrated housing, health and social care services for older people in Wales.



### **Richard Thomas, Chief Officer, Care & Repair Cardiff and the Vale**

Richard has worked in the housing sector in Wales for 30 years and has a wide range of skills, knowledge and experience of governance, finance, strategy, compliance, data analysis and business development. Richard has a BA (Hons), MSC (Econ), PGDip Housing and a Level 7 Diploma in Strategic Management & Leadership. He is a Chartered Member of the Chartered Institute of Housing and a Chartered Manager of the Chartered Management Institute. In his spare time, Richard enjoys walking, running, reading and cooking.

## Conference Chair



### **Gwynne Jones**

Gwynne had worked in social housing for 33 years until July 2020. He is proud to be currently Chair of Conwy and Denbighshire Care & Repair and has had links to the Care & Repair movement in Wales since 1996. Having worked for local authorities and housing associations in Wales and England, his last role was with Cartrefi Conwy as Managing Director. He is a Fellow of the Chartered Institute of Housing.

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## Exhibitors



### AKW Medi-Care Ltd

AKW are the UK market leaders in showering, daily living and kitchen solutions for people with reduced mobility. Choice, competitive pricing, and first-class customer service make AKW the first choice for clients across the UK and abroad. We work closely with Occupational Therapists and Healthcare professionals, to design and manufacture a full range of easy access showering, kitchens and mobility support products. We are passionate about enabling people to stay in their own homes and retain their independence. Each of our products is rigorously tested, with fully inclusive design and made specifically for the end user.



### Altro

When it comes to social housing and home adaptations, the way a home looks is just as important as how it functions. Living areas need to have a sense of style, communal areas need to be welcoming, sensitive to noise and easy to clean and kitchens and bathrooms need to conform to the highest standards of safety and hygiene. Altro's range of contemporary floors and walls with traditional colours, different textures and finishes – including wood – will give you everything you need to complete a new build or upgrade existing accommodation and facilities.



### Alzheimer's Society

Information about memory loss, dementia, our services and support.



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## Exhibitors



### Bellman & Symfon

Bellman & Symfon create assistive listening and alerting devices for individuals who are deaf or hard of hearing. Products include personal listeners, and the Visit Alerting system, which notifies users about important sounds like doorbells, smoke alarms, baby cries, and phone calls through vibrations, flashing lights, and loud sounds. These solutions are designed to enhance safety, independence, and accessibility in daily life.



### Easiaccess

Easiaccess are a leading UK modular ramp and step manufacturer, supplier, and fitter. We offer a nationwide supply and installation service. Our metal systems have a fully adjustable design, providing flexibility to suit any building and space. We provide free surveys and quotations, followed with 2D and 3D drawings from our experienced surveyor team with extensive knowledge on the latest regulations and requirements so you can have peace of mind that your access solutions will be fit for purpose and have all the legal requirements.



### Energy Saving Trust

The Welsh Government Warm Homes Nest scheme offers free, impartial advice and support to all households in Wales. If a customer is eligible, Nest also offers a package of free home energy efficiency improvements to help lower energy bills and improve health and wellbeing, such as insulation, a heat pump, solar panels, or central heating.



### Hearing Products International Ltd

Hearing Products International provide assistive technology for individuals with hearing and sensory loss, such as Personal Listeners, T-Coil Loop Systems, 2in1 TV Listeners, Smoke Detectors with flashing & vibrating pagers, Door Alerts systems with bellpush, telephone signaler, sound sensor, vibrating pager and vibrating bed pad and much more.





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## Exhibitors



### National Energy Action

National Energy Action (NEA) is the national charity working to end fuel poverty. NEA works across England, Wales, and Northern Ireland to ensure that everyone can afford to live in a warm, safe, and healthy home. Across the UK, cold homes are already damaging the lives of the poorest households. We work together with frontline practitioners, companies, regulators, and the government to help customers in vulnerable circumstances make positive changes.



### Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people throughout Wales. The role of the Commissioner is to promote awareness of the rights and interests of older people in Wales, challenge discrimination, encourage best practice and review the law affecting the interests of older people in Wales.



### Orbits IT

IT Support Cyber Security Cloud Services



### Qualia Law

Not-for-profit legal advice and financial safeguarding for vulnerable or neurodiverse people. Our professional Court of Protection Deputy and Attorney services help safeguard and protect the property and finances of people who lack capacity or who are unable to manage their own financial affairs. Every Deputyship or Attorneyship is managed by an experienced, specialist Solicitor. However, unlike a traditional law firm, our objective is not to generate profit but to act solely in the best interest of our clients. We provide free, impartial advice and support to families, carers, social care professionals and other third sector organisations.



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## Exhibitors



### Steer IT

Providing Managed IT Services and Support for Businesses across Wales and the West.



### Solon

Solon is recognised as the UK's leading supplier of community safety products. Having worked with an array of councils, housing associations and care providers for almost 30 years, we utilise this customer involvement to deliver market-leading solutions.



Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service

### South Wales Fire & Rescue Service

SWFRS want residents to feel safe at home, this is not just about the building you live in. We take a person centred approach to make sure you are as safe as you can be in your own home. During the visit we can look at the home, the person, and their behaviours. Topics we cover include: Kitchen safety, Electrical safety, Smoking, Portable & open fires, Bedtime routines, Escape routes, Hoarding, Falls & crime prevention, and fire detection.



hybu cydraddoldeb ym maes tai

### Tai Pawb

Tai Pawb works to advance equality in housing in Wales. We imagine a Wales where everyone has the right to a good home. We shape the change by influencing decision makers at the highest level. We make the change by supporting our members to advance equality on the ground. We be the change by walking the talk in our organisation.



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## Exhibitors



### The Key Safe Company

The Key Safe Company is the UK's leading provider of secure key storage solutions, helping millions share secure property access since 1996. As ISO approved distributors, we worked with security experts to regulate the industry, developing the police preferred standard. Our groundbreaking ark Tamo™, is certified by LPCB as the most secure mechanical key safe, setting the standard in its class.



### Triton

Triton are proud to be known as 'The UK's Shower Company', having produced expertly engineered, innovative shower designs since 1975. Triton have been at the forefront of providing customers with energy-efficient showering for over 45 years. Triton are on track to achieve Carbon Net Zero SBT status by 2035. With rising living costs and increasing demand for natural resources, every drop really does make a difference when selecting energy-efficient water heating appliances for the home.



### Wales & West Utilities

We distribute gas to homes and businesses on the main gas network, offering support to people in vulnerable situations who experience a gas supply loss. We also provide the 24/7 365 day a year gas emergency service for people who smell gas or suspect carbon monoxide is being released. We offer free locking gas cooker valve installation for cookers with suitable pipework to support those caring for people with dementia.



### Weboss

Virtual finance/payroll/bookkeeping/office administrative services. Providing virtual support to SMEs, our VAs help support businesses in any geographical location. A Virtual Assistant is a professional business assistant (personal assistant) who works remotely to support businesses and professionals with a variety of tasks and projects.

