



CWM TAF
Care & Repair

Part of
Cynon Taf Community
Housing Group

ANNUAL REPORT 2024-25

Improving Homes, Changing Lives



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government

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CHAIR & CHIEF OFFICER'S FOREWORD

Welcome to Cwm Taf Care & Repair's 2024-25 Annual Report.

As the needs of people in our local communities become more complex and wide-ranging, demand for Cwm Taf Care & Repair services reached a historic high this year.

We delivered 10% more works this year compared to 2023-24, a total investment of £1.97 million and an average cost of £281.79 per job. The rising cost-of-living, alongside employment costs, places continued challenges on staff retention and recruitment as well as our finances.

Yet, remarkably, we delivered the highest levels of client satisfaction and significant, measurable positive impact.

This was achieved through an unswerving focus on the outcomes for clients, with 76% of our works reducing the risk of falls at home and 82% preventing a possible hospital admission. With client satisfaction at 100%, 91% told us we'd improved their quality of life while 90% said that our interventions had improved their independence and well-being. A stellar year in our history, with 2024 marking 45 years since the first Care & Repair agency – our own! – began in Wales right here in Ferndale.

Our committed teams and our partners are to be congratulated on this significant contribution to helping local older people live well at home, as client referrals continue to rise.

All our work involves partnership, because we work directly with our clients to get them the support they need and are entitled to, navigating the various funding streams that are available from a variety of partners. Key to our success, therefore, is our ability to retain and develop new and innovative relationships, working together to help people age well.

These strong partnerships and sources of solid financial support come from organisations including the Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board, along with Cwm Taf Morgannwg Regional Partnership Board. As the Chair and Chief Officer of Cwm Taf Care & Repair we would like to thank all these national and local partners, our staff, and everyone involved in our work during 2024-2025, including the support we have from Care & Repair Cymru and Cynon Taf Community Housing Group.



Chris Binding
Chair



Nerys Williams
Chief Officer

ABOUT US

Cwm Taf Care & Repair is a not-for-profit organisation, part of the Cynon Taf Community Housing Group and Care & Repair Cymru's local agency in the Rhondda Cynon Taf and Merthyr areas.

We are 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.

As part of Care & Repair Cymru we are here to champion older people living well by helping ensure that they have safe, secure homes that are appropriate to their needs.

We provide a free support and advice service for older and disabled people who want to remain living in their homes across Rhondda Cynon Taf and Merthyr Tydfil. Our aim is to help them remain in their

own homes with greater independence, warmth, security and safety.

We listen to 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.

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

As part of the Cynon Taf Community Housing Group, we refreshed our values during the year. These inform all our behaviours and show our team, our clients and our partners what they can expect when working with us:

We are committed *We are kind and care about making a positive difference for our clients, communities and staff.*

We are respectful *We believe we can only work well together when we respect each other.*

We show integrity *We work hard to earn trust by being clear, honest and responsible for our actions.*

OUR IMPACT

We worked hard during the year not just to deliver our services but also to measure the difference they make to people's lives and the impact we have. Here are some highlights of what we did in 2024-25 to make a difference for people.

Supporting Resilient Communities

The cost-of-living crisis presented people with major challenges through the year. We worked with clients to maximise their income, helping them access £461,000 per annum in unclaimed benefits such as Pension Credit and Attendance Allowance.

We attended 45 community events across Cwm Taf to tell local people about our services, including last year's National Eisteddfod in Pontypridd. We also joined local radio station, GTFM, to explain how we can help and how to get in touch.

In December 2024 our teams got into the festive spirit and raised £560 for the Alzheimer's Society on Elf Day, and we distributed 30 Christmas gift boxes supporting Age Cymru's Christmas Box appeal.

We distributed 200 free Winter Warmth packs to our most vulnerable clients, courtesy of Wales & West Utilities. These bags contain items to help people stay warm and comfortable, including hats, gloves and socks, blankets, thermal mugs and hot water bottles.



Delivering with Excellence and Impact

Despite demand for our services exceeding predictions and being the highest on record in 2024-25, we maintained excellent delivery and significant impact through the year, which we measured via continuous feedback from clients and partner organisations.

Delivery excellence was also reflected both in our achievement of Safe Contractor Accreditation for the eighth consecutive year and in the compliments, comments and complaints we received.

Service delivery, client feedback and impact:

9,297 CLIENT REFERRALS

6,981 WORKS COMPLETED
+10% ON 2023-24

£1.9M OF WORK DELIVERED

3,904
HOME VISITS

76%
OF WORK COMPLETED
REDUCED THE RISK OF
FALLS AT HOME

3,577 CLIENTS CONSULTED
FOR FEEDBACK FOLLOWING
OUR INTERVENTIONS

100%

**TOLD US THEY WERE
SATISFIED WITH OUR
SERVICES**

91%

**TOLD US
THAT WE HAD
IMPROVED THEIR
QUALITY OF LIFE**

19 STAGE 1 COMPLAINTS
RECEIVED - ALL RESOLVED
(-32% ON 2023-24)

100%

**TOLD US THAT THEY
WOULD RECOMMEND OUR
SERVICES TO OTHERS**

90%

**SAID OUR
INTERVENTIONS HAD
IMPROVED THEIR
INDEPENDENCE &
WELLBEING**

0 STAGE 2
COMPLAINTS
RECEIVED

92 THANK YOU CARDS
AND CALLS RECEIVED
(+35% ON 2023-24)

WHAT OUR CLIENTS AND PARTNERS SAY

"Thank you to the practical services team for getting this job completed. You have been absolutely amazing and thank you for getting it sorted so quickly."

**Leanne, social worker
Rhondda Cynon Taf County Borough Council**

"We are over the moon and so very grateful for everything you have done to help. You and your team certainly deliver exactly what we need."

Client whom we helped access additional benefits

"Thanks for the speedy job in fitting the key safe so that my mother could have her new carers this week... he was very helpful and efficient on the phone – much appreciated."

Daughter of a client

"Thank you so much for all the help you gave me... I now receive Attendance Allowance which is very much a great help."

Client

"Thank you to all involved in looking after my grant. I am so happy with the work through what was a difficult time. They have all been amazing!"

Client

"A BIG thank you from the T&O team at PCH for assisting a challenging discharge on Monday. The ambulance crew were unable to safely get a patient home due to access issues. Care & Repair stepped in to find a solution...without the problem-solving of Chris and help from all at Care & Repair this patient would have remained in hospital for an extended period of time.

"Your service is so invaluable to getting patients home safely, we really appreciate everyone's hard work and dedication!

"AMAZING work!"

**Tracey, Trauma & Orthopaedic Occupational Therapist
Prince Charles Hospital, Merthyr Tydfil**

"A speedy response and such an excellent service... so kind and considerate to my father (he has dementia) when talking to him and explaining everything.

"He was so lovely, caring with my father and the work he completed was amazing."

Client's family

"Like all members of the Care & Repair team that we have had dealings with, he was very good, efficient and very polite. We were impressed with the swift response to the request for the adaptations and the manner in which they were carried out.

"Both myself and my wife have nothing but praise for the Care & Repair system which has made our lives a lot easier and enhanced our quality of life."

Client

OUR CLIENTS

Nothing brings to life the difference we can make more than a real story about a real person – and how we can bring together funds from our partners to make it happen...

We received a referral from one of our Occupational Therapist partners based at Royal Glamorgan Hospital as part of the Hospital to Home service we run with them. This is funded by NHS charities in partnership with Cwm Taf Morgannwg University Health Board.

We visited Mrs D's home and completed a Healthy Homes assessment to see what could be done to get Mrs D out of hospital and safely back home. As a result, we completed the following:

- installation of a key safe via our Rapid Response Adaptations Scheme funded by the Welsh Government
- installation of a grab rail at the front door and built an additional step to prevent falls
- windows made secure via our Handyperson Scheme, funded by Rhondda Cynon Taf County Borough Council's private sector housing unit
- addition of a downstairs toilet and replacement of the front door frame with a upvc level threshold frame for safer access to the conservatory and garden, both funded by Mrs D via our private works service
- a Trusted Assessor assessment and referral to Rhondda Cynon Taf County Borough Council community services team for a stairlift assessment via a Disabled Facilities Grant
- a full check to ensure Mrs D is on the Priority Services Register, all appropriate benefits and has working smoke alarms.

Mrs D and her daughter were grateful for the support and advice as well as the work completed to support Mrs D's safe discharge from hospital as it *"removed the stress and worry of such a big job"*. We're happy to report that Mrs D says she has regained her confidence and independence, including when she leaves the house as her risk of falling at the front door has been reduced.



"My life before Care & Repair came in was quite a struggle"

Meet 81-year-old Anne, from Pontypridd in this short film made in partnership with Cwm Taf Morgannwg's Regional Partnership Board's Health & Wellbeing Service.

She loves her home and isn't moving anywhere! Delyth from Cwm Taf Care & Repair visited Anne to see how we could help. After a few simple changes, Anne is now more independent and confident in the home she loves.

Watch Anne's story here:



OUR SERVICES AND PARTNERSHIPS

Partnership is at the heart of what we do, working in a joined-up way with other social and healthcare agencies and authorities to bring seamless services to our clients. These routinely include the Welsh Government and our local councils and Cwm Taf Morgannwg University Health Board as well as third sector organisations, and we also work with the private sector where they want to support our clients, too.

Older Not Colder Campaign supported by Wales & West Utilities

In April 2024 we launched our Older Not Colder service in partnership with Wales & West Utilities. This service starts with our Home Energy Officer visiting clients in their own homes to develop a comprehensive, tailored package of energy efficiency measures and home improvements, all aimed at enabling older people to stay affordably warm. In 2024–25 we provided this service to 355 older people, accessing funding from the Warm Homes Programme, ECO4 and other, local funding streams.



Older Not Colder

Free Home Energy Support for over 60s in Wales.

Older Not Colder is a new service from Welsh charity Care & Repair that supports older people to keep their homes warm and energy bills down.

0300 111 3333
careandrepair.org.uk/OlderNotColder

Dementia Support Service supported by the Housing Support Grant from Rhondda Cynon Taf and Merthyr Tydfil County Borough Councils



Our successful dementia support continued through 2024–25. We:

- directly supported 215 clients living with dementia and their families/carers to live at home
- completed 172 jobs in clients' homes, at a value of £41,937.09 (average cost £243.82)
- played our part in raising awareness of dementia as a key partner in Turning Pontypridd Blue as part of Dementia Awareness week.

Managing Better Service supported by the Welsh Government Social Services Sustainable Grant and delivered in direct partnership with the RNIB, RNID, Alzheimer's Society and the Stroke Association

The strength of the co-produced Managing Better service comes from five large Welsh charities coming together to combine our unique capabilities to benefit our mutual clients.

For example, our own Managing Better Case Officer now has a greater understanding of the additional support our partners can offer our clients. It complements our Dementia Support Service, where our respective teams work very closely together to ensure our clients receive the specialist support they require. Developments during the year included providing clients with assisted technology at home to improve their independence.

In 2024-25 we provided direct support to 243 clients, with 211 receiving a Health Homes check on their homes.

Hospital to Home Service supported by Cwm Taf Morgannwg and NHS charities

We continue to work in direct partnership with Cwm Taf Morgannwg UHB supplemented by NHS charities support. Our staff are based in Prince Charles Hospital in Merthyr Tydfil, Royal Glamorgan Hospital in Llantrisant, Ysbyty Cwm Cynon in Mountain Ash and Ysbyty Cwm Rhondda in Tonypany. This way they are on the spot to ensure patients can be discharged as soon as possible into a safe, warm and secure home, which reduces the very real risk of readmission through support and adaptations.

In 2024-25 we received 1,115 patient referrals from the four hospitals. We provided 800 adaptations to the value of £178,466 with an average cost of £223.08.



Our national data shows that Care & Repair services reduce:

- hospital admissions for falls by 17% among people aged 60-95
- the likelihood of a fall by 13% among people aged 60-95
- hospital readmissions to 7% for people aged 60+
- a patient's length of stay by, on average, six days.



Housing With Care Funding

We received a £100,000 Housing with Care grant, essential to us being able to deliver small adaptation works for older people, and the adaptations arising from our Trusted Assessor and hospital discharge services.

In 2024–25:

- 495 clients were enabled to live at home independently
- We spoke to 326 of these with 99% confirming that we had improved their quality of life.

National Grid and Wales & West Utilities

We added 713 clients to the priority services registers so that they receive priority support in the event of a loss of services at home.

Health & Wellbeing Service supported by Regional Integrated Funding

We again supported GPs across our area with interventions at their patients' homes. This unique service model involves a team of multi-disciplinary professionals who work together to ensure the client is receiving all the specialist support they need.

During 2024–25, we:

- received 607 patient referrals
- completed 530 sets of work to the value of £157,428
- spoke to 291 patients with 100% advising that they would recommend our services.

Physical Adaptation Grants and Trusted Assessor Service supported by Cynon Taf Community Housing Group (CTCHG)

We developed this partnership with CTCHG to deliver their Physical Adaptation Grants further in 2024 by providing direct support from our Trusted Assessors to complete physical assessments for aids and adaptations in tenants' homes.

In 2024–25, we completed:

- 33 Physical Adaptation Grants to the value of £257,000
- 64 small works of adaptation to the value of £9,175.

Small Works of Adaptation supported by local Registered Social Landlords, Rhondda Cynon Taf and Merthyr Tydfil CBCs and Cwm Taf Morgannwg UHB

These services enable us to complete works at home to support people's discharge from hospital or prevent a hospital admission.

Continued financial support from Merthyr Valleys Homes, Trivallis, Beacon Cymru Group and Cynon Taf Community Housing Association enabled us to complete works for 846 of their tenants. With direct capital funding from our local authorities and local health board we delivered small works for homeowners.

This work is also supported by our Rapid Response Adaptations Programme, funded by the Welsh Government.

Our average cost of an intervention in 2024–25 was £172.01 and 76% of works completed assisted with the prevention of falls at home.

Housing Repair - Rhondda Cynon Taf County Borough Council

Our partnership with the Private Sector Housing Unit funds Housing Repair Grants for repairs that will improve the health and wellbeing of local homeowners aged over 60.

These services are also supported with a lower-level Handyperson Grant that acts as early prevention and stops escalation of serious disrepair such as damp.

In 2024–25:

- we completed 195 sets of works to the value of £193,297
- 90% of 3,577 clients whom we spoke to told us that we had improved their independence and well-being.

Target Hardening - Rhondda Cynon Taf County Borough and Merthyr Tydfil County Borough Councils

We provide a service that supports victims of domestic abuse to live safely in their community across both local authority areas, through the installation of door locks, window locks, door chains and video doorbells:

- we supported 503 clients in 2024–25
- 97% of the clients asked advised that they now feel safer.





Private Work Services

Where older people are not eligible for grant funding, we offer a value-for-money self-pay service. In 2024-25 we completed 167 self-pay works to the value of £218,537, +271% on the previous year.

Improving Pension Credit Uptake in Cwm Taf Morgannwg

Following the UK Government's 2024 decision to reduce eligibility for the Winter Fuel Payments in England and Wales, we were among 17 Welsh organisations who joined together to improve Pension Credit uptake in the Cwm Taf Morgannwg (CTM) area. Together, we:

- identified 689 patients with respiratory health conditions
- completed 6,768 instances of direct engagement

- assessed and supported 1,890 clients
- secured confirmed income increases totalling £1,655,551.83
- anticipate further annual income gains of £961,103.19 from pending applications.

Golden Thread - Improving Dementia Care

A Cwm Taf Morgannwg University Health Board project to improve partnership working, we will work together to identify ways to improve services for those living with dementia.

Healthy Housing Alliance

A key partnership between Cwm Taf Morgannwg UHB and housing providers where we formulate joint working plans that link healthcare and housing services.

INVESTING IN OUR GOVERNANCE, PEOPLE AND SYSTEMS



We provide opportunities for our people to grow, honing existing and building new skills that contribute to both their personal and professional development, while also supporting their well-being. We also invest in systems that improve our service delivery.

This year:

- our staff completed 47 training courses
- we provided new employment to 7 local people
- we invested in and implemented a new case management system as part of an all-Wales Care & Repair agreement
- we launched a Women's Health Group and a Men's Health Group, giving staff the space and opportunity to take time out to talk with colleagues about any issues they may be experiencing, and bring them to us as an employer so that we can discuss how best to support them
- we equipped our client-facing staff with tablets to work more efficiently, directly from our clients' homes.



Our Operational Manager Julia received her cap and gown for accreditations in Leadership & Management.



Our Practical Services Manager Jolene received higher level accreditation in Leadership & Management.

Our Governance

We had a particular focus on our risk register this year, working with our auditors, Barcud, and including a risk appetite workshop for Board members.

During 2024-25 we also completed a full review of the Cwm Taf Care & Repair Board membership. This included a skills review which will inform our recruitment drive in 2025-2026 to replace members whose term has ended.

Board members spent time with staff visiting clients to experience first-hand how our services are delivered day-to-day. They also joined a staff away day in June 2024 to review progress against our current corporate plan and prepare for our new three-year plan that will be in place from April 2026.

Our Chair was appraised by an external consultant, equipping him to appraise the other Board members during 2025-2026, and we explored the option of entering into a recognition agreement with GMB Union.

As we are part of the Cynon Taf Community Housing Group, the Group Board held training sessions for the Cwm Taf Care & Repair board members covering Health & Safety and anti-racism, and began preparations for a full governance review that will be undertaken in 2025-26. The Group Board has also given its approval for us to explore becoming a full registered charity as set out in our corporate plan, which we will begin in 2025-26.

OUR BOARD MEMBERS



Chris Binding
Chair



Richard Tallamy
Vice Chair



Karen Cherrett
Independent Board Member



Brendan D'Cruz
Independent Board Member



Ceri Higgins
Independent Board Member



David Lewis
Independent Board Member



Julie McCarthy
Independent Board Member



Bill Smith
Board Member



Barry Stephens
Independent Board Member



Rebecca Thomas
Independent Board Member

Observers

Lauren Edwards
Observer, Cwm Taf
Morgannwg University
Health Board



Anthony Kibble
Observer, Rhondda
Cynon Taf County
Borough Council

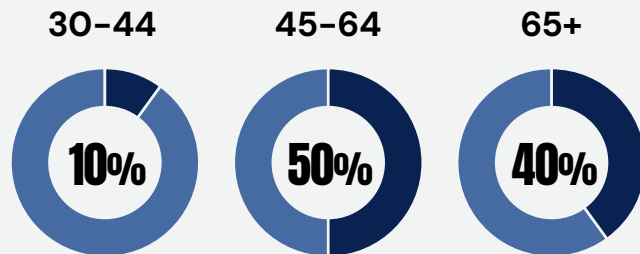


Sonia Lloyd Williams
Observer, Merthyr Tydfil
County Borough Council

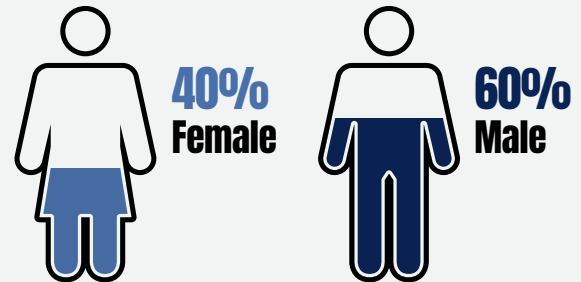


OUR BOARD - EQUALITY INFORMATION

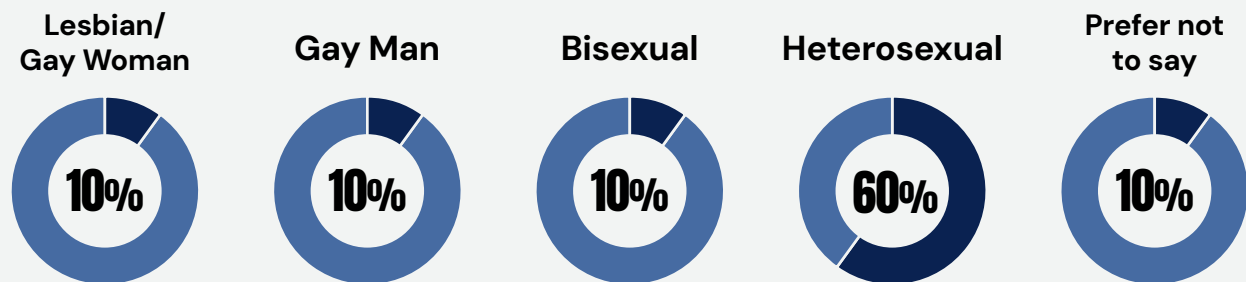
AGE



GENDER



SEXUAL ORIENTATION



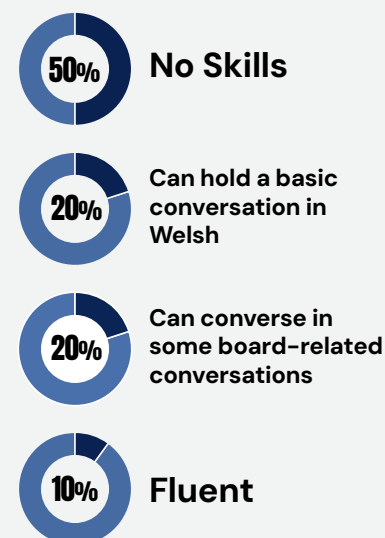
DISABILITY



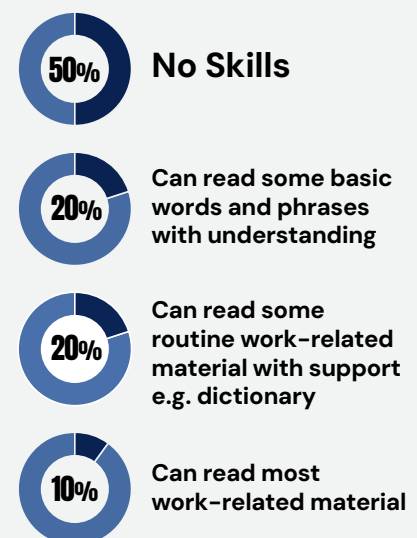
ETHNIC ORIGIN



WELSH LANGUAGE (Speaking)



WELSH LANGUAGE (Reading)



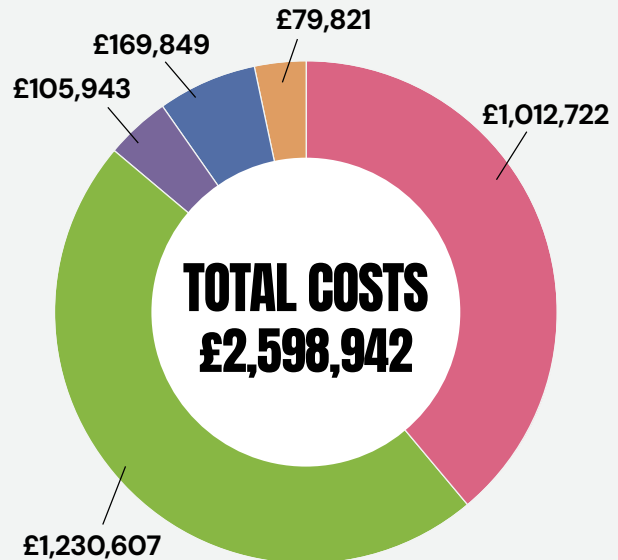
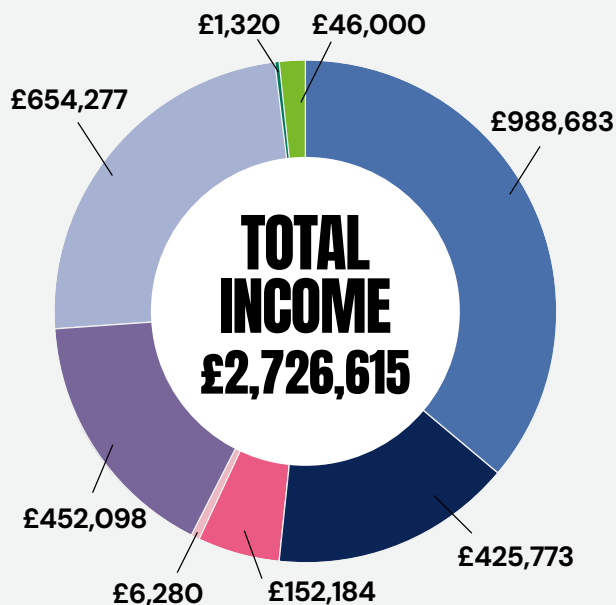
PROTECTING OUR FINANCIAL SUSTAINABILITY

Financial Performance 2024-25

Cwm Taf Care and Repair again reported a strong financial position for 2024-25 with a surplus prior to pension adjustment of £81.6k.

Continued funding from Welsh Government and other key local partners Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Cwm

Taf Morgannwg University Health Board remained pivotal in the delivery of services enabling local people to live well, safely and independently in their own homes. They also facilitated delivery of aids and adaptations to the homes of Cynon Taf tenants through a Physical Adaptation Grant of £265k.



INCOME	2025 £'000	
Welsh Government	£988,683	36%
Rhondda Cynon Taf County Borough Council	£425,773	16%
Merthyr Tydfil County Borough Council	£152,184	6%
Fee Income	£6,280	0.2%
Handyperson	£452,098	17%
Other	£654,277	24%
Interest	£1,320	0.05%
Pension Gain	£46,000	2%
TOTAL	£2,726,615	

EXPENDITURE	£'000	
Capital Expenditure	£1,012,722	39%
Salary Costs	£1,230,607	47%
Other Staff Costs	£105,943	4%
Office Costs	£169,849	7%
Other Costs	£79,821	3%
Pension Loss Adjustment	-	-
TOTAL	£2,598,942	

Our Assets & Liabilities	2025
Assets	£1,311,161
Liabilities	£390,989
Share Capital and Reserves	£920,172



Our grateful thanks to **Matt Appleby** and **Annabel Lloyd**
for their support in producing this report.



CWM TAF
Care & Repair

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 Cwm Taf Care & Repair

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

Thank you to our supportive partners:



Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFADAMETH GADARN | DYFODOL SICR



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government