

Improving Homes, Changing Lives.



# ANNUAL REPORT 2024-25

Gofal a Thrwsio Conwy a  
Sir Ddinbych



Gofal a Thrwsio Conwy a Sir Ddinbych

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Gofal a Thrwsio Conwy a Sir Ddinbych Registered Charity Number 1171303 Company Number 9827000 Vat Reg No 379 5295 39

**Our Mission:** "To enable older or vulnerable people to remain independent in their own homes in Safety, comfort, warmth and security"

**Our Vision is to be:** "A leading provider of innovative services that enhance the quality of life of older or vulnerable people".

The aim of Gofal a Thrwsio Conwy a Sir Ddinbych is to enable older people to remain living independently in their own homes through the improvement of their housing conditions and therefore their levels of comfort, safety, security and wellbeing.

## The Board of Management 2024-25



**Gwenan Carrington**  
Board Member –  
Independent



**Clifton Robinson**  
Chair



**Claire Shiland**  
Board Member –  
Independent



**Alexander Weick**  
Board Member –  
Independent



**Helen Jones**  
Company Secretary  
(Governance &  
Compliance Manager  
Grwp Cynefin)



**Sally Baxter**  
Grwp Cynefin –  
Representative



**Paul Quirk**  
Board Member –  
Independent



**Melville Evans**  
Board Member –  
Grwp Cynefin  
Representative

## Governance

Gofal a Thrwsio Conwy a Sir Ddinbych is a subsidiary company to Grŵp Cynefin. The Agency receives funding from Welsh Government for its Core Service delivery. It is registered under the Co-operative and Community Benefit Societies Act 2014 and a registered Charity.

Gofal a Thrwsio Conwy a Sir Ddinbych help older homeowners and private tenants to repair, adapt and maintain their homes. Home visits are arranged to discuss clients needs and identify appropriate repairs, maintenance

or adaptations, offering solutions, the likely costs and potential sources of funding. The Charity's objectives are for the public benefit, the relief of need, sickness, disability and poor health, particularly but not exclusively amongst those over sixty years of age and resident in the areas of Conwy and Denbighshire.

Gofal a Thrwsio Conwy a Sir Ddinbych is governed by a Board and complies with the CHC Code of Governance.

## Strategic Alignment and Governance



Gofal a Thrwsio Conwy a Sir Ddinbych operates as an integral part of the Grŵp Cynefin group structure, contributing to the delivery of our Corporate Plan for 2025–2028: “A Place to Belong.”

The Agency’s Chief Officer is a member of Grŵp Cynefin’s Executive Leadership Team (ELT), ensuring strategic alignment and operational collaboration across the organisation. In addition, the Chair of Gofal a Thrwsio Conwy a Sir Ddinbych is invited to attend all Group Board meetings, reinforcing the Agency’s voice at the highest level of governance.

The Agency Board also plays an active role in several Group-wide committees, including : People Committee, Audit and Risk, Operations Committee, and Tenants Committee, contributing to robust oversight and informed decision-making.

In April 2025, Grŵp Cynefin launched its new Corporate Strategy for 2025–2028. This strategy sets out a clear framework for continued improvement, aiming to build a resilient, modern, and purpose-driven organisation. It is closely aligned with Welsh Government policies and priorities, ensuring relevance and responsiveness across all areas of our work.

Grŵp Cynefin remain committed to learning from the past and evolving our offer to tenants, customers, and staff. The focus is on delivering high-quality services and meaningful outcomes for the communities we serve. At Grŵp Cynefin, we all believe housing is more than just bricks and mortar—it’s about people, homes, and creating a place to belong.

# Did you know? IN 2025 THE AGENCY IS CELEBRATING 10 YEARS

In July 2015 Conwy Care & Repair merged with Denbighshire Care & Repair. Successfully delivering Core services across Conwy and Denbighshire over the last 10 years.

**Since 2015 the agency has helped a total of 48,673 People!**



Looking back on another successful year delivering Gofal a Thrwsio services throughout Conwy and Denbighshire during 2024-2025.

## Some of the Highlights

### • The Care & Repair Cymru Conference

Staff and Board Members attended Care & Repair Cymru Conference in Venue Cymru Llandudno in 2024 chaired by Conwy and Denbighshire Gofal a Thrwsio's chair Gwynne Jones who stepped down at the AGM held in September 2024. Clifton Robinson was appointed Chair from September 2024.

The Care & Repair Cymru Conference will be held at the Hilton Hotel, Cardiff September 2025.

### • Meeting Local Labour MP for Clwyd North – Gill German

In Autumn 2024 our local MP Gill German visited the Chief Officer at the agency.

Our Hospital 2 Healthier Home Caseworker attended an event with the MP Gill German in St. David's Hall, Colwyn Bay in 2024.

### • Hospital 2 Healthier Home Service

Due to successful delivery of our Hospital 2 Healthier Home Caseworker Service, working in partnership with Betsi Cadwaldr University Health Board funding has been awarded for 3 years from January 2025. This service facilitates safe hospital discharge to homes that have received adaptations and a caseworker support service allowing timely discharge and preventing readmission.

Working with our North Wales Fire and Rescue Service partnership – we also provide a Home Fire Safety Support Service to these clients.



### Staff and Board members successfully completed training courses throughout the year. Examples of which:-

Safeguarding, Manual Handling, Working at Heights, TACT Trusted Assessing & Care Training, Fire Warden Awareness Course. PASMA Training, Emergency First Aid Training.

Inhouse IHASCO Training which includes a variety of courses, eg. Mental Health Awareness, Health and Safety Essentials, Equality, Diversity and Inclusion, GDPR.

# Our Strapline “Better Homes, Better Health, Gwell Cartrefi, Gwell Iechyd”

recognises that poor housing leads to poor quality of health and a poor quality of life. We make a difference by working together with partners to improve the lives of many older or vulnerable people allowing them to continue to live as independently as possible in their own homes supported by our services.



## Care & Repair - “Older People’s Housing Champion.”

We are a Wales-wide charitable movement and actively work to ensure that all older people have homes that are safe, secure, and appropriate to their needs.

### In 2024 the agency offered new Casework Services – ONC (Older not Colder Service) & NEA (National Energy Officer Service)

On April 1st 2024 The Older Not Colder Service started, this is a service for people over 60 in Wales. Older Not Colder is a Wales-wide service that helps older people to keep their homes warm and reduce their energy bills. Our Energy Officer ensures that the home is insulated and warm. Offering advice to help solve damp, mould and condensation issues and helps support with applications for grants. The Older Not Colder service is funded by Wales & West Utilities until March 2026.

In October 2024, the NEA funded an Energy Officer, this is a pilot, funded for 18 months. The service will provide advice and guidance to owner occupier households for people over the age of 50 with a health condition or living with a person with a health condition. This service will aim to support better health and well-being, as well as preventing and reducing visits to primary health services and hospitals.

### Working in Partnership With



### Highlights from some of the Events 24/25

St Davids Hospice Parkinson's Group Talk

Dementia Awareness Event held at  
The Faenol Fawr, Bodelwyddan

Denbighshire County Council Talk –  
Community Resource Centre, Rhyl

Betsi Cadwaladr University Health Board  
Engagement Forum – 1891 Pavilion, Rhyl

Age Connect Older People's Forum – Llandudno

Pulmonary Rehab Clinics every 6 weeks at Llandudno  
Hospital and Bodelwyddan Community Centre

Heating talks at the NEA Cymru Fuel Poverty Forum

# We Provided These Services in 2024 / 2025



**1 Core Care & Repair Service** funded by Welsh Government supports homeowners who are older or vulnerable to live as independently as possible with increased safety, security, warmth and comfort. The caseworker home visiting service provides a healthy homes check supported by the Technical Officer, providing advice and guidance with regards to repairs, maintenance improvements and adaptations.

- We received 814 Core Casework referrals

**2 Managing better** is a home visiting service offering advice and practical help for people over the age of 50. The service is aimed at those who have sensory impairment people living with dementia & people who have had a stroke.

- We received 392 Managing Better Referrals during 2024–2025, supporting Sensory impairment

**3 Rapid Response Adaptation Programme** (RRAP) is a Welsh Government strategic initiative, to help older people return home from hospital and/or make their home safer, by providing a small-scale, quick adaption or repair service, preventing hospital admission.

- 74% of RRAP clients had work carried out to assist reduction of falls.  
2,071 people received a RRAP grant to adapt their home to allow them to continue living there independently.

**4 Gerddi Gwyrd Home Improvement Service** is a practical service that can enhance the quality of life of older or vulnerable people, by carrying out private works – large and small and adaptations in the home.

- Within 2024–2025 Gerddi Gwyrd completed:  
39 Bathroom adaptations  
769 Private Funded Works worth £393,115

**5 Hospital 2 Healthier Home Service** ensures that essential adaptations are made to a patient's home so that they can be safely discharged from hospital, saving bed days for our partner, Betsi Cadwaladr University Health Board.

- 606 Hospital 2 Healthier Home referrals received.  
3,096 Hospital bed days saved.

**6 Older Not Colder Service** is a service for people over 60 in Wales, who own their own home or privately rent. The service offers home assessment, advice on sourcing funding, how to apply for grants, support with energy bills, help solve damp, mould and condensation issues and repairs or work to improve the energy efficiency or warmth of the home.

- We received 97 Older Not Colder referrals.

**7 Home Energy Officer NEA 'Warm Homes Healthy Futures'** make sure the home is kept warm. They will assess homes, making sure it's insulated and well-heated, offer advice on ways to save energy, help with applications for benefits and grants, ensure heating systems and appliances are safe, help make home improvements where there is damp and condensation issues.

- We received 37 National Energy Advice Referrals.

**8 Income Maximisation** Our caseworkers across all services provide benefits assessments to ensure the receipt of appropriate benefits.



## Client Feedback

A big thank you to everybody in Care & Repair for all the work you've done to make it much easier for me to stay in my own home

Gerddi Gwyrdd recently re-hung a kitchen cupboard door, to open in the other direction. Due to limited mobility it has made an incredible difference and she is very pleased!

I am reaching out to express my sincere gratitude for the fantastic support Care and Repair has provided to my mother. She's an elderly widow living alone in Rhyl. I'm her son, and I live in Melbourne, Australia. Being so far away, it's hard not to worry about her safety and well-being. Sadly, she's been taken advantage of in the past by people claiming to help, like when someone knocked on her door, said they'd replace tiles blown off her roof, and ended up stealing them instead. So, knowing that she has genuine help from your team has been a huge relief for both of us. Your work has made a difference, and I'll always be grateful to know you're there for my mum. I am so grateful and wish I could do something to let everyone know how wonderful your team and organisation is.

Delivering our Annual Christmas Hampers December 2024. Each year Conwy and Denbighshire Care & Repair draw clients names from a Lucky Dip! Hampers are then delivered by Staff.



Caseworkers and Technical Officer

I am absolutely delighted. This has made a huge difference to my life I am so grateful. I was afraid of losing my balance on the stairs and I can do this now without difficulty. I could never of imagined how the stairs would have made that much of a difference in my life. The rail outside is also very helpful and I am so grateful. The workmen who did the work were absolutely delightful. Thank you so much.

Great work. I would love to work for you if I was a little younger. Care & Repair always does exactly what they say they will do and thats something to be very proud of. Everybody has been so polite and I'm very happy with the work completed. The guys were so quick and very tidy. Thank you for all you do.



0300 111 2120



Gofal a Thrwio Conwy a Sir Ddinbych  
Conwy & Denbighshire Care & Repair

For every **£1** spend on RRAP  
**£7.50**  
is saved in  
Health & Social Care budgets



## Helping older people stay safe, warm and independent in their own homes



We helped **276** people  
increase their welfare  
benefits  
income by a total of  
**£931,813**



Gerddi Gwyrdd  
Home Improvement Services

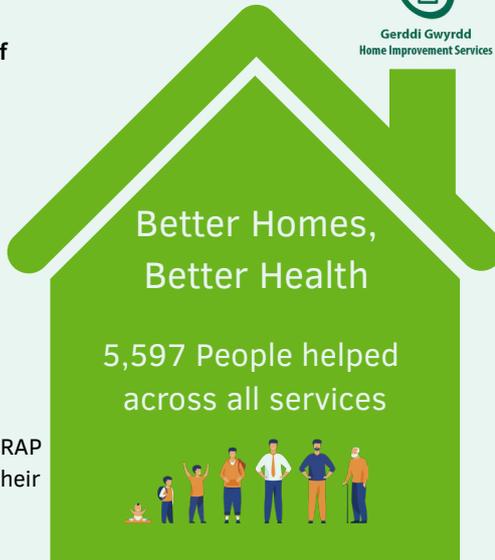


Average Age  
of people helped



**39**

Bathroom adaptations  
completed by Gerddi Gwyrdd



96%  
of RRAP clients stated their  
quality of life had  
improved as a result of our services



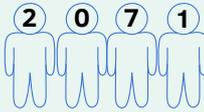
94%  
of clients would  
recommend our services



90%  
of clients were  
satisfied with our services



74%  
Of RRAP clients who had  
work carried out  
to assist in reduction of falls.



**2 0 7 1** People with a RRAP  
grant to adapt their  
home

2024/25 figures for Conwy &  
Denbighshire  
HIA Services and Rapid Response  
Adaptations Programme (RRAP)



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



Grŵp Cynefin  
Mwy na thai • More than housing



0300 111 2120



Gofal a Thrwio Conwy a Sir Ddinbych  
Conwy & Denbighshire Care & Repair

**"I feel much more independent"**

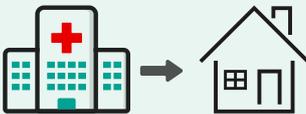
**"You always do exactly what you promise"**

**"Your work has made such a difference"**

## Helping older people stay safe, warm and independent in their own homes

Hospital To Home Referrals

**606**



**98%** of Clients noted  
improved independence



**3,096** Bed days saved



**392** Managing Better Referrals



**769** Gerddi Gwyrdd  
Private Funded works  
worth **£393,115**



**6  
8  
6**

Number of Home  
Fire Safety Checks

**814** - Core  
Casework  
Referrals

**97** Older  
Not Colder  
Referrals

**37** National  
Energy  
Advice  
Referrals



2024/25 figures for Conwy &  
Denbighshire  
HIA Services and Rapid Response  
Adaptations Programme (RRAP)



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



Grŵp Cynefin  
Mwy na thai • More than housing



# Financial Performance

	2024/25 £	2023/24 £
<b>INCOME AND EXPENDITURE SUMMARY</b>		
Income	1,731,978	1,549,621
Expenditure	(1,641, 956)	(1,473,713)
<b>Surplus / Deficit for the year</b>	<b>90,022</b>	<b>75,908</b>

	2024/25 £	2023/24 £
<b>BALANCE SHEET SUMMARY</b>		
Fixed assets	11,333	13,410
Current assets	1,076,251	942,994
Current liabilities	(133,612)	(92,454)
<b>Net Assets</b>	<b>953,972</b>	<b>863,950</b>

Revenue reserves	936,170	842,954
Restricted reserves	17,802	20,996
<b>Total Reserves</b>	<b>953,972</b>	<b>863,950</b>

