



Blaenau Gwent & Caerphilly Care & Repair

Improving Homes, Changing Lives

Voluntary Board Members

INFORMATION PACK

Who are we?

Our purpose

The vision across the whole Care & Repair movement is that all older people shall live in homes that enhance their quality of life with a mission to *“improve the lives of older people, by enhancing their quality of life and supporting sustainable communities.”* Blaenau Gwent & Caerphilly Care & Repair services ensures that older or vulnerable people’s needs remain at the Centre of our service delivery and that they continue to receive the excellent “handholding” holistic service that’s there for the lifetime of the client. We continue to work in partnership with other statutory and voluntary organisations with signposting across all services.

Our Agency’s strap line is “Improving Homes, Changing Lives”

Our vision is to be: - “A leading provider of innovative services that; enhance the quality of life of older or vulnerable people.”

The Care & Repair Movement in Wales exists to ensure that all older people in Wales receive high quality, bespoke housing services to enhance their quality of life:-

- Improved home safety & security
- Contributing to affordable warmth
- Maximising income
- Supporting comfort & wellbeing
- Maximising independence and choice
- Improving quality of life
- Meeting individual needs
- Reducing the risk of falls
- Recognising options for independent living
- Improving the quality of cold homes and fuel poverty

We recognise that:-

POOR HOUSING leads to POOR QUALITY OF HEALTH leads to POOR QUALITY OF LIFE and that we can make a difference by working together with other Strategic partners and improve the quality of lives of many older or vulnerable people allowing them to continue to live as independently as possible in their own homes.

Our Area of Operation



Our Services

The Agency delivers trusted practical, value for money, front line services across Blaenau Gwent & Caerphilly

We help provide older/ vulnerable people with safe, warm, accessible homes and enable them to live independently and with dignity in their own homes for as long as they want.

Trust is a key element of our success over the years, and a reason we are highly valued as a service. A fundamental aim must be to ensure that mainstream existing housing meets the needs of older people and that we tackle the unfit, dilapidated, inaccessible and cold homes that are responsible for preventing independence and reducing quality of life and well-being of those who live in them.

The work we do to improve cold, damp, dangerous, inaccessible and unfit housing is more important now than ever. By tackling housing problems and helping older people live independently, our services connect housing, health and social care.

Our services prevent or reduce demand for both NHS services (GP visits, unscheduled care, ambulance calls, and Social Care (residential care and home care)). As well as improving quality of life for tens of thousands of older people across Wales every year, Care & Repair also reduces demand and saves money for Wales' increasingly stretched statutory services.

We will tackle all these problems, and ensure that every person we help is claiming the welfare help they are entitled to. Subject to resources, our aspiration is to help as many people as we can to live independently in safe, warm, accessible homes.

We provide expertise – caseworkers, skilled tradespeople and qualified surveyors, delivering practical repairs, Rapid Response Adaptations, maintenance and home improvements, advising on energy efficiency, accessing grants, raising funds and increasing welfare benefit take-up.

Our Agency provides a range of services to clients across Blaenau Gwent & Caerphilly.

We provide a 'holistic' service which means that we try to support clients not just in relation to specific works, but also in relation to any other work, assistance or intervention which the client would benefit from. This can include signposting to other organisations who can assist in areas that we are unable to.

Board Member Role Profile

Role Purpose

The Board as a whole is collectively responsible for ensuring the success of Blaenau Gwent & Caerphilly Care & Repair ensuring its compliance with all legal and regulatory obligations.

Key Responsibilities:

- **To set the long term strategic direction of the Agency and oversee the development and delivery of its strategic objectives; and to move the Agency forward towards those objectives.**

Specifically:

- To collectively set the mission, vision, values, strategic objectives and high-level policies for the organisation;
- To contribute to establishing a framework for approving policies and plans to achieve those objectives
- To uphold and promote the core policies, purpose, values and objectives of the Agency.

- **To ensure that the board fulfils its duties and responsibilities for the proper governance of the organisation including compliance and monitoring risk**

Specifically:

- To act reasonably and always in the best interests of the organization, and comply with its code of conduct; to ensure your behavior as a Board Member models the values of the organization
- To contribute to and share responsibility for decisions of the Board and any committee of the Board of which you are a member
- To work in partnership with the Chief Officer
- To satisfy yourself that the Company's affairs are conducted lawfully and in accordance with regulatory requirements and generally accepted standards of performance and probity.
- To ensure major risks to which the organization is exposed are reviewed regularly and an effective risk management framework is maintained
- To collectively approve appropriate levels of remuneration for the Chief Officer; to participate in the appointment, and where necessary removal, of the Chief Officer, and in succession planning.
- To engage effectively with key stakeholders as required, particularly residents.
- To comply fully with the organization's Governing Instrument including policies, procedures and standing order

- **To ensure an effective business plan and budget is in place**

Specifically:

- To satisfy yourself to the integrity of financial information and ensure that financial dealings are systematically accounted for and audited, and that all loan covenants are complied with.
- To approve each year's accounts prior to publication and approve each year's budget and business plan.

- **To ensure that performance is monitored and managed through internal controls and delegation**

Specifically:

- To ensure there are appropriate mechanisms, both internal and external, to verify that the board receives a balanced and accurate picture of how the organization is performing
- To ensure that internal controls and systems are audited and reviewed regularly.
- To monitor performance at a strategic level in relation to plans, budgets, controls and decisions and in the light of customer feedback and the performance of comparable organisations;
- To participate in regular reviews of Board performance, and in Board Member appraisal; to participate in Board development and training, and in other learning activities as required.

- **To approve key policies to allow the organization to achieve its objectives**

Management Board

Meeting

Quarterly Board meetings are held per annum.

Time Commitment

Normally equivalent to 6 days per annum, usually meetings will be local to the boroughs, plus ~~can~~ training, public relations or other events. (At present we have been holding meetings digitally)

Training

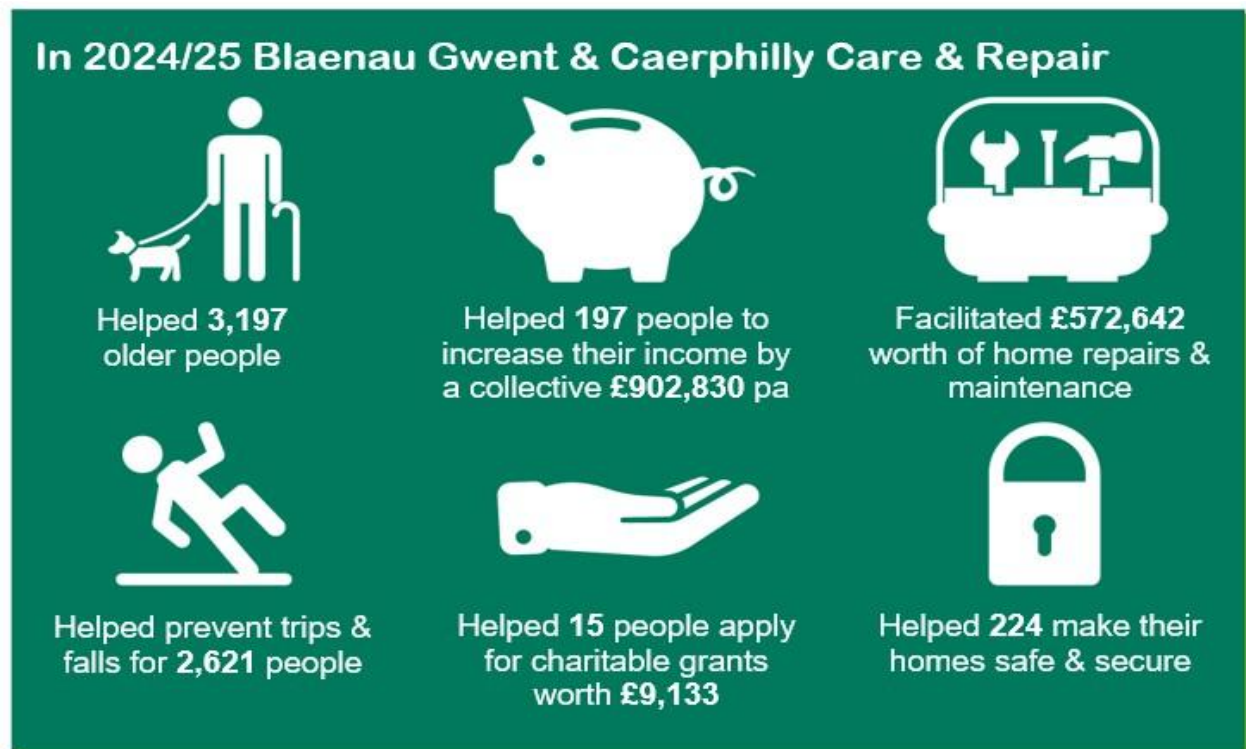
There is the opportunity for new trustees to upskill with relevant training, through the online training agencies platform. (e.g. Using email, GDPR, Microsoft word, Understanding the role of a trustee)

Membership

The Board will consist of a minimum of five and maximum of twelve members, who are elected for a term of three years by the shareholders, at the Annual General meeting

A retiring Trustee may be reappointed for a further term of three years provided that no Trustee (whether appointed or co-opted pursuant to article 10.9) may serve more than nine consecutive years in office unless otherwise determined by a resolution of the Trustees should the same be assessed by them to be in the best interests of the Charity due to special circumstances existing at that particular point in time.

Key Performance Outcomes



Core Service Case Study

Case Study (Health Caseworker) Mrs CJ – Case Study

Mrs CJ is 80 years old and is living alone in a 2-bedroom downstairs flat with some support from her granddaughter. She has high blood pressure, breathing difficulties, arthritis, type 2 diabetes, kidney issues and a heart condition.

The flat has been adapted over the years by Care and Repair to suit her needs with rails and seat in her shower, grab rails to front door and rails to front access steps. However, the front steps are quite steep and due to her age and arthritis Mrs CJ was now struggling on them and afraid of falling.

A Heathy Home Check was also carried out to identify and other trip and fall hazards, cold and damp and risk of fires.

The Priority Services Register was also discussed regarding registering with Western Power who in turn will deal with any persons registered as a priority if there is a power cut.

Outcomes

- A Carbon Monoxide detector was supplied and installed during the visit by the Caseworker free of charge.
- The Healthy Homes Check identified that smoke alarms were needed, and a referral was made to South Wales Fire and Rescue Service for a free Home Fire Safety Check to be carried out and for smoke alarms to be fitted.
- Paperwork was filled in for the front steps to be altered on a Safety at Home grant and referred to a one of our approved contractors to carry out the work.
- A referral was also made to Western Power for Mrs CJ to be added to the Priority Services Register as she was not sure if she had already been registered. The caseworker advised it was a simple referral and was free to register.



BEFORE



AFTER

Mr D – Caerphilly

We received a request to visit a client from an OT at RGH following discharge, client had suffered a fall which caused a neck fracture resulting in 14 weeks in hospital. Our Home Maintenance service installed grab rails to the shower, WC and stairs to enable discharge and assist client with transfers within the home. The Health Caseworker later visited to complete a Healthy Homes check and discovered that client had various health and mobility issues but was only in receipt of a low rate of benefits, The Health Caseworker applied for this to be increased to a higher rate making client £35.90 per week better off. This increase meant client could apply for Guaranteed Pension Credit which means client no longer pays council tax and is entitled to free dental treatment and glasses. Having a higher income then enabled client to pay for a bathroom adaptation to be carried out at his home with support from our Technical Team, this has further increased his independence with bathing and aims to prevent further falls. Client feels confident and able to live more independently and safely in his own home.



BEFORE



AFTER

Managing Better



The **Managing Better Service** supports older people with sensory loss to manage better and stay safe in their homes.

Our specialist caseworker Theresa Davies assesses older people in their own homes and identifies solutions to their housing problems in order to keep them safe, warm and independent. Offering the ability to install specialist audio-visual equipment to support clients including personal listeners, doorbells including all round loop systems linking warning alarms through visual and audio means, as well as lighting solutions through interactive lightbulbs etc.

Our managing better caseworker has developed excellent partnership working with many organisations and has become the 'go to person' for providing hands on solutions for their clients. During 2024-25, 137 clients were supported, 82 items of equipment were installed and 134 client home visits carried out

Innovation & Partnership – ABUHB, H2HH Caseworker & Community Health Caseworker



The Hospital to Healthier Home Caseworker

Cath Tetley has been operational from our agency for several years. The role is managed through Care & Repair Cymru, utilising funds through HCF. Cath supports Ysbyty Ystrad Fawr hospital Caerphilly Brough supporting patient flow to speed up discharge. The project has gone from strength to strength working as part of a predominantly Gwent based network of H2HH Caseworkers supporting hospital teams within the Gwent regions general and community hospitals to get patients back into their own homes.

This critical project achieved excellent results during its contributing to 442 clients helped, ensuring safe hospital discharge for clients back into their own homes and familiar surroundings also reducing the impact of hospital bed days by 1,746

The project has proven to be a massive success and within a short period, with the network within Gwent showing excellent outcomes.

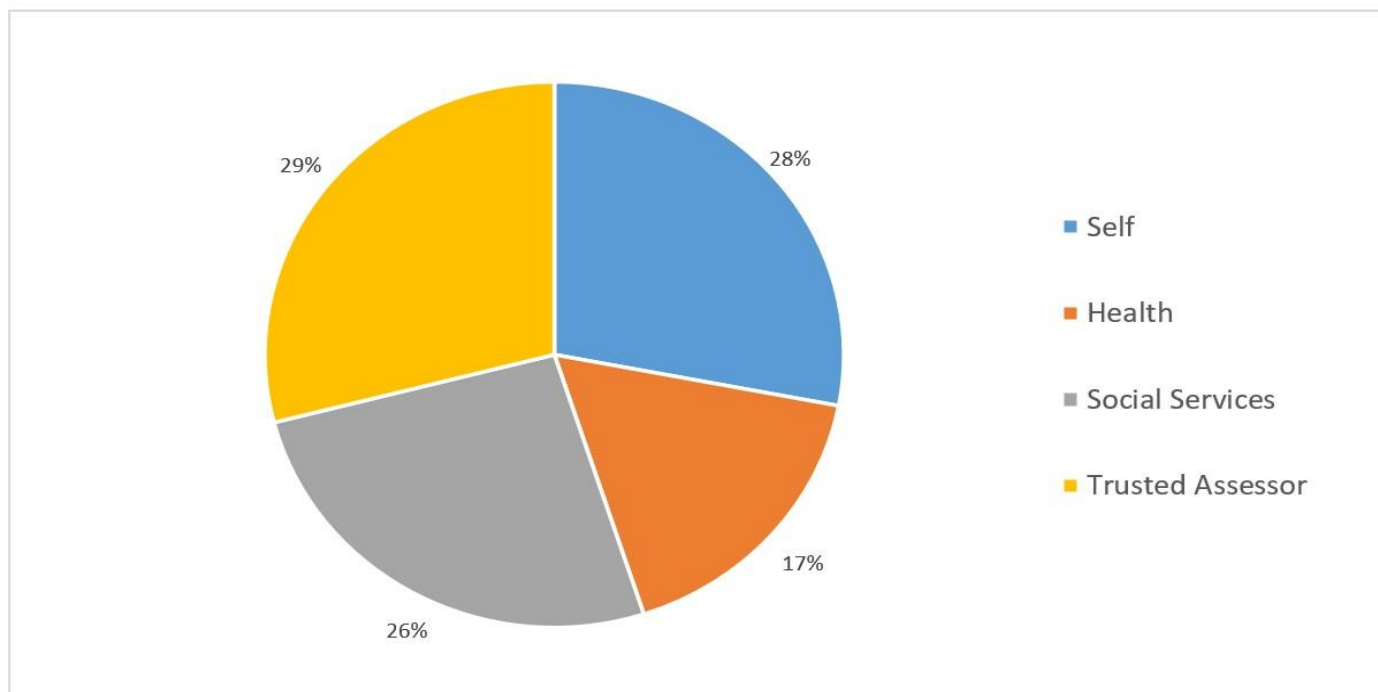
Key Performance Outcomes, Number of Jobs 2024/25

PROJECTS	Blaenau Gwent	Caerphilly	TOTALS
RRAP	686	1,037	1,723
RRAP+ (ENABLE)	N/A	405	405
Safety at Home	314	N/A	314
Hospital to Healthier Home (H2HH)	N/A	97	97
Housing with Care Fund (HCF)	12	8	20
Total	1,012	1,547	2,559

Overall Performance 2024-25

Referrals

The Agency worked in close partnership with a range of local health and social care professionals as indicated in the chart below:



Future Challenges

This has been a challenging year with the Pandemic and restructure taking place, Nevertheless, the Agency possess a strong team of dedicated staff, and with the support of our board of trustees, we will continue to seek additional funding through both our existing, and any new partners, and form collaborations to sustain our services wherever possible.

- Support clients and partners.
- Maintain strong partnerships with local services, Health Boards, and WG.
- Achieve set objectives for agency as strategic report.
- Ensure the agency has required training and equipment to deliver.
- Achieve, Advice Quality Standard Accreditation. (Recognising Excellence)
- Ensure equality and diversity to encompass the wellbeing of agency staff to maintain standard of service delivery during difficult times.

Blaenau Gwent & Caerphilly Care & Repair Board of Trustees 2025-26

Robert Hall	Chair
Colin Wallbank	Treasurer
Cllr. Hayden Trollope	Member
Cllr. Sonia Behr	Member
Cllr. Ellen Jones	Member
Gina Jones	Vice Chair Member
John Mason	Member
Richard Bevan	Member

The Trustees play a very important role and are responsible for the governance of the organisation in:-

- Ensuring the organisation works towards and achieves its objectives, plans and monitors performance.
- The legality of activity of the organisation and the setting of effective policy;
- The good use of limited funding and maximising service opportunity;
- Ensuring probity, control and risk management of public monies;
- Working strategically with partners and clients and monitoring joint service arrangements; and
- Providing effective support for a skilled workforce.

Staff Team

Rod Evans	Chief Executive Officer
Tina Howells	Agency/Finance Manager
Mike Lock	Senior Technical Officer
Rob Butts	Technical Officer
Jayne Howells	Caseworker
Ruth Jenkins	Caseworker
Judith Evans	Caseworker
Nikki Priest	Caseworker
Helen Cribb	Caseworker/ Caseworker admin support
Adele Morris	Caseworker
Ashlei Jade Williams	Caseworker/managing better support
Andrea Sykes	Health Caseworker
Theresa Davies	Managing Better Caseworker
Catherine Tetley	H2HH Caseworker

Audited accounts are available on request and also available on Companies House website.

Care & Repair Home Maintenance Services

Care & Repair Home Maintenance Services was set up as a Social Enterprise in 2013 to offer a trustworthy and reliable service to older people to carry out repairs and adaptations e.g. path repairs and steps, fencing, rails and carpentry work. This company is the trading arm of Blaenau Gwent & Caerphilly Care & Repair, and all the profits are covenanted back into the Charity to help to sustain its services to older people in both counties.

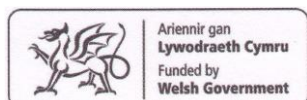
This service has helped to deliver a range of projects such as RRAP, Enable RRAP+, and Safety at Home.

Care & Repair Home Maintenance Services Board of Directors

Blaenau Gwent & Caerphilly Care & Repair	Director
Lyn Ackerman	Director
Groundwork Caerphilly	Director
Mark Congrieve	Director

Staff Team

Nigel Williams	HMS Team Manager
Jeremy Townsend	Adaptation Installer
Stephen Shorthouse	Adaptation Installer
Gary Tanner	Adaptation Installer
Richard Welton	Adaptation Installer
Mark Lane	Assistant Adaptation Installer



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