

CONFERENCE 2026

Action Today for a
Safer Tomorrow



Care & Repair
Gofal a Thrwsio

Conference Programme



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The Day At-A-Glance

08.45	Registration, Networking and Exhibition
09.30	Welcome: Gwynne Jones, Board Member Care & Repair Cymru
09.40	A Message From Our Sponsor: William Wright, Electrical Safety First
09.45	Siân Gwenllïan MS Cabinet Minister for Local Government, Housing and Planning
10.05	Rhian Bowen-Davies Older People's Commissioner for Wales
10.30	Plenary: How data insights can transform older people's housing.
11.15	BREAK Tea, coffee and exhibition viewing
11.45	Workshops (See next page)
13.00	LUNCH Break for food and exhibition viewing
13.45	Resilience in the Workplace Jayne Ellis, Managing Director of EF Training
14.30	BREAK Tea, coffee and exhibition viewing
15:00	Workshops (See next page)
16.15	Long Service Recognition, followed by closing remarks.



Workshops

10 years of Managing Better Impact and building the future

11.45

- Jack Bentley, Care & Repair Cymru
- Steve Thomas, Care & Repair Cymru

Join us as we celebrate a decade of Managing Better and launch our 10-Year Impact Report. This interactive workshop will reflect on the journey of the service, highlighting key achievements, insights and outcomes from the past ten years. Hear from those who have helped shape Managing Better through a panel discussion with national partners, sharing their experiences of collaboration and the difference the service has made. We'll also explore the lessons learned along the way and discuss opportunities for the future.

Good Practice on Accessing Welfare Benefits for Clients

11.45

- Julia Burgess, Cwm Taf Care & Repair
- Kelly Williams, Bridgend Care & Repair

This workshop will look at the impact of low income on a client's health and housing needs. We will explore the good practice, partnerships and campaigns currently in place across Cwm Taf Morgannwg, as well as sharing ideas and examples of how we can assist older and disabled people to maximise their income. Delegates will also have the opportunity to discuss their own good practice, individual successes with clients, and things that have worked well for them

Focus on Fuel Poverty

11.45

- Becky Ricketts, Care & Repair Cymru
- Ben Saltmarsh, Maise Chatfield, NEA Cymru

Fuel poverty affects over 340,000 households in Wales, including thousands of our clients. With a challenging funding environment, increasing energy costs and the effects of the climate crisis hitting households, the demand for fuel poverty support is higher than ever. This session will celebrate two years of Older Not Colder, sharing achievements, learning and looking beyond the end of the project. Then, alongside NEA Cymru, we will use real case studies to understand the fuel poverty landscape, recognise energy-related issues in caseloads, and identify practical support routes for clients this winter and beyond.



Workshops

The Human Target – Cyber Threats and Fraud Trends

11.45

- Rory Tonkin – Cyber Security Advisor, Tarian Crime Unit

This session will explore the human element of cybercrime and the fraud threats affecting organisations, staff and the people they support. Using practical examples, he will show how criminals exploit trust, urgency and routine to obtain information or money. Attendees will learn to recognise warning signs, challenge suspicious requests and take practical steps to reduce risk and respond with confidence.

This workshop is being supported by Dragon Defence, who will be on hand to answer any of your cyber queries.

From Data to Insight: Using Power BI to Understand the Whole Picture

15.00

- Rob Green, Care & Repair Cymru, Database Project Manager
- Agency Chief Officer (TBC)

This workshop will explore how Power BI can be used to gain a deeper understanding of the data collected across Care & Repair. Rather than focusing solely on KPIs, the session will consider the broader picture, including information about clients, their homes, property condition, hazards, health and safety, and EDI. Examples of Power BI reports currently being developed will be shared to demonstrate how they can help identify patterns and provide greater insight into services. The workshop will also examine how these reports can support planning and decision-making at an agency level.

Clients and Caseworkers In Conversation

15.00

- Jack Bentley, Care & Repair Cymru
- Care & Repair Ambassadors and frontline staff who supported them

Meet the people we help and hear first-hand how an adaptation or a repair can impact a person's life. In this session, some of the Care & Repair Ambassadors will share their stories and will be joined by the Care & Repair Caseworkers who helped them. This will be a unique window into the front-line work and an opportunity to learn more about the Care & Repair Ambassador scheme.

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Workshops

Housing Adaptations –sharing good practice

15.00

- Rebecca Grace Ford, Care & Repair Cymru
- Stuart Pitt, Monmouthshire and Torfaen Care & Repair

Celebrating innovation from across the Care & Repair movement, this interactive session takes a closer look at good practice and the difference it makes for clients. Through real examples and shared discussion, we'll explore how talking, listening and learning from one another can help us strengthen practice and grow together. It's about staying connected, sharing what we know and remembering that we don't need to have all the answers, we can explore them together.

AI – The Risks to the Vulnerable

15.00

- Luke Pulvirenti – AI Coordinator, Tarian Crime Unit

This session will focus on the Risks of AI to the vulnerable. Looking at how it's used to facilitate fraud, cyber-crime, and target individuals and businesses. The session will also show the orchestration of an AI augmented phishing campaign, deepfake technology and the rise of the AI Criminal Toolkit.

This workshop is being supported by Dragon Defence, who will be on hand to answer any of your cyber queries.

Afternoon Plenary

Resilience in the Workplace

13.45

- Jayne Ellis – Managing Director, EF Training

This session explores what resilience really means and, importantly, how we can strengthen it without simply expecting people to “cope better”. Participants will explore the four dimensions of resilience – physical, emotional, mental, and social – and how these interconnected areas influence our ability to manage pressure, recover from challenges, and maintain wellbeing at work.

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Main Speakers



Siân Gwenllïan MS

Cabinet Minister for Local Government, Housing and Planning

Siân Gwenllïan represents the Gwynedd Maldwyn constituency in the Senedd, having represented Arfon between 2016 and 2026. She was first elected to the Senedd in 2016 and re-elected in 2021 with a higher percentage of the vote than any other candidate in Wales, doubling her majority with 63.3% of the vote. In the 2026 Senedd election, she returned as one of six Members of the Senedd for the new Gwynedd Maldwyn constituency under a proportional electoral system. Following the 2026 Senedd election, a Welsh Government was formed under the leadership of Plaid Cymru for the first time, and Siân was appointed Cabinet Minister for Local Government, Housing and Planning.



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. She was 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.



Jayne Ellis

Managing Director, EF Training

Jayne has worked in healthcare for over 30 years as a nurse and educator. She is a published author and regularly speaks at conferences and events all over the UK. EF training provides quality, evidence-based training that proactively addresses the impact of Compassion Fatigue on individuals and organisations. Having experienced compassion fatigue herself Jayne is acutely aware of the emotional impact that working in any caring role has. She is committed to raising awareness about Compassion Fatigue and campaigns for emotional health and safety to be seen as having equal status to physical health and safety in every organisation.

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Sponsor Representative



William Wright, Electrical Safety First

Will covers Policy and Public Affairs at Electrical Safety First. He has been with the Charity since 2013, working in the Research and Technical teams before moving to Public Affairs. Before joining the Charity he worked in the energy efficiency sector and the Merchant Navy.

Plenary Speakers



Faye Patton

Faye has worked for Care & Repair Cymru since 2020. As Head of Policy & Insights, she has responsibility for bringing all the policy, research and service evaluation data insights together to represent the challenges facing low-income older people to live safely and independently at home. Faye has represented Care & Repair nationally in Cross-Party Groups, Senedd Committee evidence sessions and as her role as Vice Chair of the National Falls Taskforce in Wales.



Rob Green

Robert is Database Project Manager and a member of the Senior Leadership Team at Care & Repair Cymru, where he leads the development of the national database supporting all 13 Care & Repair agencies across Wales. His work focuses on using data and insight to demonstrate impact, improve services and support decision-making. Prior to joining Care & Repair, Rob worked in senior leadership in education, where his work leading trauma-informed practice was featured by Public Health Wales.

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.



Arthritis UK Cymru

Arthritis UK is the UK's largest Arthritis charity, dedicated to changing people's lives through research, campaigning, support, professional education, and leading health information.



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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.



Carers Wales

Carers Wales exists to make life better for the hundreds of thousands of unpaid carers across Wales, who help to look after family members, friends and neighbours across every part of the nation. It would cost Wales over £10 billion per year to replace the care provided by unpaid carers, yet carers are often forced to forego careers, sacrifice their health and wellbeing and risk financial hardship because of their caring role.



Closomat Ltd

At Closomat, we strive to make life easier for people, regardless of the challenges they face in their intimate toileting needs. We invented the Wash and Dry Toilet over 60 years ago, and tens of thousands of people use our products every day to help make life a little easier. Our products are flexible and customisable, and are designed to meet the needs of the individual both now and in the future.



Dragon Defence

Security is no longer optional. Confidence is essential. Dragon Defence provides organisations with the expertise, tools, and support needed to reduce risk, strengthen resilience, and protect what matters most.



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Exhibitors



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.



Electrical Safety First

Electrical Safety First is the UK charity dedicated to reducing deaths and injuries caused by electricity in homes. What we do Campaign For Safer Electrical Standards And Regulation. Work With Government, Industry And Consumer Organisations. Run Media And Digital Campaigns With Practical Safety Advice. Help People Understand And Reduce Electrical Risks At Home.



Foundations

Foundations is the national body for Disabled Facilities Grants and Home Improvement Agencies in England, helping organisations deliver better home adaptations and support people to live safely and independently at home. We provide practical training, consultancy, guidance and digital tools, drawing on decades of experience of what works in real services. We also support the sector with Foundations Case Manager, AdaptMyHome and our contractor and professional networks



Ffrâm24

Ffrâm24 is a multi-supplier framework for building materials and associated services. Our ambition as a Wales only Framework is to provide a quality supply chain for Welsh public sector, charities and third sector organisations and in return, support our communities.



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Exhibitors



Gordon Ellis & Co

In existence for over 160 years and still family owned, Gordon Ellis manufactures and supplies high quality Aids for Daily Living. Our award winning range includes furniture raisers, toileting aids, raised toilet seats, outdoor half steps, grab bars and much more.



Healthy Working Wales

Free health and wellbeing support to organisations in Wales – fully funded by Welsh Government



Hearing Products International Limited

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.



HSF Health Plan

HSF Health Plan is a not-for-profit health cash plan provider, owned by The Hospital Saturday Fund charity. Our plans help policyholders claim money back on everyday healthcare costs, while supporting the charity's work to improve health and wellbeing.



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Exhibitors



Money & Pensions Service

The Money and Pensions Service (MaPS) is an arm's-length body sponsored by the Department for Work and Pensions, helping people across the UK improve their financial wellbeing. Through our free and impartial MoneyHelper service, we provide guidance on money, pensions and debt, alongside practical tools and resources to help people make confident financial decisions. We work in partnership with organisations across Wales to improve access to trusted support, particularly for those facing financial challenges, and to embed financial wellbeing within communities, workplaces and public services.



NEST

The Welsh Government Warm Homes Nest scheme offers free, impartial advice and support to all households in Wales. This includes advice on: Making sure you're on the best energy and water tariff for your home. Accessing any unclaimed benefits to boost your household income



RNID

RNID is the national charity supporting people who are deaf, have hearing loss or tinnitus. We provide information, support and practical services to help people communicate, stay connected and access the services they need. Our work includes hearing health awareness, community-based support, advocacy, technology advice and campaigns to improve inclusion and accessibility.



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Exhibitors

The logo for Stannah, featuring the word "Stannah" in a bold, red, sans-serif font.

Stannah

Stannah is a family-owned business that has been manufacturing stairlifts since 1975 and has sold more than one million globally. We serve thousands of customers nationwide using our two factories, eleven service branches, nine installation depots, and our teams of skilled engineers and sales consultants.



Steer IT Solutions

When technology works, your business works better. Our team provides fast, reliable IT support with a personal touch, ensuring your staff can work without disruption and your systems perform at their best.



Stroke Association

The Stroke Association in Wales provides personalised support for stroke survivors, their families and carers across Wales. We offer a confidential helpline, support from hospital to home, emotional and communication support, and access to local groups and activities. We also fund research, campaign for better stroke care, and provide volunteering opportunities. Our services are funded through the NHS, local authorities and charitable donations, with many community activities also supported by grants and charitable trusts, helping everyone affected by stroke access the support they need.



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Exhibitors



The Key Safe Company

The Key Safe Company is a UK leader in secure key storage and access solutions. Since 1996, it has been at the forefront of key management, introducing the first Police Preferred key safe – now widely used across health and social care, property management, and emergency services. With over three million units sold, its LPCB-certified, ISO 9001 accredited range reflects the highest standards of security and quality. Its latest innovation, ark Tamo, is recognised as the world's most secure mechanical key safe.

A King's Award for Enterprise 2026 winner in Innovation, the company is trusted by thousands of organisations and continues to set the benchmark for safe, reliable, and convenient property access.



Trusted Assessing and Care Training (TACT)

TACT (Trusted Assessing and Care Training) is a leading provider of courses, qualifications, consultancy and programmes specialising in assessing for equipment and home adaptations. An accredited provider of Trusted Assessor training, our courses are delivered by OTs experienced in equipment and adaptations.



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.

