



Care & Repair Cymru

# Annual Review 2017-18

Improving homes, Changing lives



Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**

Charity Number 1163542

# Older People's Housing Champion

Care & Repair Cymru is a registered charity. We actively work to ensure that all older people have homes that are safe, warm and appropriate to their needs.

# Chair and Chief Executive's Introduction

We are delighted to introduce Care & Repair Cymru's Annual Review for 2017/18. While celebrating the fact that people are living longer, we continued to experience an increase demand for our services. Last year, the average age of our clients was 76, 10% were aged over 90. Every day, 137 older people turned to us for help with adaptations, and tackling cold and dangerous housing conditions.. The trend for increased demand, and more complex need as the population ages is set to continue. This will also increase demands on statutory services such as Housing, NHS and Social Care.

This is why we continued to work hard representing Care & Repair Agencies, delivering direct services to older people, innovating new ideas, marketing and raising the profile of Care & Repair, advocating for better policy and increased resources for older people living in poor housing, and direct fundraising to meet unmet need.

We are pleased to report some specific highlights in 2017/18. We were delighted to launch our Big Lottery funded Attic Project, a 3 year partnership project with Care & Repair Cardiff and Vale, Newport Care & Repair, and VCS Cymru that helps older people declutter their homes and enable safe, independent living.

Year 2 of our 3 year "Managing Better" service (from Welsh Government Sustainable Social Services Grant) was delivered, and we published a Year 1 Impact Report, launched at the Senedd by the Minister with responsibility for Social Services.

Our strong partnership with Care & Repair Agencies was cemented through a "Collective Working Strategy", and new activities of helping demonstrate good governance of Care & Repair, stronger reporting of performance to Welsh Government, and stronger emphasis on reporting strategic and business development of Care & Repair Agencies.

## Our Vision

**A Wales where all older people can live independently in warm, safe and accessible homes.**

We organised and facilitated Agency Chairs Forums, Chief Officer/Chairs event, Chief Officer, Caseworker and Technical Officer Networks, to enhance partnership working between Care & Repair Cymru and Agencies, and deliver good practice, quality and consistency across Wales.

Significant work was undertaken to influence new government policy, represent the needs of older people, and share key policy updates and good practice with Care & Repair Agencies. More information on these activities can be found later in the report.

Media and PR highlights include a successful annual conference, attending and speaking at two national seminars run by the Wales Audit Office good practice team on hospital discharge, and speaking at the Chartered Institute of Environmental Health annual conference, various falls prevention seminars and events, and the Warm Wales Conference. We achieved good media coverage of our service in an essay in the Western Mail on fuel poverty, and an ITV news piece following the Wales Audit office report on housing adaptations.

As the Chair and Chief Executive of Care & Repair Cymru, we would like to thank everyone involved in our work during 2017/18, in particular Care & Repair Agencies, Welsh Government, national and local partners, third sector partners, and all our funders.

We would also like to thank the staff team at Care & Repair Cymru for their hard work in delivering a range of different services, and for making such a difference to the quality of life of older people across Wales.



A handwritten signature in black ink that reads "Rachel Rowlands".

**Rachel Rowlands,**  
Chair



A handwritten signature in black ink that reads "Chris Jones".

**Chris Jones,**  
Chief Executive

## Our Mission

We provide leadership, expertise, innovation, advocacy, resources and evidence to support investment that ensures all older people in Wales can live independently in warm, safe, accessible homes

# Representing older people and influencing better policy.

Through our work, and close relationship with Care & Repair Agencies, we listened to the needs of older people and on the national stage articulated this information to policy makers at the Welsh Government. Our advocacy work helped inform thinking on older people Housing Policy, and wider Health and Social Care policy which is intrinsically linked to appropriate, good quality housing.

## What we did:

### Submitted formal responses to Welsh Government on:

- Quality and Governance in Health and Care in Wales (White paper)
- Renting Homes (Wales) Act - Fit for Human Habitation regulations
- Parliamentary Select Committee Inquiry submission on Domestic Gas and Electricity (Tariff Cap) Bill

### Submitted written responses to National Assembly Committee Inquiries:

- Local Approaches to poverty reduction: The Well-Being of Future Generations Act and public service boards
- The Costs of Ageing (National Assembly Finance Committee)

## Produced and distributed policy briefings on:

- Prosperity for All - Welsh Government national strategy
- Bilingual template letter on parliamentary action in energy prices, for use by local Agencies with their MPs
- Parliamentary Review of Health and Social Care
- Well-being of Future Generations Act

## Worked with Welsh Government, the third sector, Public Health Wales, Older People's Commissioner and others:

- Engagement with the Minister for Housing and Regeneration and Assembly Members
- Member of the Enhanced Adaptations Delivery Group, working to improve housing adaptation services across Wales
- Member of the Ministerial Advisory Forum on Older People and Ageing (MAFA)
- Vice Chair of Age Alliance Wales
- Chairing the all Wales Prudent Falls Prevention Task Force
- Cross Party Groups on Housing, Stroke, and Older People/Ageing
- Attendance at Bevan Foundation and Joseph Rowntree Foundation events
- Hosting Social Care/Wales Reablement Alliance Network meetings

# The Attic Project

In 2017 Care & Repair Cymru was awarded 3 year funding from the Big Lottery People and Places, to pilot a new service for older people that helps them to de-clutter and make space in their homes.

The Attic Project is a partnership with Care & Repair Cardiff and the Vale, Newport Care & Repair, VCS Cymru and covers Cardiff, the Vale of Glamorgan and Newport. It is aimed at people over 50 who are either moving to smaller accommodation or struggling to manage at home because there is too much “clutter” filling cupboards, rooms, sheds or attics.

Through a specialist caseworker and volunteers, the Attic Project supports older people to sort through or dispose of their possessions in a way that is good for them and good for the environment. Through making space, key adaptations and repairs can take place that help people to keep warm, reduce the risk of falls or provide better accessibility to the home. It also means people are better able to move to a more appropriate home, reducing the stress of downsizing.

Sorting through possessions can bring back a lot of memories and letting go of them can be challenging. Our volunteers support older people through reminiscence. Having the opportunity to record and talk about the stories behind possessions can be an empowering process, reducing feelings of social isolation and improving wellbeing.

## The figures below show early achievements of the project:

- 53 people referred
- Volunteers have supported people to dispose of 179 boxes in sustainable ways such as recycling and donating
- 16 good causes have received donations, including homeless shelters, charity shops and community activity groups
- 13 Volunteers have helped people to clear 385 boxes of unwanted items from 15 client's homes
- Volunteers have contributed 454.5 hours
- 75% of clients said they feel less lonely on completion of the service
- 100% of beneficiaries said their quality of life has improved on completion of the service
- 33 volunteers have been recruited



Newport Care & Repair  
Gofal a Thrwsio Casnewydd



Care & Repair Cardiff and the Vale  
Gofal a Thrwsio Caerdydd a'r Fro



# Case Study

## Attic Project

### The Attic Project helps Richard home from hospital

Following a stroke in 2015 and a series of health problems, Richard was in hospital at the age of 77 in an end of life care unit. To help Richard to return home, Attic Project Volunteers supported his family to make space for a downstairs bedroom.

Before Richard could be discharged from hospital, he needed a bedroom downstairs and space for his chair to be wheeled through the kitchen to the living room. However, over the years he had accumulated a lot of possessions and the rooms were full to the ceiling.

Richard's Occupational Therapist referred him to Care & Repair and a Specialist Caseworker visited to discuss how the Attic Project could support him.

Richard was then paired with two volunteers who worked with his wife to sort through their possessions. The volunteers were understanding of their situation and didn't make them throw anything away, although during the process Richards wife was happy to do so.

Decluttering brought up a lot of memories from the past, including sentimental things from when their children were young, and photos of Richard's family which were made into a collage. They also disposed of furniture, DVDs, kitchen utensils and passed on thirty mugs to a homeless shelter. Knowing that things were going to a good cause made it easier for them to let go of them.

Richard now has a bedroom downstairs with access for carers to hoist him to a chair and assist him to the living room. It means he can spend his remaining time in the comfort of his own home surrounded by his family.

"Without the Attic Project, Richard wouldn't have been able to come back home, he would most likely have gone into a care home. I don't think I could have done it on my own"

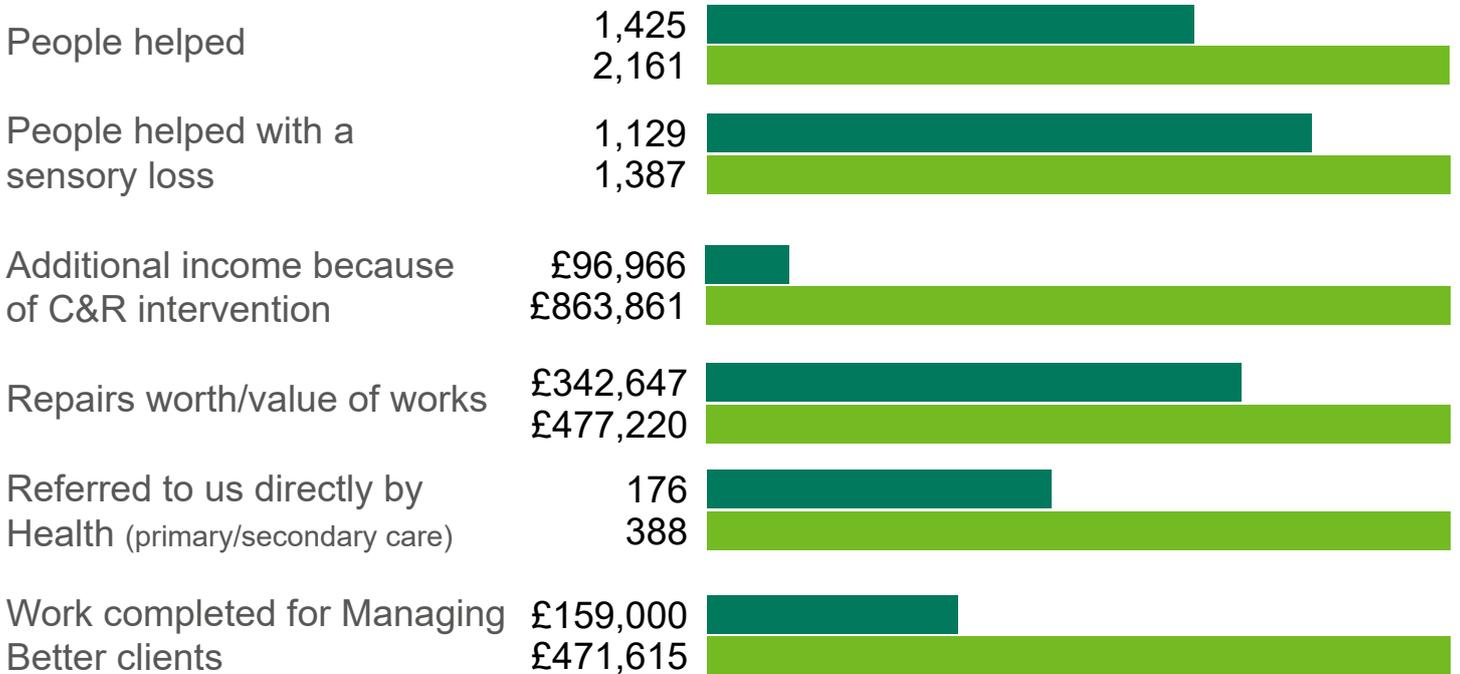
**- Richards Wife**



# Managing Better

Following on from a successful first year, we continued to progress our ambitions and exceeded our service outputs and outcomes in the second year of Managing Better. We now have far greater experience of works with older people with profound sensory loss and in tailoring solutions to their individual needs. This is a strong benefit of collaboration between Care & Repair, RNIB Cymru and Action on Hearing Loss Cymru.

The project has led to some excellent examples of partnership working and good practice and also a growing confidence from NHS and Social Care partners to refer specifically to Managing Better. There are now referrals from Sensory Teams and Audiology to Care & Repair as a housing service, which did not previously happen. Due to this we can help vulnerable older people in a way we haven't been able to in the past.



FIRST YEAR YEAR TWO

In October 2017, we launched our first year Impact Report at the Senedd in Cardiff Bay which was attended by the Minister, Managing Better Caseworkers, partners and service users. The report highlighted the impact the Managing Service achieved during the first year.

A full copy of the report can be found by visiting our [website](#)





# Our Fundraising Work - sustaining services, new projects, and tackling unmet need

Fundraising work to raise funds for direct service delivery, and to support organisational costs of Care & Repair Cymru and Care & Repair Agencies progressed well. Notable achievements included:



Securing £500,000 Big Lottery funding for a new 3 year project (2017/18- 2019/20), and Dunhill Medical Trust funding for a new 14 month Quality assurance project for Care & Repair Contractors and Technical Service in 2018/19.



We established a new corporate partnership with Wales & West Utilities, to work together closely to provide improved client access to our services, tackle gas safety concerns, fit carbon monoxide smoke detectors, and provide opportunities for Wales and West Utilities Staff to get involved in fundraising to support Care & Repair. Wales and West Utilities has also committed to provide direct funding to support Care & Repair Cymru's work and activities

## Friends

Charity Newsletter

Continued to build "Friends of Care & Repair" as a mechanism for individual and community fundraising. This included introducing new Customer Relations Software to manage our communications and databases more effectively.



Secured new resources to invest in fundraising, marketing and communications to enable us to raise awareness of the work of Care & Repair to a wider audience. Funding and support from Lloyds Foundation has enabled us to work with consultants to help us develop our marketing and fundraising materials so that the wider public are more aware of the impact we make on older people's lives.

Researched options for legacy giving and commenced detailed discussions about a legacy campaign in partnership with Care & Repair Agencies.

Introduced a number of fundraising ideas, events and challenges aimed at encouraging wider community support for Care & Repair.

Introduce our first on-line fundraising campaign with The Big Give which raised £8,333 for a hardship fund to directly support older people who cannot afford to do work to their homes.

**£25 will pay for a home visit to provide advice and help on keeping warm in winter**

#ChristmasChallenge17

Improving homes, Changing lives

**£2,000 will pay for 20 older people to receive a fuel poverty assessment to reduce fuel bills and fight fuel poverty**

#ChristmasChallenge17

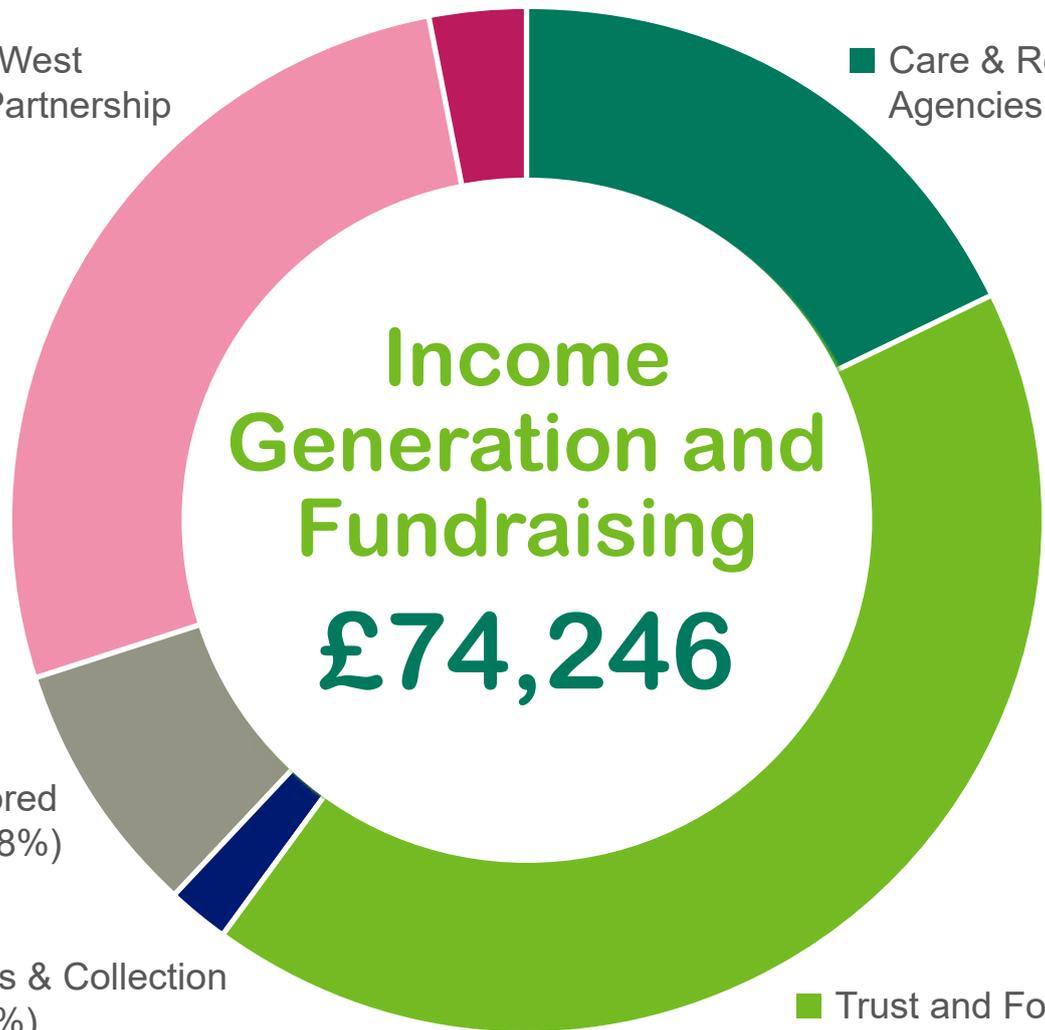
Improving homes, Changing lives



■ Other Income (3%)

■ Wales & West Utilities Partnership (27%)

■ Care & Repair Agencies (18%)



■ Sponsored Event (8%)

■ Donations & Collection boxes (2%)

■ Trust and Foundation Income (42%)



# Our impact and outcomes for older people

The Care & Repair Movement is made up of a network of 13 Agencies that provide services across the whole of Wales. Our Agencies play a vital role in helping tens of thousands of older people remain healthy, independent and safe in their own homes.

Our direct activities, fundraising, leadership and support to Care & Repair Agencies helped deliver the following outcomes for older people living in poor housing:



A total of **27,823** people helped, **35%** of whom lived alone



An average client age of **76**, while **10%** of all clients were aged **90 or over**



**15,100** jobs completed that helped prevent trips and falls at home



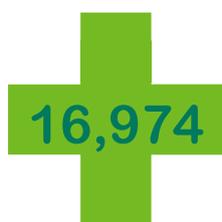
**1,112** people helped to increase their household income, with a total of **£5,339,514** including unclaimed benefits



**1,186** interventions or jobs that helped make older people's homes warmer and more affordable to heat



A total of **£11.5m** housing repair and improvement work completed



**16,974** people provided with a Rapid Response Adaptation (RRAP), **23%** of which helped with a quicker hospital discharge



**91%** of RRAP clients told us that their quality of life had improved, and **85%** told us they would recommend Care & Repair to others



A total of **2161** people helped through our Managing Better service, **64%** of whom had a sensory loss.

Our Agencies and services they provide can be found on our [Website](#)

# Case Study



Josephine, a 75-year-old lady from Cardiff got in touch with us after experiencing issues with her boiler, which had been in her home for over 17 years. She explained to us that every time she turned the boiler on it began making loud banging noises, causing her to worry and switch it off. Because of this she was attempting to manage at home without heating or hot water, both of which are absolutely essential to live safely and comfortably, particularly with winter around the corner.

When our Care & Repair caseworker visited Josephine at home she identified several issues. Despite suffering from diabetes and arthritis, she was not claiming any means tested benefits which, as a result, meant we could not gain access to funding to install a new boiler.

Josephine also told us that she was forced to replace her front door earlier in the year as it would not close properly. As she didn't know who to call, she phoned a company from the yellow pages who charged her over £2,000 for a UPVC door – a fitting which should cost between £600-£800.

Because Josephine was vastly overcharged to replace her door, she had no savings left to complete further essential works on her home. Sadly, what also became clear was Josephine was unable to cover the total cost of the door initially, and was still repaying the shortfall with interest every month.

Our caseworker worked with Josephine to identify the benefits she was eligible for, and discovered she was missing out on a small amount of pension credit. Although this wouldn't make a huge amount of financial difference, it did mean she was missing out on her entitlement to a free boiler through a local scheme. We worked with Josephine to process her pension credit application, which went on to be accepted, and her boiler was replaced within a couple of weeks.

While working with Josephine our caseworker identified additional areas where she needed support. She revealed she had recently fallen on the stairs which prompted our caseworker to arrange for our handyperson to fit a grab rail.

A visit from the fire service was also arranged and smoke alarms were fitted throughout Josephine's home along with a carbon monoxide alarm. Because of these essential adaptations Josephine was able to continue living independently and safely at home.

# Financial Performance

The following information is taken from the full financial statements of Care & Repair Cymru for the year ended 31 March 2018, approved by the Board of Management on 17 July 2018.

	£	%
<b>Total Income</b>		
Welsh Government	1,174,844	77.8%
Big Lottery - People & Places	88,911	5.9%
Hardship Funds	77,382	5.1%
Training & Conference income	35,415	2.3%
Fundraising Activities	49,075	3.3%
Legacies	10,000	0.7%
Other income	66,235	4.4%
Investment income	8,100	0.5%
	<b>1,509,962</b>	

	£
<b>Welsh Government Income</b>	
Core service	508,506
Managing Better service	416,338
Warm Homes on Prescription service	250,000
	<b>1,174,844</b>

	£	%
<b>Total Expenditure</b>		
Fundraising expenditure	63,753	4.5%
Staff Costs	429,742	30.1%
Management Costs	8,763	0.6%
Office Costs	68,136	4.8%
Training & Recruitment	8,074	0.6%
Depreciation	12,234	0.9%
Operational Costs	13,776	1.0%
Direct Costs	91,733	6.4%
Support costs	37,857	2.7%
Hardship Funds	72,371	5.1%
Big Lottery	51,038	3.6%
Managing Better	319,012	22.4%
Warm Homes on Prescription expenditure	250,000	17.5%
	<b>1,426,489</b>	

# Financial Performance

	£	%
<b>Core Service expenditure</b>		
Staff Costs	350,042	68.6%
Management Costs	9,477	1.9%
Office Costs	76,634	15.0%
Training & Recruitment	5,198	1.0%
Operational Costs	23,530	4.6%
Direct Costs	45,640	8.9%
	<b>510,521</b>	

## Hardship Funds

We continued to administer the npower Health Through Warmth Crisis Fund. The fund is available for caseworkers from Care & Repair Agencies across Wales to apply for on behalf of clients who meet the scheme's criteria and need financial assistance towards the installation costs of heating and insulation measures.

In 2017/18, we processed and approved 191 applications, resulting in £72,370.98 funding allocated to Agencies for 191 clients living in cold homes.

We also continue to support Foundations Independent Living Trust (FILT) partnership with the Gas Safe Charity by administrating the funding scheme. The funding is used for completion of specified gas safety works for vulnerable clients.

In addition to these funding streams, we also administer our own hardship funds (Fuel Poverty Fund and unfit Housing Fund) which is used to help top up the above funds to help meet unmet need.

	£
<b>Hardship Funds</b>	
<b>Income</b>	
Health Through Warmth	57,723
Gas Safety Fund	8,820
Fuel Poverty Fund	8,207
NEA Small Measures	2,632
	<b>77,382</b>
<b>Expenditure</b>	
Health Through Warmth	57,723
Gas Safety Fund	8,820
Fuel Poverty Fund	2,445
NEA Small Measures	2,632
Unfit Housing	751
	<b>72,371</b>

# Governance

Our Board of Trustees comprises 10 members (8 appointed by CRC and 2 appointed Board members, from the Representative Group of Agency Chairs) 2 co-opted members and 5 observers.

The Board meets four times a year and is responsible for managing the business affairs of Care & Repair Cymru in terms of:

- Setting policy
- Planning
- Setting targets/monitoring performance
- Financial control and Legal responsibilities

Board members who served during the year to March 31st 2018 are listed below.

Trustee	Advisors	Observers
Rachel Rowlands, <b>Chair</b> , Age Connects Morgannwg	Lorraine Morgan Individual	Jonathan Willis AWCHOP Technical panel
Jocelyn Davies, <b>Vice Chair</b> , Individual (Vice Chair from September 2017)	Glenn Bowen Wales Co-op Centre	Ruth Crowder College of Occupational Therapists (Until February 2018)
Saz Willey, <b>Treasurer</b> , Individual		Jim McKirdle Welsh Local Government Association
David Lewis Individual (Until 16.5.17)		Eurwen Edwards Individual (Honorary)
Christine Court Agency Representative (until 20.9.17)		Sharon Mainwaring Individual (Honorary Vice Present)
Maggie Berry Agency Representative		
Victor Williams Agency Representative from (from 20.9.17)		
Denise Hines-Johnson Public Health Wales (from 20.6.17)		
Rhodri Davies Individual		
Elizabeth Warwick Individual (from January 2018)		
Clare Stowbridge Individual (from January 2018)		
John Lord Individual (from January 2018)		



[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

find us on



Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**