

# In Touch



Care & Repair  
Gofal a Thrwisio

Autumn 2018

Improving homes, Changing lives



Let's drive out the cowboys in Wales!

**This autumn we're campaigning to raise awareness of cowboy builders, doorstep scammers and slippery salespeople who target vulnerable older people.**

An estimated 150,000 people in Wales fall victim to fraudsters every year. According to the National Trading Standards' Scams Team (the Scams Team), home owners lose half a billion pounds each year, 85% of whom are pensioners, because cowboy builders specifically target older people and homes with visible signs of disrepair.

In September, Care & Repair Cymru saddled up with the Scams Team and the Wales Against Scams Partnership, in a bid to drive the cowboys, fraudsters and scammers out

of Wales. We travelled across Wales to raise awareness about the UK-wide Friends Against Scams initiative, which aims to empower communities to take a stand.

"Cowboy builders aren't builders, they're criminals" say The Scams Team, and that's why we want you to join the initiative, spread the word and leave no room for criminals to prey on the vulnerable.

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“Our message to older people this autumn is simple. Don’t fall for it. Watch out for the tell-tale signs of cowboy builders and if you’re in any doubt, give a polite but firm no.”

Chris Jones, CEO at Care & Repair Cymru

Let’s help people like 75-year-old Josephine from Cardiff, who was desperate to replace a broken front door and ended up paying an unscrupulous company £2,000, rather than the £600-800 it should have cost. This scam led to a series of catastrophic events, with Josephine stripped of her savings, in debt, unable to pay for a faulty boiler and attempting to live without heating and hot water in winter. Thankfully, our caseworker was able to help Josephine access vital benefits and get a new boiler as part of the Welsh Government’s Nest scheme.

To help older people find a tradesperson they can trust and understand their needs, we’re working to develop Repair with Care, an official contractor quality charter thanks to funding from Dunhill Medical Foundation.

In the meantime, watch, share and talk about our **Just Say No video**: <https://bit.ly/2OFWJHo> and become a Friend Against Scams: [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

## Top Tips

### How to spot The Good, The Bad, and The Ugly

Cowboy builders and fraudster salespeople are hard to spot. They don’t tether their horse outside and greet you with a cheery “howdy partner”. But there are some giveaway signs you can look for.

- 1 They will cold call you, arrive out of the blue on your doorstep or telephone you unexpectedly.
- 2 They will often offer to do a job “for cash”, ask for payment up front and even in full.
- 3 They won’t provide a detailed written quote (something you are entitled to!)
- 4 They won’t show their credentials or any legitimate references.

## Double your money for Christmas

For older people winter can be the most difficult of seasons, with approximately 2,000 people in Wales dying every year because of the cold. For the second year running, we’ve been lucky enough to be chosen to participate in the prestigious **Big Give Christmas Challenge 2018**, the UK’s largest match funding campaign that doubles every pound raised.

We will be using the challenge to raise money for our **Fighting Fuel Poverty Hardship Fund**, which provides an extra source of help to those affected by the cold. This year, we’re determined to raise £12,000, beating last year’s total of £8,000 in online donations and pledges.

Last year, we were able to help 25 people across Wales, including 76-year-old Mrs Stephenson: “When you’re as old as I am, staying warm is really important. If I get cold, I get ill and the risk is that I’ll end up in hospital. When the tiles came off the roof last year it was Care & Repair found the money to pay for the work. I now have a new roof, a lovely warm and dry bedroom and I’m very happy.”

Donations between mid-day 27 Nov. and 4 Dec. will be matched, if given through [www.thebiggive.org.uk](http://www.thebiggive.org.uk).

**So, if you’re thinking about giving us a Christmas gift, please donate online and doubling your money.**

LAST  
YEAR WE...

35,000  
Home Visits by  
Care & Repair

£11.5m  
worth of repairs by  
Care & Repair

# OUR PROJECTS AND CAMPAIGNS



## Top Marks for the Vale's Man & the Van

Care & Repair Cardiff and the Vale have recently set up **The Man & the Van service**, an incredibly successful partnership with the Vale of Glamorgan Council, which provides a rapid response for home adaptations. Remarkably, 100% of clients have reported feeling much safer in their homes, and would recommend it to others.

The service involves a handyman and an occupational therapist assistant visiting clients together, assessing their needs and undertaking minor improvements there and then – such as fitting stair rails – in a bid to eliminate the need for follow-up visits.

This makes for a timelier and more cost-effective service, and is the kind of compassionate, dignified care within the community we need to help enable people to stay in their own homes for longer.

## Andrew's Story

When 69-year-old Andrew was involved in a road accident in 2017, it resulted in a badly broken leg and a four-week spell in hospital. When he returned home, it became clear Andrew was having problems navigating the stairs.

Three days later, our handyman visited them, and installed a stair rail there and then. One year later, and Andrew feels much safer in his home, particularly from the risk of falls when going up and down his stairs.

Andrew says: "My wife and I have been really pleased with the service. We were listened to, and the staff were extremely helpful and polite, with the job carried out professionally and any mess cleared up".

**17,000**  
home adaptations  
across Wales



Helped deliver  
**£6.5m**  
worth of benefits, previously unclaimed



**130**  
calls per day to  
Care & Repair

# EMBRACING NEW CHALLENGES

## Bucket List Challenge Gets Muddy

This month's Bucket List Challenge heroine is our Attic Project co-ordinator Charlie Powell. Swapping dust for mud, Charlie told us: "Tough Mudder was something I'd always wanted to do, but never had the bottle. So, I took the plunge (quite literally), by crawling under obstacles in the autumn mud, swinging across monkey bars, climbing two storey cargo nets & 10ft 'hero' walls; all with next to no upper body strength."



Charlie completed the challenge and raised £350 for the Care & Repair Hardship Fund.

**Well done Charlie, we knew you could do it!**

If you would like to take the **Bucket List Challenge** for Care & Repair, call Sheleagh, our fundraising officer on **029 2010 7580**.

## Every Welsh Penny Counts



- Though Wales has the smallest number of millionaires in the UK, we know from the Community Foundation in Wales that 60% of us regularly donate to charity – a rate higher than anywhere else in the UK. So, while we may be millionaire poor, we're rich in generosity of spirit.
- Every day, and across the whole of Wales, people are giving thousands to charity, including small businesses like Oriel Jones Butchers in Canton, Cardiff. Raising £171 in the past year owner Oriel said: "We are happy to encourage our customers to support a charity that is home grown in Wales and is making such a difference for older people."
- **Every Welsh penny counts!** If you would like to fundraise for Care & Repair Cymru or know a small business, like Oriel Jones Butchers, who'd like to sponsor a charity, then contact Sheleagh, our fundraising officer on **029 2010 7580**.

## Join Friends of Care & Repair and help us keep older people safe, warm and independent

Did you know that Care & Repair is a registered charity?

We do far more for people in our community than many people realise. We are able to deliver most of our services completely free of charge thanks to the generous support of our donors and funders.

Whether you or someone you know has benefitted from our support, or you just want to help – please become a Friend of Care & Repair.



You can sign up at [www.careandrepair.org.uk](http://www.careandrepair.org.uk) or contact [Sheleagh.llewellyn@careandrepair.org.uk](mailto:Sheleagh.llewellyn@careandrepair.org.uk) and ask for a postal application.

Speak to us on **0300 111 3333** or email [enquiries@careandrepair.org.uk](mailto:enquiries@careandrepair.org.uk)  
[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

LLOYDS BANK FOUNDATION  
England & Wales

find us on



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