

Annual Report 2012/13

Calendar 2013/14



Care & Repair Caerphilly
Gofal a Thrwsio Caerffili

This calendar lets you know what we have achieved over the past 12 months. It highlights the areas we are working in, what we have achieved and the outcomes for our clients.

“Care & Repair Caerphilly is dedicated to providing support to older and vulnerable people to enable them to remain independent in their own home for as long as possible”

Staff Team



PAT JONES
AGENCY DIRECTOR



DEAN THOMAS
SENIOR REPAIRS
TECHNICIAN



DAVID RICHARDS
TECHNICAL OFFICER



CERI GEORGE
TECHNICAL OFFICER



DIANE THOMAS
CASEWORKER



CHRIS PERRY
REPAIRS TECHNICIAN



ANDREA WILLIAMS
HEALTH CASEWORKER



JAYNE HOWELLS
SENIOR CASEWORKER



THERESA DAVIES
SENIOR
ADMINISTRATOR



HELEN CRIBB
CLIENT LIAISON OFFICER



DARRYL ROBERTSON
PROJECT OFFICER



INVESTORS IN PEOPLE



Foreword from the Chair

Care & Repair Caerphilly play a vital and unique role in proactively helping older people to remain living independently and safely in their own homes and it is with great pleasure that we introduce the Annual Report for 2012/13.

The 2012 Annual Report and 2013/14 Calendar reports on the progress and achievements we have made in the past year. It has been published in calendar format again as it proved so popular and quite a useful reminder of Care & Repair Services.

The agency had a busy and successful year with 1,939 clients helped through Casework, Handyperson, Safety At Home, RRAP, Crime Prevention, Safer Caerphilly and the Safer Target Hardening Schemes. We have included some case studies to demonstrate the difference we have made to people's lives.

This has been made possible due to the skills of the staff and their commitment to providing high quality, client centred services.

Our Management Committee continues to be a strong guiding hand, and we would like to thank all of the members for their commitment and continued support. We were delighted that one of our Local Authority members, Cllr Gaynor Oliver, was appointed Mayor for Caerphilly County Borough.

Thank you to all our funders Welsh Government, Caerphilly County Borough Council, Aneurin Bevan Health Board, United Welsh Housing Association and those who support us which include Care & Repair Cymru, Supporting People, GAVO, South Wales Fire & Rescue Service and Communities 2.0.

The future is going to be very difficult as the cuts imposed by the government impact on the provision of services. The organisation is going to have to adapt and change to meet these demands, but we have every confidence that it will continue to provide vital, essential services to help people live independently in their own homes.

Carol Morgan MBE JP
Chair

“Given us much more confidence knowing there is someone we can turn to.”

Casework and Technical Service

People living alone and without support may not have the confidence or access to information that allows them to coordinate small repairs in their home. These small repairs if left unattended for long enough will eventually become bigger problems that in turn become a worry to the older person and more expensive to rectify.

The Agency’s casework and technical team offer practical advice and support to clients from start to finish. Jobs are monitored throughout to ensure the quality of the work and to give peace of mind to the client.

In 2012/13 we helped **1283** people (excluding RRAP clients)

- **52%** of people helped were over 75yrs
- **75%** of people helped told us their independence & security had improved
- We helped **21** clients apply for **£19,003** of charitable funding to pay for home repairs
- We helped **15** clients claim **£59,177** of unclaimed welfare benefits
- We helped **410** clients with self-funded home repairs totalling **£202,658**
- We helped **172** clients prevent trips & falls in their home
- We helped **16** clients with affordable warmth solutions
- We helped **65** clients with water penetration, damp and mould solutions



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OR HOME MAINTENANCE
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October 2013



Mon	Tues	Wed	Thur	Fri	Sat	Sun
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10



Mr & Mrs Osborne “ the rails and half step have made an overwhelming difference to our lives, Rees, who is recovering from a stroke, can now get to his garden which he finds very rewarding and quite therapeutic”.

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“Would not hesitate to recommend the service to anyone. A great help.”

Care & Repair Caerphilly manage and administer the following projects.

SAFETY AT HOME funded by Social Services is primarily to provide a safe environment for older people in their homes by providing shower seats, bath and toilet aids, hearing loops etc. (85 jobs completed)

Rapid Response Adaptations Programme (RRAP) is funded by the Welsh Government and is used to provide small scale, quick adaptations and repairs, such as grab rails, external rails and path repairs. (656 jobs completed)

Emergency Pressures Repairs Service (EPRS) is funded by CCBC and complements the RRAP grant by providing a top up when the maximum grant is exhausted.

November 2013



Mon	Tues	Wed	Thur	Fri	Sat	Sun
28	29	30	31	1	2	3
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25	26	27	28	29	30	1
2	3	4	5	6	7	8

“With the extra income I am receiving I can now afford to go on holiday, it will be the first time in years”

Care & Repair Caerphilly carry out benefit checks for clients as part of the holistic service the agency provides.

The agency has an Alternative Office agreement with the Department of Work and Pensions (DWP) which helps expedite the process of claiming any benefits due.

In 2012/13 Clients’ income was increased by a total of £59,177 through the direct help of the caseworkers in obtaining additional welfare benefits.

Advice is also given on measures to improve energy efficiency and help in applying for grants to carry out this work.

16 clients received assistance in improving their heating through works completed to eradicate damp and condensation, boiler and central heating repairs, electrical rewiring and chimney repairs.

2 clients were referred to and received funding through npower’s Health Through Warmth Scheme administered by Care & Repair Cymru.



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December 2013



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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23	24	25	26	27	28	29
30	31	1	2	3	4	5



“Staff very helpful and friendly. Good service all round.”

Case Study

Mrs Smith is 85 years old and lives on her own, her daughter contacted the agency about a problem her mother had with damp in the pine end bedroom and also in the living room. She had had cavity wall insulation installed in 2002 and ever since then client has had problems with damp. Care & Repair Caerphilly arranged for the insulation to be removed and new material installed. Client and her daughter were both very pleased with the way the works had been carried out.



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January 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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27	28	29	30	31	1	2
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"We were very satisfied with all the jobs you've done for us."

Mr & Mrs Rees were referred to Care & Repair by Caerphilly County Borough Council.

Mrs Rees has mobility problems and even though she had a stair rail fitted was still finding it difficult to negotiate the stairs.

After a visit from Care & Repair Caerphilly it was decided to obtain quotes from contractors to supply and fit a stair lift which would greatly assist the couple.

Mr & Mrs Rees were very grateful for Care and Repair Caerphilly's assistance.



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February 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
27	28	29	30	31	1	2
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17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9



“Would not hesitate to recommend service to anyone. A great help.”

Case Study

Mr & Mrs Lewis were concerned about their boundary wall. During the Caseworker visit it became apparent that Mr Lewis had serious mobility problems. A RRAP grant helped to provide handrails and grab rails to the property to provide safer access. The wall was re-built by the Small Repairs Technicians using the original blocks. A successful Attendance Allowance Application meant that the couple were awarded the higher rate and increased their household income by £77.20 a week. They were so grateful for the help and assistance they had received that they referred to the staff as ‘angels’.

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March 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
24	25	26	27	28	1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Care & Repair Caerphilly Clients Visit the Senedd

Mr Blunt explained “After leaving hospital following treatment for my heart condition I was stuck upstairs in my bedroom. The only toilet in our home is upstairs and there was no way I could manage to get up and down stairs on my own. Thankfully Care & Repair come to the rescue and arranged for a stair lift to be fitted, paid for by the ILG. The grant also enabled us to adapt the bathroom, replacing the bath with a walk-in shower. Not only can I now get up and down stairs safely, I can also bathe in safety. The adaptations have really changed my life, giving me back my independence and letting us continue to live in our own home. Without them I’m not sure what we would have done.”

Care & Repair Caerphilly received £49,479 funding for the Independent Living Grant (ILG), to help older people in Wales remain safe and well in their homes. Care & Repair Caerphilly worked in partnership with Caerphilly County Borough Council Private Sector Housing and Social Services to identify clients who could benefit from this funding.



Huw Lewis, Minister for Housing and Regeneration welcomed Mr & Mrs Blunt to the Senedd to hear how Care & Repair have enabled them to live independently and safely in their own home.

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April 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
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Collaboration & Partnership working



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Gwent Collaboration

Care & Repair Caerphilly work in collaboration with Gwent Care & Repair Agencies and through this partnership "The Safer Target Hardening Service" was successfully tendered for. This service provides a rapid response to referrals from Gwent Police to install urgent security measures for victims/potential victims of crime, domestic abuse, hate crime and burglaries.

Safer Caerphilly Community Partnership Scheme

Safer Caerphilly work in partnership with Care & Repair Caerphilly, to supply and install preventative solutions to victims/potential victims of crime throughout Caerphilly County Borough. Measures include security lights and cameras together with window alarms and door locks.

"Just a thank you for all the help you've given to me in every way, and your workmen are so polite and helpful."

May 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Rapid Response Adaptations Programme (RRAP)

The funding for RRAP is provided by the Welsh Government and is for people who are in hospital awaiting discharge, have recently been discharged from hospital or at risk of being admitted to hospital or into a Care Home.

The type of work that can be carried out through this programme include: grab rails (internal and external), stair rails, temporary or permanent ramps, steps and half steps, door entry systems, relaying paving stones, repairing paths, additional sockets and telephone extensions.

In 2012/13 we helped 656 people through the RRAP programme.

69% of the jobs were completed within our target of 15 working days.

84% of clients felt the Services provided exceeded their expectations.

100% were satisfied with the standard of work carried out.

To obtain grant assistance referrals must come from a Health or Social Service Professional e.g. an Occupational Therapist. We can advise you how to access this funding and speak to the referral agency on your behalf.



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June 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
26	27	28	29	30	31	1
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30	1	2	3	4	5	6

“Caring, polite, good work which will help me walk up the stairs with the handrail. The service has been prompt and efficient.”

The Handyperson Service provides a trustworthy, quality, low cost service which meets our clients’ needs for minor adaptations, small repairs and maintenance work. Our Handypersons carried out a total of 1760 visits during 2012/2013. This included **582 RRAP** referrals, **85 Safety at Home** and **14 Telecare** referrals through Social Services, **240 Home Fire Safety Check** referrals **757** handyman jobs together with a total of **82** referrals from **Gwent Police** and **Safer Caerphilly** to provide urgent security measures for victims of crime.



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July 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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Case study 4



Mr & Mrs Carroll had both suffered falls within the home. They contacted Care & Repair Caerphilly who carried out a healthy homes check and arranged for a Technical officer to visit. Quotations were obtained for a ground floor WC to be installed and the works were subsequently completed to the delight of Mr & Mrs Carroll. Mrs Carroll was also anxious about their rear garden boundary fence which was causing a boundary issue. A new fence was installed through Care & Repair Caerphilly's Home Maintenance Service. Additional minor adaptations were carried out through RRAP which helped increase their independence and minimise the risk of trips and falls. This enabled Mr Carroll to be discharged from hospital to a safe and accessible environment.

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August 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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Publicity, Talks, Events and Highlights

Care & Repair Caerphilly staff carried out several talks to groups throughout Caerphilly County Borough and attended five information events.

The talks aim to promote the services which the Agency offers and to provide information on home repairs and maintenance, safety issues, and welfare benefits.

Staff also attended events including One Beat and Keep Warm and Well This Winter. In addition to celebrate Care & Repair Week in February 2012, Care & Repair Caerphilly hosted a tea party at the St Martins Pensioners Group, Caerphilly.

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September 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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Care & Repair Caerphilly attended the Carer's Event to promote Falls Awareness



Pictured: Andrea William, Caseworker, Cllr Gaynor Oliver the Mayor of Caerphilly and Pat Jones, Agency Director.

As we get older our strength and balance can deteriorate. Combined with conditions like Diabetes, Arthritis, and poor eyesight, the likelihood of a fall can increase. In fact, around a third of over-65s and half of those over 85 will fall each year. Falls can result in serious injury and a long stay in hospital, but even without injury, will affect people's confidence and independence. Most falls are preventable and there are lots of simple things that older people can do to stay on their feet, such as:

- Try to prevent trips, slips and falls by removing loose rugs
- Wipe up floor spills straight away
- Have a letter tray and rack fitted
- Make sure your steps are in good repair
- Keep stairs free from clutter
- Don't wear sloppy slippers, buy a new well-fitting pair
- Keep stairways and hall well lit

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October 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
29	30	1	2	3	4	5
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27	28	29	30	31	1	2
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“The iPad helps me to keep in touch with friends and family all over the world.”

Care & Repair Caerphilly get online

Care & Repair Caerphilly used the latest technology to support the MyPad project aimed at helping older people to get online. Communities 2.0 provided the iPads to increase digital awareness and participation by older people. Staff are not only able to show clients the benefits of using new technology but are also able to show them online catalogues and products to help them make choices on what they want.

Get online now and visit us on Facebook, just type in Care & Repair Caerphilly and become a fan

You can also follow us on TWITTER at CRCaerphilly

And visit our website www.caerphillycr.co.uk



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November 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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1	2	3	4	5	6	7

Care & Repair are our 'Extended Family'



Mr & Mrs Biggs were in need of reputable contractors to carry out work at their home but were concerned about stories they had heard about "Cowboy Builders" and "Rogue Traders" they did not want to be ripped off. Mrs Biggs contacted Care & Repair who sent a Caseworker to visit them at their home followed by a Technical Officer who offered advice on the work they required and arranged for 3 quotations from reputable contractors. Mrs Biggs commented that she feels like Care & Repair are "Extended Family" who she feels confident that she can call whenever she has any worries about repairs needed to her home. Mr Biggs said he "would not hesitate to recommend Care & Repair to Friends" and that the service has brought them both "Peace of mind" that there is someone at the end of the telephone if ever they need advice.

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December 2014



Mon	Tues	Wed	Thur	Fri	Sat	Sun
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Governance

Care & Repair Caerphilly has a management committee of 8 members who meet quarterly and are responsible for the strategic direction and policy of the Agency. To further support and scrutinise the work of the Agency, an Audit Sub-committee and a Strategic Advisory Group are in place. Both sub committees meet four times a year. The remit of the audit sub-committee, which comprises of 3 committee members, is to consider the Agency's financial position, to work closely with the Agency's accountant and auditor and to give consideration to the Agency's internal audit requirements. Whilst the Strategic Advisory group's primary role is to agree and monitor the strategic development of the Agency and to explore options to establish effective working protocols.

The members of the Strategic Advisory Group have been invited as representatives from key strategic partners and include representatives from Private Sector Housing, Social Services, Aneurin Bevan Health Board, Supporting People, and the 50+ Positive Action Partnership.

The strategic expertise that each representative brings is critical in planning the development of the Agency to ensure that it supports, supplements and complements National and Local strategies.

Committee of Management

Chairperson	Carol Morgan MBE JP	Independent Member
Vice Chair	Brian White JP	Independent Member
Secretary	Patricia Jones	Care & Repair Caerphilly Agency Director
Treasurer	Jennifer Hicks	United Welsh Housing Association

Appointed Members

Cllr Gerald Jones	Deputy Leader and Cabinet Member for Housing
Kenyon Williams	Private Sector Housing Manager CCBC

Members

Cllr Gaynor Oliver	Independent Member
Cllr Lyn Ackerman	Independent Member
Gina Jones	Gwent Association of Voluntary Organisations

Abbreviated Accounts for the year ended 31 March 2013

The following figures are taken from the full audited financial statements of Care & Repair Caerphilly for the year ended 31st March 2013, approved by the Management committee on 31st July 2013. The accounts were audited by Broomfield & Alexander Ltd. A full set of the audited accounts can be obtained from Care & Repair Caerphilly on request.

	2013	2012
	£	£
Tangible fixed assets	5065	8657
Net current assets	182601	139256
Net Assets	187666	147913

Income & expenditure

Income

Welsh Government	279,177	283,049
Independent Living grant	5,253	74,219
Caerphilly CBC	54,060	53,650
Aneurin Bevan Health Board	20,909	20,909
Other grants and income	43,039	27,909
Bank Interest	451	485
Total income	402,889	460,221

Less: Expenditure

Direct costs	100,076	173,383
Salaries and overheads	263,060	266,633
Net Surplus	39,753	20,205

Future Opportunities

Funding in the future is going to become more challenging as government cuts impact on voluntary sector organisations and Care & Repair Caerphilly are seeking opportunities to expand its services to help to sustain its core activities by setting up a Social Enterprise.

The Agency has been successful in an application for a grant from South East Wales Community Development Fund (SEWCED) to set up a Social Enterprise. The Social Enterprise "Care & Repair Caerphilly Home Maintenance Services" will receive Capital funding from SEWCED to cover the costs of a van and equipment and Revenue funding over 2 years to help pay the salary costs for a Repairs Technician.

Care & Repair Caerphilly will continue to seek further opportunities for collaborative working with the Gwent Care & Repair Agencies.

Contact Details

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