

WEST WALES CARE & REPAIR

Chair's Statement



It gives me great pleasure, as Chair, to present this first report for the newly established West Wales Care & Repair Agency.

The new Agency was formed from the merger of the Ceredigion and Pembrokeshire services, in response to a Welsh Government requirement to reduce the number of agencies and came into operation from 1 July 2015.

A strong financial performance enabled the Agency to return a surplus of £12k compared with a budgeted deficit of £58k.

During the year the staff team was able to provide advice, support and assistance to over 2800 clients. This included a range of services from minor adaptations and repairs through to major disabled adaptation works. Welfare benefit advice enabled clients to receive increased income totalling £385k.

Funding was received from the Welsh Government, Ceredigion County Council, Pembrokeshire County Council, Cantref and our parent Pembrokeshire Housing.

I wish to thank all of our funding partners, without whose invaluable assistance we would be unable to continue our much needed work.

The Agency now operates from two bases, Haverfordwest and Aberystwyth. It became necessary to find new premises and we moved into new offices in Aberystwyth in May. I am confident these will provide a better working environment for the staff team there.

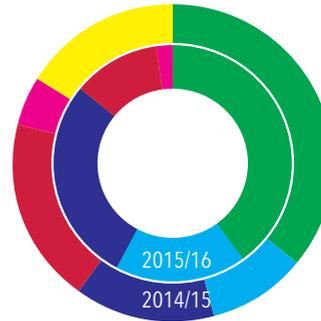
I wish to thank my colleagues on the Board for their support during this first year for the new agency; Tina Mills, Agency Manager for leading the staff team through the merger; and especially the staff team, who throughout the uncertainties of the merger process were able to maintain their service provision to the highest standard for all of our clients.

I look forward to working with you, continuing to deliver these much needed services to the older persons of Ceredigion and Pembrokeshire.

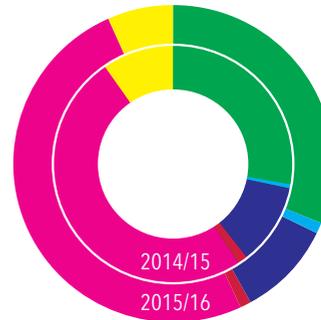
Dean Campbell

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Chair



Referrals Source



Nature of Work

Welsh Government Funded Core Service

	2014/15	2015/16
Referrals received	332	974
Completed Jobs	561	657
Value of Work	£726k	£641k

Locally Handyperson Service

Referrals received	371	357
Value of Work	£54k	£33k

Welsh Government Funded

Rapid Response Adaptations Programme

Referrals received	772	1,427
Value of Work	£70k	£155k

Income Maximisation/ Benefit Increase

Clients who had income increased	27	87
Annual value of increased income	£118k	£385k
Benevolent Funding Raised	£1.2	£5k

Client Satisfaction Survey 2015/16

98% of clients stated they were very satisfied with the services provided by Care and Repair
 99% of clients said they would recommend Care and Repair to others
 97% of clients said they were satisfied with the standard of work carried in their homes
 95% of clients said Care and Repair had completely solved their problem and that were able to remain living independently in their own homes