

The UK's first
social care support
provider to
transform into a
Co-operative



Financial Report

Financial Results as at 31st March

Income	£22,689,552
Expenditure	£21,802,185
Surplus	£887,367

2017

Financial Results as at 31st March

Income	£20,854,903
Expenditure	£20,863,275
Deficit	(£8,372)

2016

Balance Sheet

Net assets	£5,783,981
Total reserves	£5,783,981

2017

Balance Sheet

Net assets	£4,895,859
Total reserves	£4,895,859

2016

Where Our Money Came From



Total Expenditure



Cost of Running Support Services



Cost of Running Central Services





Chair's Message

This has been a very important and successful year for Cartrefi Cymru Co-operative. The front page on our website sums it up: "In 2017 we became a multi-stakeholder co-op with a constitutional commitment to sharing power and building community". This has been done by hard work involving everybody in the organisation.

In times of continuing tight financial constraints, Cartrefi Cymru can be proud of delivering high quality services. This is important to our good reputation as a Welsh organisation who puts the needs of our users first.

It is great to be part of Cartrefi Cymru. In looking to the future, I and the Trustees do so with thanks for the work everyone does. Making a positive difference to people's lives is what we are about.

CEO's Message

Over the last few years we have worked really hard to be as good as we can be, and never more so than in 2017.

We have embraced a range of cutting-edge methods for achieving multiple benefits. Vanguard Systems Thinking is about doing "what matters" and also reducing pointless activities driven by internal and external bureaucracy.

Co-production is about valuing everyone as a contributor, and blurring unhelpful "us and them" boundaries. It also shifts the focus from doing support "to" people to building community "with" people.

Becoming a community-building, democratically controlled, multi-stakeholder Co-operative has brought all these ideas together.

We are no longer just a quality provider of care and support. We are co-producers of a better Wales, adding social value in every way we can.



Things that make us proud

‘Support with what matters to me,’



Sue Cantelo wanted to make a film about what support staff should and shouldn't do. The film is being used for staff development so new staff can play 'spot the poor practice', as part of induction training. People we support have also been involved in identifying what makes a good support worker and this is being used in job descriptions.

‘Freedom to take responsibility,’



Our home care staff are enjoying greater autonomy and the freedom to take ownership of their rounds, to build their relationship with the people we support and do more of what matters. We trust them to tell us what they are doing out there, and what they are doing is amazing.

‘Together as one’



I was interested in becoming a trustee for Cartrefi because I had heard they were innovative and they were becoming a co-op. I thought, if I can play a role in helping them to achieve that then I will. I am very much a believer in people doing things together, rather than services doing things to other people, and its great to see that approach in action in Cartrefi. Dr Martin O' Neill
(Trustee)

‘Being a good neighbour’



Whilst Mark Rees was in hospital, staff were congratulated about the way in which they supported Mark. They explained it was Mark's positive attitude that made it easy to support him. Mark made two friends at the hospital and goes back to visit them.

Together they lift the spirits of the ward.

What we do



Supported Living

We provide 24 hour support to people with a learning disability, living together as tenants in their own home.



Short Stay

We all value holidays where we can have a change of scenery and routine, so we support people to enjoy short breaks.



Floating Support

People living independently in their own home are offered support which includes helping with money, domestic tasks and general wellbeing.



Homecare and Sessional Support

We provide a range of support to people with a variety of needs, including complex health conditions.

Key numbers

1249 members of staff.
Only 3.92% are central management and admin.



We provided support to 1,186 people across Wales,
including 137 short stay guests.



We supported 268 people in 101 supported living
settings.



We supported 325 people through sessional support
and homecare.



We supported 68 people with housing related support.



How we've influenced the sector

We supported the Welsh Government's aspirations for an increase in the democratic voice and control of service users. We did this by working closely with the Wales Co-operative Centre's Care to Co-operate team and, of course, by becoming a co-operative.

We represented the third sector at the National Commissioning Board and helped to ensure that the Board's remit and discussions were informed by a "citizens and communities" perspective, rather than just commissioner and provider perspectives. We also played an important role in ensuring that Learning Disability commissioning guidance promoted not only collaboration between agencies but co-production with citizens.



We developed a strong partnership with commissioners in a number of areas across Wales on the basis of which we have been able to initiate pioneering work aimed at fulfilling the aspirations of the Social Services and Well-being (Wales) Act. This includes work in Arfon to deliver Home Care without the rigid and often wasteful constraints of "time and task" contracts.

We have hosted the Co-production Network for Wales since August 2016 and have been delighted to support the great work of the Network team and the many co-production activists all over Wales and in every sector. Co-production means professionals and citizens sharing power to plan and deliver support together. We are trying not only to talk that talk, but walk that walk as well.