
Cartrefi Cymru Co-operative

Annual Report

2018



www.cartrefi.coop / 02920 642 250 / enquiries@cartrefi.coop

Registered Charity: 702290 Registered Company: 2420628





CEO's Message

2018 - 2019 was a great year. Thanks to so many people's enthusiasm lots of brilliant things happened!

Followers of our social media will have seen all sorts of great stories, many of them about individuals achieving a goal for themselves. A good number are about people coming together to make a difference for others. All of these stories show the values of coproduction shining through: *doing with, not doing to*; and *valuing everyone's gifts*.

These are the values that led us to become a power-sharing, community-building co-operative. They are the values behind laws that aim to make Wales a place of equality and well-being. We are proud to be helping to achieve that aim.



Chair Message

I have been privileged to have been a trustee since 2013 and at the end of last year took on the role of chair.

I would like to take this opportunity to thank my predecessor, Grant Duncan, for his excellent stewardship in his time as chair.

I would also like to thank the other trustees, all the Cartrefi staff and the co-op members for their excellent work and continuing support. Cartrefi is simply the best! 2019 is a milestone for Cartrefi as it's 30 years old.

Cartrefi has a proud history and a bright future and I'm so proud to be associated with the organisation.

What we do



Services for people we support

Supported living, sessional and floating support, short breaks and homecare

Key Numbers

715 People across Wales were supported by us

296 people supported in 105 supported living services

292 people receiving sessional support

127 Short stay guests across 6 short stay homes



Services for Co-op Members

Membership is open to the people we support, our employees and our community supporters. We have local forums across Wales which bring members together to make communities stronger.

Key Numbers

601 Co-op members

133 People we support members

324 Employee members

144 Community supporter members

10 Co-op forums across Wales

What we do



Other Services

We offer a range of internal training courses, and support staff to achieve their qualifications. We were also successful in winning contracts to deliver training to external providers.

Key Numbers

3780 In house training sessions attended

2313 Accredited health, safety and compliance e-learning courses completed

53 Staff achieved Level 2 Award in Social Care Induction

4 Staff achieved Level 5 Diploma

£5,025 income for delivering training to Powys County Council

Lobbying and Campaigning

Areas of focus during 2018/2019: raising the profile of social care, making the case for fair wages, lobbying for citizen involvement in both commissioning and delivery



Key Facts

As members of the Foundational Economy Network for Wales, we helped promote the importance of social care in the Welsh economy

We collaborated with Care Forum Wales, Social Care Wales, Wales Co-operative Centre and Cardiff Business School to highlight key issues for social care including low and unfair pay levels

As members of the National Commissioning Board, we consistently argued for a strong voice for citizen-led organisations in the commissioning and delivery of social care.

We continued to host the Co-production Network for Wales for a third successful year before its launch as an independent membership organisation in 2019

Financial Report

Financial Results as at 31st March

2019

Income	£23,926,726
Expenditure	£24,029,983
Surplus/Deficit	(£103,257)

Financial Results as at 31st March

2018

Income	£23,315,073
Expenditure	£23,270,242
Surplus/Deficit	£44,831

Balance Sheet

2019

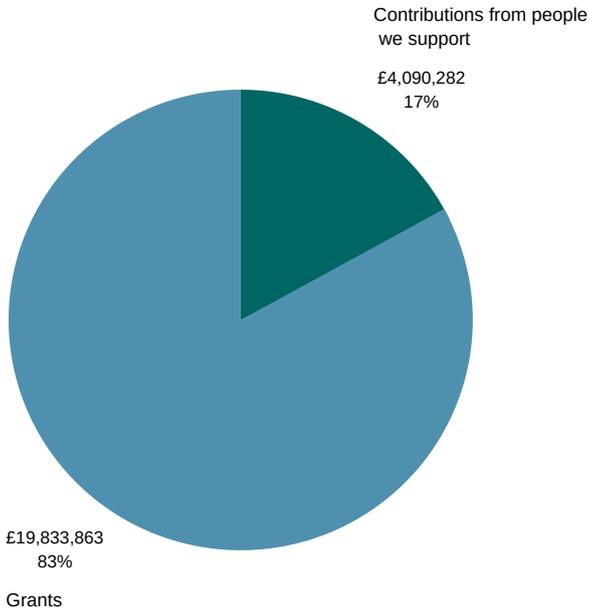
Net assets	£5,726,567
Total reserves	£5,726,567

Balance Sheet

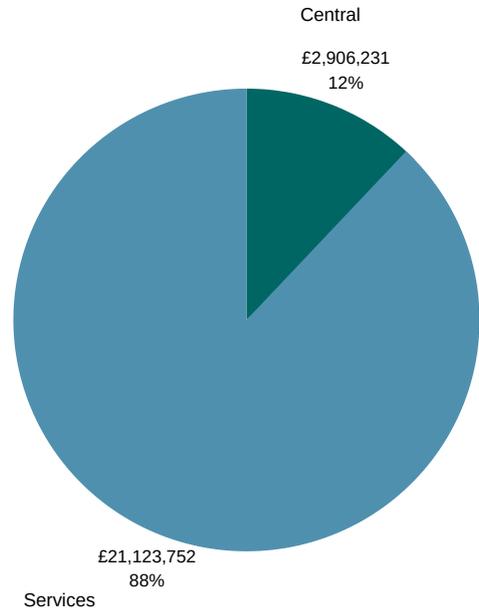
2018

Net assets	£5,829,138
Total reserves	£5,829,138

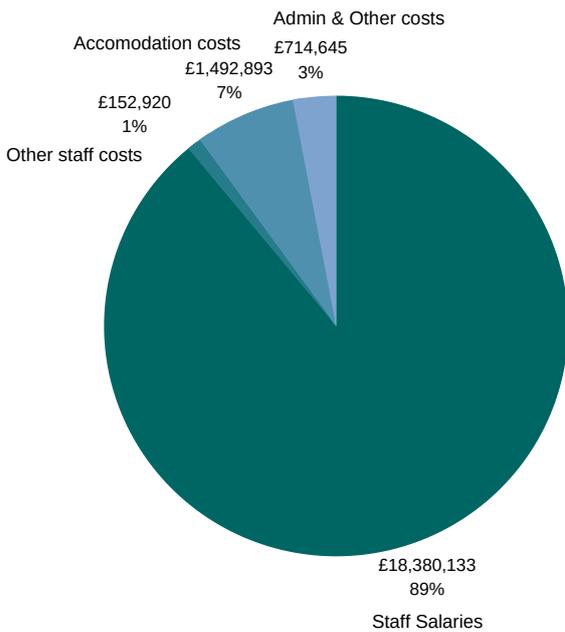
Where our Money Came From



Total Expenditure

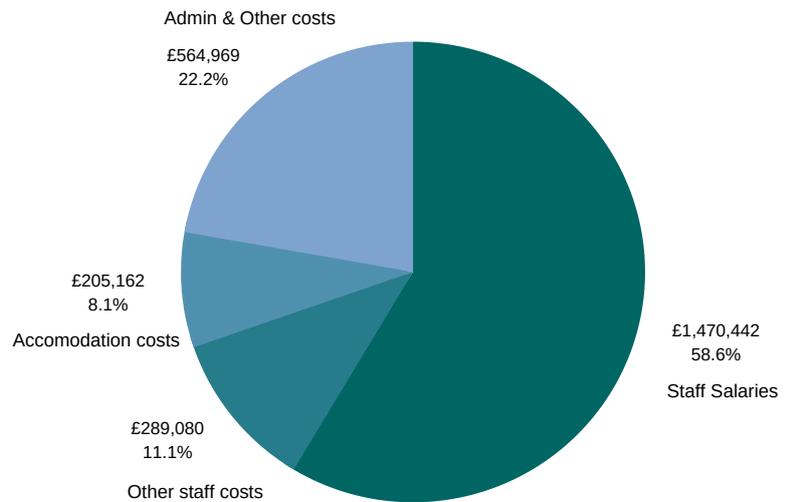


Cost of Running Support Services



Total Cost £20,740,590

Cost of Running Central Services



Total Cost £2,529,652

The difference we made

PHYSICAL HEALTH AND WELLBEING

Chris' Story



I was diagnosed with cataracts – the prognosis was not good and my optician told me I would be blind within 12 months if nothing was done. I needed an operation which made me feel apprehensive, and as the date got nearer I became increasingly worried. The pressure got to me, and at the last minute I stopped the procedure from happening. I was lucky enough to have my eyesight reassessed and skipped the waiting list! The time came for the operation and I think my support worker was more nervous than me. When I came out of the theatre I reassured everyone waiting for me ‘that there was nothing to worry about’. I was supported throughout the whole process by my support team, but I particularly appreciated the support I received during my recovery. My first trip out was to Broadhaven beach, where I was able to take my own photos! My life has improved so much since having the cataracts removed.

Cartrefi helped me to move into my own flat. I used to live with my mum and dad but now I live independently. This makes me feel happy and it has helped me to become more confident. I am in Cross keys college. I do cleaning and cooking at home. Before I moved into my flat, Cartrefi worked with me for two months so I could get to know staff. I also attended a training flat to learn new skills to prepare myself for living away from my parents. Now I am supported by Cartrefi I have been given more opportunity to go places – I have been supported to Dan Yr Ogof Caves and Cwmbran. I still visit my mum and dad, especially at Christmas, they have more freedom now, they have even booked a holiday. My Mum and Dad are very impressed with my new independence and can't believe the skills I have now, that I have never shown before.

INDEPENDENCE

Josephs Story



The difference we made

COMMUNITY

Michael O'Donnell Story



I love volunteering in my community, so being given the opportunity by Cartrefi to earn time credits was a bonus for me! Volunteering makes me happy, I love meeting new people and talking to people. It makes me feel proud, and it's much better than being in the house! On Monday I volunteer at the Terrance Gardens, I am responsible for planting, weeding, mowing and strimming. I also teach other people how to use the equipment. On Tuesday I volunteer at Tools For Self-Reliance (TFSR) in Crickhowell, I help repair tools which are then sent to Africa to help relieve poverty. So far I have spent my time credits on Cragfit Climbing Centre and a concert in the Principality Stadium. I am currently saving my time credits to spend on more shows! I want to encourage more people to volunteer and earn time credits so they can feel good about themselves too.

I am a Cartrefi Co-op Council Member, which has taken me to places I haven't been before. It allows me to travel independently with other members of the Co-op panel, for example attending the annual retreat in Bangor and attending Chair training. It gives me a sense of pride to be able to speak up for individuals who cannot speak up and express their needs themselves. This has given me a lot of confidence and I have made new friends. I enjoy going to the co-op forum once a month, members of the forum chose to start a choir 'RCT Local Vocal' who sings at the local residential home. I am now engaged to by fiancé Ben, Cartrefi supported me with this, as I am able to choose my support hours to fit in with my relationship and social hours. In the future I want to move out and build a life with my fiancé.

VOICE AND CONTROL

Sam's Story



The difference we made

RELATIONSHIPS

Malcom's Story



I lived in emergency housing for a year, and used to access day service regularly, until Cartrefi supported me to find a new home. I was nervous at first when I moved in with Robbie and Colin, but after a few days I soon settled in. I already knew Robbie and Colin from day service but since living together, we have all become good friends.

I have more control over my money now, and I can choose what I do with my time. I have a new bike, which I love to ride. Soon I will be getting a shed delivered to keep it in. I love that people can visit me at home now, my sister and niece come to visit me – I love seeing them and their pet pug. I think it makes my sister happy seeing me happy!

I have worked in the Co-op in Porthcawl for 3 hours every Friday for many years. I have done many different tasks but recently the Co-op highlighted that these tasks no longer exist as the shop has changed so much. I was sad at the thought of losing my job. My support worker contacted Elite training to see if there was anything they could do to help. A new training package was set up for me to enable me to continue in my role. This means I am now learning new skills like pushing trolleys, stacking shelves and loading trolleys.

It is really important to me to keep my job, it makes me happy and it makes me feel helpful. Cartrefi staff and Elite have supported me greatly through my training programme.

CONTRIBUTING

Joan's Story

