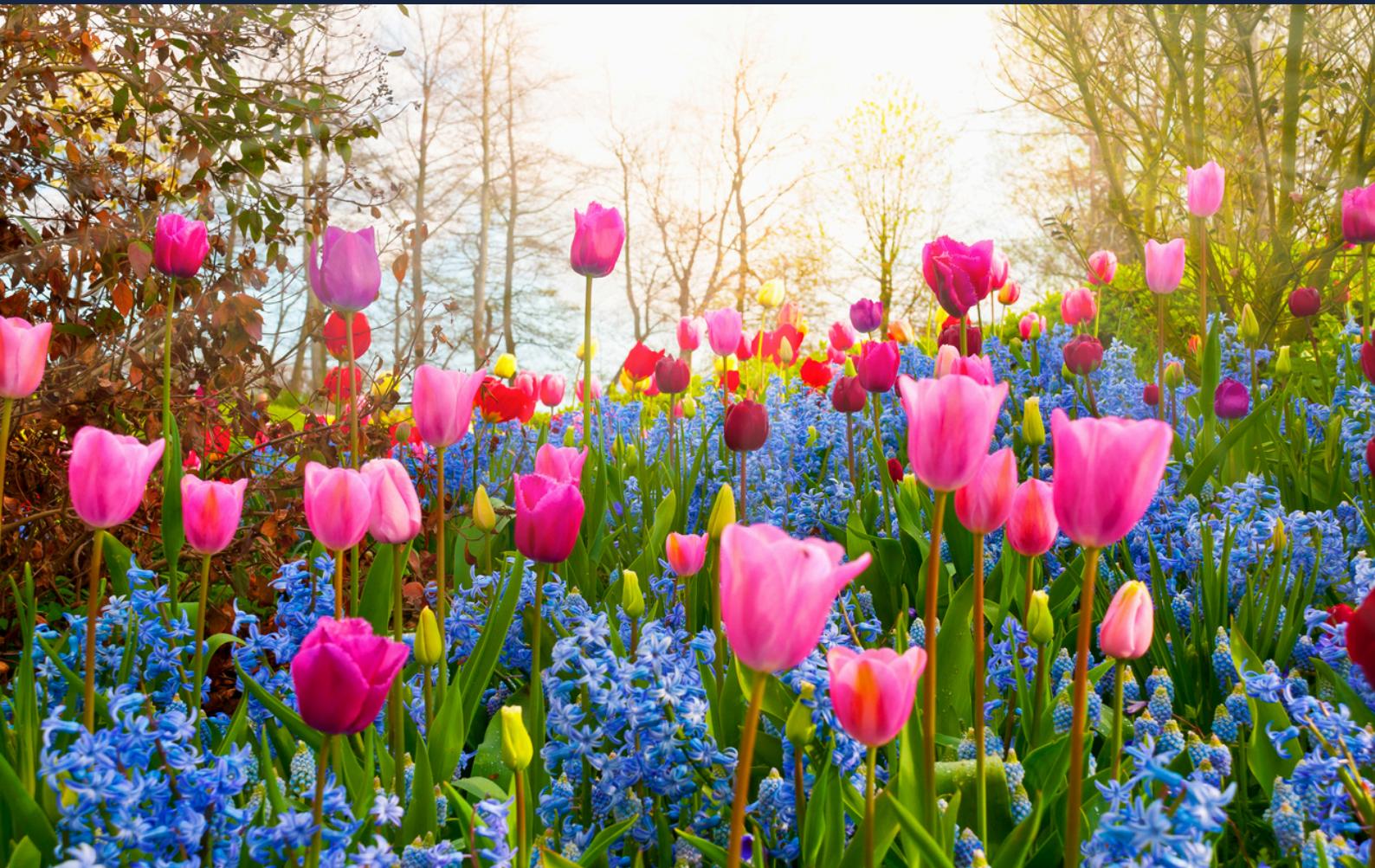


Your Little Bit of Kindness ...

Caredig Connect



A Newsletter for Caredig Residents

Empowering People

Creating Homes

Thriving Communities

IN THIS ISSUE:

- 50 YEARS OF CAREDIG
- HOW YOUR RENT IS SPENT
- INVESTING IN YOUR HOMES
- NEIGHBOUR OF THE YEAR
- COMMUNITY EVENTS
- FOLLY FARM DAY TRIP



AND LOTS MORE.....



HELLO FROM MARCIA

Welcome to our 2026 Newsletter

Happy New Year from everyone at Caredig

Welcome to the latest edition of Caredig Connect, the newsletter which includes all the exciting updates, events, and initiatives happening in our community.

This issue is packed with highlights as we celebrate 50 years of Caredig, including heartwarming stories of kindness, community achievements, and the incredible work of our tenants and staff. From the Neighbour of the Year Awards to the Folly Farm day trip, we're thrilled to share the moments that have brought us together.

Discover how your rent is spent, the latest developments in housing, and the impactful projects making a difference in our neighborhoods. Learn about our commitment to equality, diversity, and inclusion, and explore opportunities to get involved in shaping the future of our community. Find out who won our hotly contested Garden Competition or try our word search!

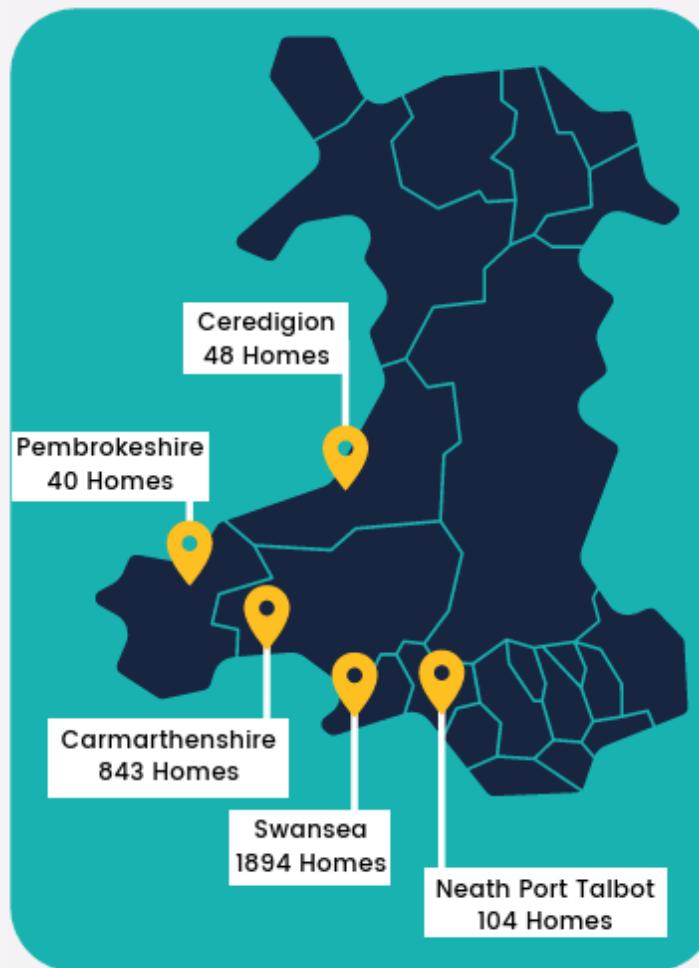
We hope you enjoy this issue and look forward to hearing your thoughts!

Best wishes
Marcia Sinfield
Chief Executive



WELCOME TO CAREDIG

Caredig means 'kind' in Welsh, and is what we are all about. We are a nonprofit registered social landlord (RSL) based in Swansea. We were established in 1975 to meet the housing needs of families, older and more vulnerable people. We manage over 2,900 high-quality, affordable homes and provide a range of services to people and communities across Swansea, Carmarthenshire, Neath and Port Talbot, Ceredigion and Pembrokeshire.

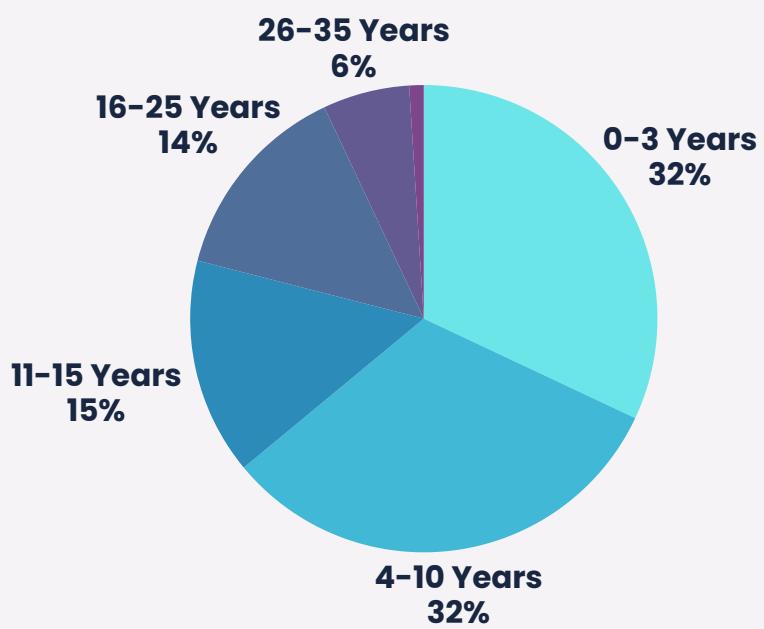


Celebrating Our Tenancy Milestones

Many of our tenants have called Caredig home for years—and we're proud of the strong community that's grown with us. Here's a look at how long our current tenancies span:

Did you know?

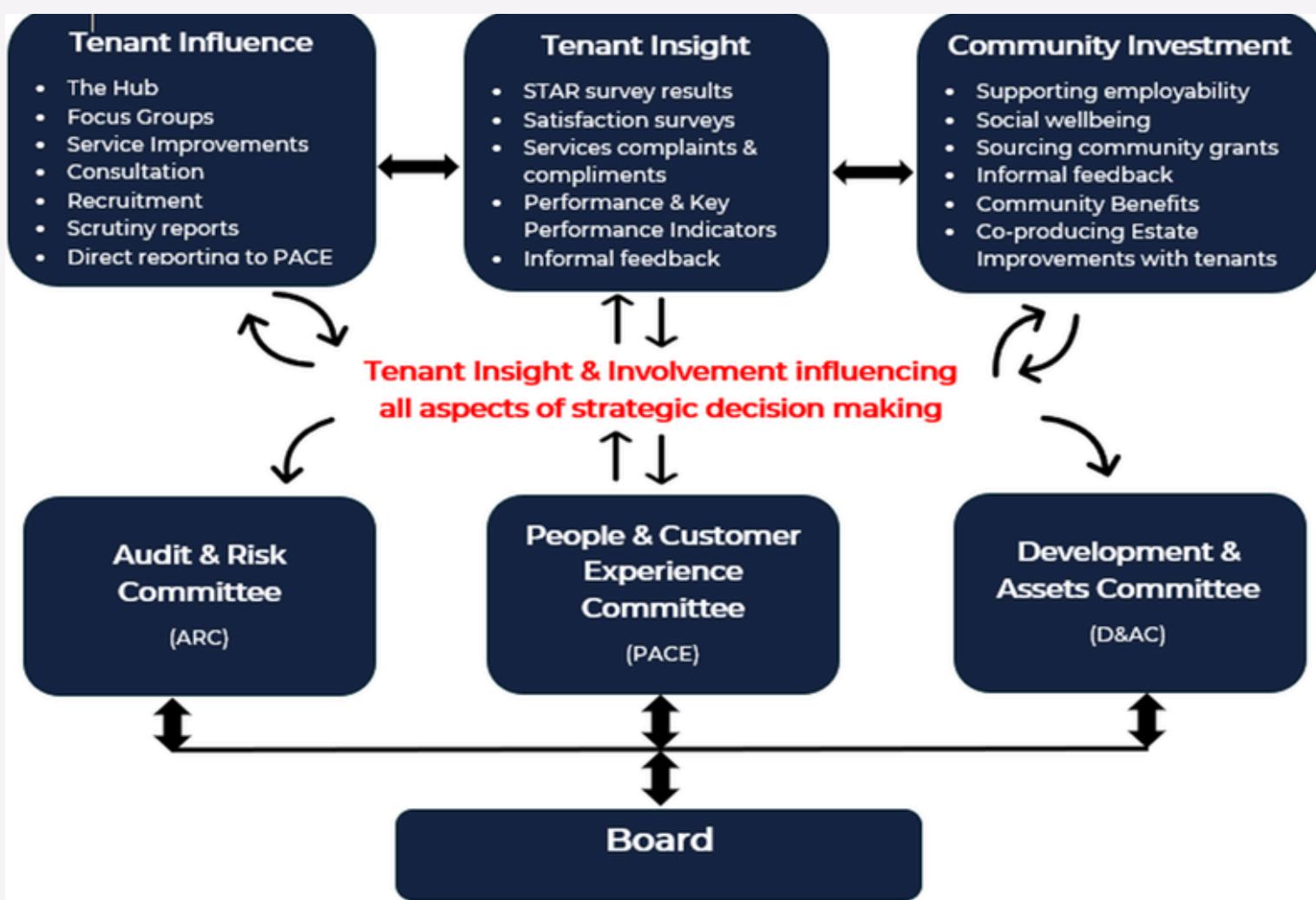
- Our longest tenancy is over 45 years!
- More than 52% of our tenants are aged 56 and over, showing the trust and stability in our housing community.



THE GOVERNANCE STRUCTURE CAREDIG

Caredig's governance structure is designed to make sure tenants' voices shape everything we do. At the top, a Board of Management sets the overall direction and ensures we stay true to our values. They work closely with our Chief Executive, Executive and leadership team, who handle day-to-day running of services. We have three committees that look after specific areas like homes, development, and sustainability, people and customer service and audit and risk, always keeping tenant needs at the heart of decisions.

Our approach is open and transparent, with clear ways for tenants to share feedback and influence plans, so that our services reflect what matters most to you and your community.



You can find out more information on the Caredig website.
www.caredig.co.uk



Celebrating 50 years of Caredig



2025 marked our 50th Anniversary, and we've been celebrating in style! Since 1975, we've come a long way as a Housing Association, and we're so proud of everything we've achieved together.

We've loved celebrating with our amazing staff, tenants, and partners. We surprised some of our longest-serving residents with a knock at the door and gifts. Thank you to everyone who's been part of our journey!



SERVICE DELIVERY PERFORMANCE



New Homes Let

2024/25: 23

2023/24: 28



Keeping Our Homes Safe



99.79%

Gas servicing completed to time



99.96%

Homes with a valid electrical certificate



100%

Properties comply with Control of Asbestos Regulations



100%

Planned Fire Risk Assessments had been completed



84.15%

Repairs completed at First Visit Fix



99.24%

Emergency Repairs completed on time

Rent Arrears

2024/25

Gross – 3.79% (£875k)

Net – 2.88% (£665k)

2023/24

Gross – 3.38% (£745k)

Net – 2.69% (£593k)

Void Rent Loss

2024/25: 2.3%

2023/24: 1.72%

Average time to let a home

2024/25: 48.8 days

2023/24: 43 days

INVESTING IN YOUR HOMES



We want to provide homes and communities that people want to live in; be a landlord of choice. Hearing what makes a house a home for tenants is key to us.

During 2024/25 we spent £1.71m on improving tenants' homes, this included the installation of:



52
New kitchens



42
Bathrooms/
wet rooms



99
New boilers



285
Homes had
new windows
installed



110
Doors were
installed



128
Fire doors
were
installed



14
Homes were
rewired



44
Homes
received
replacement
fencing



11
Roofs were
replaced



11
Properties had
Electric heating
installed

We also spent a total of **£303,833** on adapting homes to meet tenants' personal needs.

We secured **£1,595,000** of Welsh Government Optimised Retrofit Programme funding and installed External Wall insulation and **Solar PV to 37 Homes**, **Solar PV to 60 homes** and **Air source Heat pumps to 12 homes**.

The organisation continues to work towards the WHQS 2023 standard to achieve Welsh Government's energy target of mid-point EPC C on all our homes by 2030. A Whole Stock Assessment has been undertaken on all homes to develop Target Energy Pathways to identify the decarbonisation works and level of funding required to attain SAP75 by 2030.

We developed a 5-year costed programme to deliver Fire safety works on properties identified as requiring Fire Safety remedial actions.

CUSTOMER SERVICE

We continued to use data and work with staff and tenants to improve the way we handle incoming phone calls through our Housing Services team this year, and the team continues to improve our customer service offer at the first point of contact. In 2024/25, the team achieved the following:



Received over 28,000 phone calls over 12 months, or 2300+ calls per month



Responded to over 6,900 emails



Achieved a huge **77% increase** in the number of calls answered



Reduced waiting times for calls to be answered by **81%**



Reduced time to respond to emails and other correspondence by **33%**



In 2024/25 an internal audit reviewed our approach to Anti-Social Behaviour, and following a series of improvements including a new Anti-Social Behaviour & Community Safety Policy, we were **awarded Substantial Assurance in February 2025**.



Complaints performance also improved with the average time to investigate and respond to complaints reducing to 15.93 days for 24/25. **Satisfaction** with how we are handling complaints also **increased**.



In 2025/26, we will be launching a Customer Service Steering Group with a particular focus on repairs, general customer service, communication, tenant involvement and our response to anti-social behaviour. We will also ensure a wider focus to continue to improve services and increase trust tenants feel towards us.

RENT MANAGEMENT AND MONEY ADVICE

The increased cost of living has affected many tenants who have found it difficult to manage significantly increasing costs. We have continued to provide support, advice and assistance to help people pay rent and other charges and although net arrears have slightly risen, our support-first engagement has prevented the need for formal action in most cases, with zero evictions for rent arrears once again in 2024/25.

Our approach has been supplemented by targeted events, through initiatives such as 'Beat the Bills' and helping tenants claim additional funds such as Making Ends Meet grants, Homeless Prevention grants, Discretionary Assistance Fund and Discretionary Housing Payments.

In 2024/25, our Income and Inclusion Team :

Supported 66 tenants to access and benefit from the Caredig funded hardship fund, a total of **£20,000** was used to tackle food poverty, fuel poverty, buy items for cooking.

Supported tenants to navigate the benefits system including **assisting 55 tenants** to apply or reapply for PIP with a success rate of **82%** (compared to the overall average success rate for PIP claims at 52%)

Supported 47 tenants to access Discretionary Assistance Funds (DAFS) for items such as white goods and furniture

20 households benefited from our Homes not Houses initiative, the initiative specifically tackles issues such as flooring and furniture poverty and a total of **£13,000** was invested into making properties homes.

The feedback from tenants is extremely positive and has a huge impact on their lives and we continue to perform well compared to others in the sector.

Rent Affordability

We worked closely with tenants and Board Members to review our Rent Policy, ensuring a clear approach to rent and service charge setting that balances the needs of the business and those of tenants.

The policy confirms our continued commitment to five key principles:

- Affordable
- Sustainable
- Engage
- Fair
- Accountable

As a result of our focus on affordability over recent years we were pleased to confirm that 100% of our homes meet our target whereby rents plus service charge should not exceed 33% of average local incomes (28% where it is rent only as no service charge).

HOW YOUR RENT IS SET

How We Set Your Rent and Service Charges

Who Decides Your Rent?

- As your landlord, Caredig decides your rent based on the size, type and location of your home. For most tenants, we must follow the Welsh Government's rules, which include a limit to the amount rents can increase each year, which is based on inflation.
- If you live in "Extra Care", your rent falls outside Welsh Government rules and are set based on the cost of running the service and the principles set out in our own Policy (see below).
- If your tenancy started before 1989, your rent is set by a Rent Officer and will not rise by more than the limits set by Welsh Government.

When Do Rents Change?

- New rents and service charges start on April 1, each year.
- We will send you a letter about any changes that affect you at least two months before this.



What is Caredig's Policy?

For all tenants, including those in Extra Care, our Policy sets out the five principles we follow when setting rents and service charges:

1. We Are Open

- We explain how we set your rent and make decisions.

2. We engage with tenants

- We engage and ask tenants for their views before making decisions about rent.
- Please fill in our survey to share your thoughts!

3. We Are Fair

- We make sure rents and charges are fair and give value for money.
- We set rents based on:
- The type of home (house, flat, bedsit)
- The number of bedrooms
- The local council area



HOW YOUR RENT IS SET

4. We Make Sure Rents Are Affordable

- We check that rents and charges do not cost more than one third (33%) of average local wages. If there is no service charge, the limit is 28%.

5. We Keep Things Sustainable

- We aim to strike a balance between keeping rents affordable and making sure we are able to afford the costs of maintaining homes and providing good services.



What Are Service Charges?

- Service charges cover extra costs of services in shared areas such as cleaning, lighting and heating or looking after gardens.
- Not all tenants receive these services so we ensure you only pay for services you benefit from.
- We check these costs every year and share them fairly between tenants.

Need more information?

Please ask for a copy of our Rent and Service Charge Policy or contact us on 01792 460192.



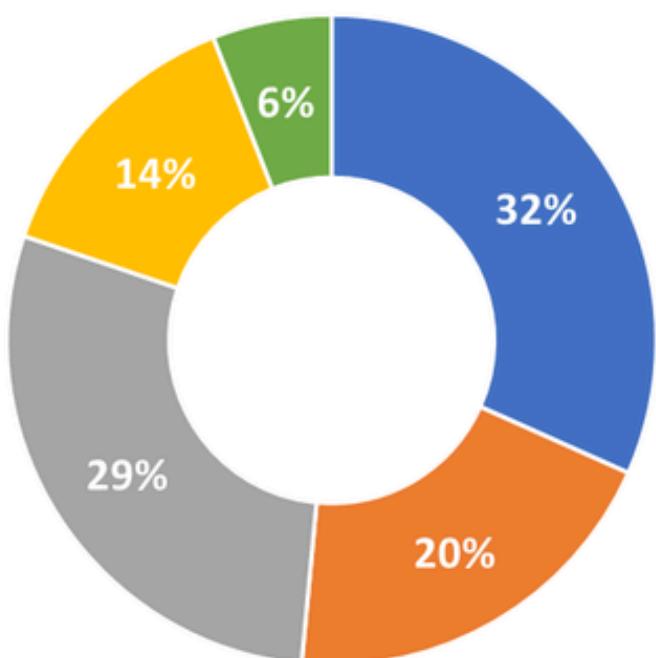
HOW YOUR RENT IS SPENT

- 32% of the rent we collect goes towards building new affordable homes for the community and replacing key components in our current homes such as Kitchens, Bathrooms and Windows etc.
- 29% of the rent we collect goes on repairs and servicing for your homes to keep them safe. From gas and electric servicing to everyday repairs reported.
- 20% of the rent we collect went on servicing the loans that we take out in order to fund building new homes for the community.
- 14% of the rent we collect went on providing our excellent housing team to help support the needs of our tenants.
- 6% of the rent we collect went on our central support services vital to keeping the company running such as Finance, IT and our Care and Support team.



What we spend your rent on

- Building new homes and asset management (eg replacing kitchens, windows etc.)
- Loans and leases
- Repairs to homes
- Housing Services
- Cost of running Caredig



Wellbeing Support

Our Dechrau Service

People • Homes • Communities



The Dechrau Story

The Wellbeing Project is funded by Swansea Bay Health Board and offers support to tenants in the Swansea and Neath areas. It is now in its 4th year.

Shelene Williams is the Wellbeing Co-ordinator and can help you with any aspect of wellbeing support. She has supported people to get the right help they need to address major trauma in their lives. She can also support you to attend appointments or link you up with opportunities for hobbies or volunteering.

If you would like help, you can contact Shelene on the details below or ask a member of staff to refer you.

We supported :

156 tenants in Year 1
183 in Year 2
209 in Year 3
151 so far in year 4

95% of tenants are more positive about their future

95% of tenants are more confident they can manage their life

“I don’t know what I’d have done without her”

Contact Shelene on
Shelene.williams@caredig.co.uk
Or call 07767 162147

Staying warm and safe this winter



Keep Heating Systems Maintained

- Ensure that your heating system is in good working order and inform our helpdesk if there is any issue
- Keep heating at a steady, low level rather than turning it on and off drastically
- If you use space heaters, make sure they are kept at least three feet away from flammable materials and never left unattended



Ventilate Daily

- Open windows slightly after showers or cooking to avoid condensation
- If extractor fans are used, keep vents clear
- Wipe away window condensation and avoid drying large amounts of laundry indoors without ventilation



Spot & Report Early Issues

- Regularly check for damp patches, leaks or peeling paint – and report them immediately.
- Feel for draughts or cold spots around windows and doors



Protect Pipes & Plumbing

- Locate your main water shut-off valve and learn how to use it
- Keep heating on at a low level to prevent pipes freezing
- Report any dripping taps or leaks immediately

EXTRA CARE

Ty Dyffryn celebrates VE Day

Staff and residents at our Ty Dyffryn scheme in Ammanford celebrated Victory in Europe Day (VE Day)

There was plenty of games, singing, dancing and smiling as they marked the 80th anniversary of VE Day, uniting to celebrate 80 years of peace since the end of World War II in Europe. VE Day 80 is not only a tribute to those who fought for freedom but also a powerful reminder of the resilience and unity that have defined our country ever since.



Hazel Court Lunch Club

Hazel Court held a 6 weekly Summer lunch club with the help from funding from Swansea Council COAST Funding. It was a wonderful event with amazing performances from Elvis, Jon Jones magician, Ellie Rose, Maria and the Tenovus cancer choir, Demarco's dance studio . It was so nice to see so many new faces come along and share lovely food and great company.





SUPPORTED HOUSING

Our Care and Support team partnered with Keep Wales Tidy – Cadwch Gymru'n Daclus and their 'Local Places for Nature' initiative for an inspiring new project.

The goal? To transform the communal garden into a welcoming space for both tenants and staff. This project was the perfect opportunity for everyone to come together and make a difference.

Thanks to Keep Wales Tidy, we received plants, trellis, tools, and expert guidance to help us install everything. Plus, they will provide ongoing support for the next five years!

Our team has already made fantastic progress and is eager to continue developing the garden. We can't wait to share our journey with you! Stay tuned for updates.



The Tenant Hub

Listening to and acting on tenants' views is important to us and tenants have continued to influence the way we work in a number of ways.

The 'Hub' has continued to meet regularly to oversee tenant involvement in partnership with staff and Board, overseeing **50 surveys and consultations involving over 70 tenants**. The Hub also helped us develop a new set of Service Standards. We also introduced incentives to encourage tenant participation which saw a **50% increase in involvement in local Focus Groups**.

What's happened ?

- » Service Standards
- » Complaints review
- » Rubbish and recycling review



What's next?

- » The Hub are currently researching a trusty handyperson service to recommend to tenants
- » Do you have any suggestions on what you would like the Hub to look at? Let us know!



2026 STAR Survey

We're making it easier for you to share your views! Our big STAR survey (Satisfaction of Tenants and Residents) will now take place every year. To keep things fair and manageable, every six months we'll invite 50% of tenants to give feedback.

Your opinions are vital—they help us improve services and shape our plans. The results are also shared with the Welsh Government, so your voice really makes a difference.

The Hub team played a key role in selecting Acuity, the company that will carry out the surveys and analyse the results.

Watch this space! We'll share the findings in early 2026.

How can I get involved?

Contact Emma or Carol Email: communityengagement@caredig.co.uk

Tel: 01792 482 762 Text/WhatsApp: 07543 368 645



Hearing the Tenants' Voice

TPAS Cymru

Annual Conference

Tenants, staff, and housing professionals from across Wales came together for the Annual TPAS Cymru Conference to learn from each other and strengthen tenant voice in housing.

From the keynote and workshops on community cohesion, Net Zero, repairs, and AI in housing, to informal chats between sessions : every exchange showed how much we can learn by listening.

Cllr Kay Redhead set the tone perfectly, sharing her powerful story and reflections that really resonated.

From "I bought an 8 man tent..." to "There's something about social housing communities that makes them unique," Kay reminded us why tenant voice matters.

Her message was clear "Get yourself a seat at the table, even if you don't belong in it, because I guarantee you are."

As she put it so powerfully, "Through organisations such as TPAS, we can use our voices to change social housing for the better." Because "social housing is for everyone, but it doesn't have to define you."

Thank you to our tenants who joined us, contributed, and shared their experiences. Your openness and ideas are what makes the conference meaningful.



Community Engagement

It's been a busy year for our Community Engagement Staff Emma & Carol with events in the communities. Below is just a snippet of what the team have been up to!

People • Homes • Communities



| SPRING | SUMMER | SUMMER | AUTUMN/WINTER |
|-----------------------|---------------------------------|---|-----------------------|
| EASTER EGG DELIVERIES | FOLLY FARM TRIP | 50 TH ANNIVERSARY CELEBRATIONS | GOOD NEIGHBOUR AWARDS |
| TENANT SURVEYS | FREE SUMMER EVENTS FOR CHILDREN | GARDEN COMPETITION | RENT ROADSHOWS |
| VE DAY CELEBRATIONS | FREE GIVEAWAYS | PERIOD POVERTY CAMPAIGN | POLICY REVIEWS |

**GREAT WORK,
GUYS. KEEP IT UP.
OUTSTANDING!**



Contact The Team for more information,
Email: communityengagement@caredig.co.uk
Tel: 01792 482 762
Text/WhatsApp: 07543 368 645

Garden Competition

Winners 2025

Congratulations to the WINNERS of the 2025 Garden Competition. The judges visited some beautiful gardens this year. The standard just keeps getting higher every year. Well done everyone!

Best Eco Garden

Robense House, Swansea



Best Comunal Garden

Supported Housing
Crown Street, Morriston



Best Vegetable Garden

Slate Street



Best Back Garden & Best

Hanging Baskets

Wendy from Llanelli



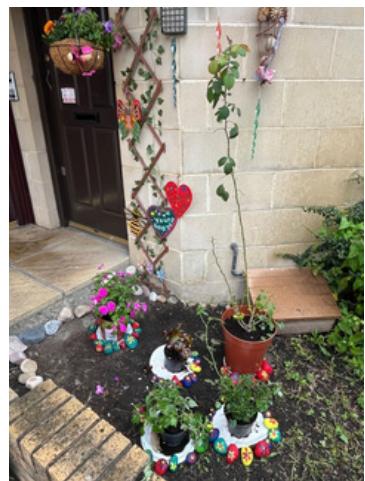
Best Containers/Pots

Mrs Lewis Ty Dyffryn



Highly Commended

Certificate Miss Akhtar
Swansea



Best Communal Garden Extra Care

Maes Mwldan, Cardigan



2026 GARDEN COMPETITION

We have a number of categories you can enter

- Front and Back Garden
- Hanging Baskets
- Best Vegetable Patch
- Sunflowers
- Pots
- Communal areas
- Best recycled Eco Garden



To enter send your name/address and which category you're entering to:
Communityengagement@caredig.co.uk
or Text/ WhatsApp 07543 368645

**Closing date for entries 24 June 2026
Judging will take place 14 July 2026**



Caredig Community Facebook Page



Follow our Caredig Community Facebook Page.

We share lots of useful information on the page for example:

- We can engage directly with tenants through the platform
- Advertise events/consultations/tenant groups etc
- Advertise free items
- Interactive opportunities for residents to engage with us
- We will be running regular polls/consultations via the page
- Financial advice

and lots more....



Keep up to date with everything going on in Caredig.

Lost the link? Drop our Community Engagement team a text/WhatsApp 07543 368645 and they can send you a new link. Or you can head to our main Caredig Facebook page to be added to the Community group. Search for Caredig on Facebook you will see this logo



facebook



INCENTIVE WINNERS



Thank you to residents who took the time to provide feedback from recent events you attended with us.

You've got to be in it to win it!

Congratulations to our winner Mrs Singleton from Llanelli who has won a £50 shopping voucher.

RENT ROADSHOWS

Thank you to residents who came to see us at the rent roadshows and everyone who completed the surveys.

The winners of the 3 x £100 shopping vouchers are:

Margaret Phillips from Rhos

Sandie Macreadie of Landore (pictured above right). Sandie said: "Oh wow, what a nice surprise. Made my day. Thank you."

Stephen Banks from Cardigan (pictured right with Markus Botha, Team manager)





Neighbour of the year awards

We are in our 3rd year since launching the Caredig Neighbour of the Year Awards and we are still seeing some wonderful acts of kindness from our tenants and neighbours, who go above and beyond to help to make the neighbourhood or local community a better place to live. Every year it gets harder for our judges.



Shane from
Regency House Swansea



Rachel from
Cwmdu Swansea



Robert from Sketty Swansea



Suzanne from Ty Dyffryn,
Ammanford

Well done to everyone and we look forward to launching the awards again in 2026!
Do you know someone who deserves an award?
Please let our Community Engagement Team know.





Residents Summer Trip to Folly Farm



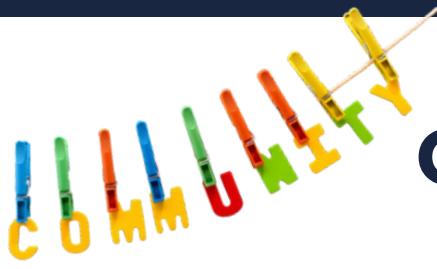
We held our first residents summer trip to Folly Farm. We took 45 lucky Caredig residents on the coach trip and what a wonderful day we all had. This was a great initiative for our residents in collaboration with Morganstone and we hope to run lots more trips like this in the future. Keep an eye on our Social Media sites for future competitions.



Thank you for an amazing day. We had so much fun

I wouldnt of been able to afford to take my children here. Thank you for making it happen





Community Benefits



It's been another busy year in the community. We have been carrying out lots of exciting activities over the last year in collaboration with Morganstone. Take a look at what we have been up to.



Supporting Goleudy's Community Fridge!

We donated a large quantity of food supplies and also made a donation of equipment to set up the community Hub, such as a Walking Pad for the gym, bistro garden sets for the outdoor area, a Coffee machine for the communal area .

To help to keep this project running and to develop the service further, they rely on donations from local businesses and members of the public. Just a small donation can make a big difference and this benefits hundreds of people a week.

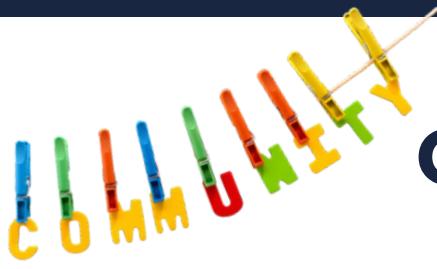


International Day of Charity

In honour of International Day of Charity, we at Caredig are proud to celebrate the incredible power of giving back to our community,

- A special donation of food and toys to the wonderful Swansea Cats and Kittens Society, ensuring that vulnerable animals in their care have what they need to thrive whilst in foster homes.
- Residents at St. John's Care Home received a variety of activity items, designed to bring joy and engagement to their daily lives.
- A delivery of essential dignity kits to Matt's House for the Homeless, providing much-needed hygiene supplies to those without a home.





Community Benefits



Bringing Stories to Life: Caredig

We celebrated World Book Day in a truly special way at St. Helens Primary School. We donated a large variety of reading books for the pupils for World Book Day.



Science meets adventure at Plantasia!

We had an amazing time teaming up with the brilliant pupils of St. Helen's Primary School on a tropical journey through Plantasia Tropical Zoo!

Their science topic? The Venus flytrap and what better way to learn than seeing it up close in a real rainforest environment?

From curious meerkats to slithering snakes, every moment sparked excitement and learning

A Brush with Mindfulness

We held 2 Art Therapy sessions which have been a great success. Caredig residents and Goleudy Connect joined forces to create some beautiful sunset portraits.

Participants truly embraced the opportunity to take time for themselves, focusing on being mindful and present. We heard so many positive comments about the sense of calm and relaxation they felt, which is so crucial for our overall well-being.



Development Update



Caredig continues to seek opportunities to provide affordable housing across its areas of operation in Swansea, Neath Port Talbot and Carmarthenshire. Whilst the development market presents challenges, Caredig has, over the last 12 months been able to deliver much needed new homes to underpin its commitment to delivering housing to those in need.

During 2024/25, we took delivery of 17 new homes in Swansea, along with 9 existing homes which we refurbished in both Swansea and Neath Port Talbot. We currently have 140 new homes being built across 8 sites in both the City and County of Swansea and Neath Port Talbot Council. These are a combination of schemes either funded through the Social Housing Grant (SHG) programme or through the planning system via section 106 agreements, and will be handed over in the coming 12-24 months.



Caredig continues to be successful in securing Transitional Accommodation Capital Programme (TACP) funding provided by Welsh Government to help address the homelessness crisis in Wales. In the current programme, and due to be handed over during 2025/26 there are 9 homes currently being refurbished, and we are looking to deliver a further programme of acquisitions during the coming 12 months.



A new development strategy will be adopted during the next financial year, and this will be critical in underpinning our commitment to delivering homes of the highest quality in the right locations, which responds to the increasing needs of our communities. We will continue to work in partnership with our key local authority partners and other stakeholders to deliver against our development programme targets, thereby addressing the housing crisis in Wales. Providing homes that enable tenants to flourish in their lives is a key aim, being guided by principles of excellent design and providing homes that people are proud to live in and affordable to run.





Equality, Diversity & Inclusion



We monitor and measure the success of our Equality Diversity and Inclusion Strategy, with a clear and focused action plan to deliver against our key strategic aims:



We will : promote EDI, value diversity and ensure all voices are heard



We will : recruit and retain people who reflect our diverse communities



We will : comply with EDI legislation and guidance



proactively tackle discrimination



A focus over the last year which in ongoing, is better use of data to improve tenant and community profiling to ensure our services continue to be inclusive and equitable.



This work is supported by our dedicated EDI Working Group, which has representation from across the organisation as well as a champion at Board level.



As part of this work we continue to support sector initiatives, including our commitment to Tai Pawb's 'Deeds not Words Pledge', Welsh Government's Anti-Racism Wales Action Plan and participation in the Pathway to Board programme as we play our part in tackling race inequality. 84% of our staff say they are happy with Caredig's efforts to improve diversity and inclusion.





Spring Word Search



| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| N | Q | F | I | P | F | S | D | R | I | B | L | S | B | F | Z | R |
| J | V | P | X | X | O | X | S | B | G | P | I | S | R | E | P | S |
| T | D | X | M | R | A | W | S | N | P | T | R | R | F | S | Q | E |
| N | M | Z | B | G | T | E | A | E | O | Z | P | E | N | J | M | O |
| Y | D | B | M | P | G | A | R | N | I | X | A | W | A | J | E | U |
| G | S | Y | C | T | X | S | G | I | U | R | V | O | T | N | V | V |
| G | I | S | N | Q | E | T | X | H | V | U | L | H | Q | X | Q | C |
| E | V | P | F | J | V | E | K | S | Y | U | S | S | Z | B | Y | L |
| V | D | T | L | C | P | R | E | N | A | P | R | E | E | Q | M | I |
| K | D | W | O | R | Y | D | R | U | M | B | R | E | L | L | A | W |
| M | R | G | W | D | Z | B | A | S | E | B | A | L | L | L | R | Q |
| R | R | T | E | Q | W | Q | Y | V | T | J | D | L | A | H | C | E |
| M | B | H | R | M | W | D | Q | T | W | W | Q | R | Q | X | H | U |
| M | F | M | S | E | R | J | F | N | O | T | T | A | G | S | H | E |
| N | G | N | I | R | P | S | X | X | B | G | A | I | S | I | V | W |
| E | R | H | I | I | I | L | M | G | R | E | E | N | Y | L | T | R |
| Y | R | W | D | M | L | G | Q | T | T | I | A | O | A | F | F | B |

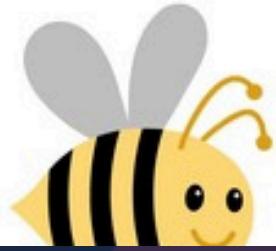
SPRING
MAY
GREEN
WARM
UMBRELLA



MARCH
FLOWERS
GRASS
SHOWERS
EASTER



APRIL
BASEBALL
SUNSHINE
RAIN
BIRDS



HELP AND ADVICE



Live Fear Free Domestic Abuse provide help and advice about violence against women, domestic abuse and sexual violence.

Free service | 24/7 support

Call or text: 08088 010800

Young Minds has a dedicated parent helpline which is available to offer advice to parents and carers worried about a child or young person under 25.

Free service | 24/7 support

Text YM to: 85258

Wales Dementia Helpline provide support and advice for people with dementia or their families.

Free service | 24/7 support

Call: 0808 808 2235 or text 'help' to: 81066

Childline – If you're under 19 you can confidentially call, chat online or email about any problem big or small.

Free service | 24/7 support

Call: 0800 11 11

C.A.L.L Helpline is a community advice and listening line for Mental Health.

Free service | 24/7 support

Call: 0808 132 737 or text 'help' to: 81066

Dan 24/7 Wales provides confidential drugs and alcohol helpline. Dan 24/7 will not appear on your home itemised bill.

Free service | 24/7 support

Call: 0808 808 2234

Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.

Free service | 24/7 support

Call: 116 123

The Silver Line offers a telephone befriending service that connects older people with volunteers who can chat and provide information and advice.

Free service | 24/7 support

Call: 0800 470 80 90

Dewis Cymru is a one-stop-shop for well-being advice and information, plus related community resources to help you and your loved ones.

Free service

Contact via the form on their website

Age Connect works across Wales to provide assistance, support and services to older people to help them live a healthier, more active and independent life.

Free service

Call: 02920 683600

PAPYRUS Hopeline UK works with young people to give hope and prevent young suicide. Anyone up to the age of 35 is welcome to make contact.

Free service | 9am-midnight

Call: 0800 068 4141 or email:

pat@papyrus-uk.org

People • Homes • Communities



Head Office: 43 Walter Road, Swansea, SA1 5PN

Reception Opening Hours: Monday to Friday 9.00am-5.00pm

Main Office Number: 01792 460192

Main Office Email: info@caredig.co.uk

Social Media:



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Please feel free to let us know what you thought of this newsletter - your feedback is always welcome!

Empowering People

Creating Homes

Thriving Communities