Fair Ways Community Benefit Society.

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the Regulations and Inspection of Social Care (Wales) Act 2016 (RISCA) . The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

Provider: Fair Ways Community Benefit Society.
- Provider summary
- Training and workforce planning arrangements
- Regulated services delivered by this provider

Service: Birch Grove
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Service facilities and accommodation
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Ty Cribyn
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Service facilities and accommodation
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Service: Ty Rhos Bach
- Service summary
- Service management
- Service contact details
- Languages used at the service
- Service facilities and accommodation
- Engagement with people using the service
- Compliance and quality statement
- Fees charged by the service
- Complaints processed by the service
- Staff working at the service

Provider: Fair Ways Community Benefit Society.

Provider summary

The provider was registered on:	19/10/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	There is an established training programme in place for all new and existing staff . New staff follow an induction programme which means that training is all in place as soon as possible. Therapeutic training is key to embedding a a consistent ethos. A workforce plan for each home is in place that takes into account staff training needs-this looks at emerging trends and pre-admission assessments identify training to meet specific needs of new children placed in the homes.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	The company continues to have a clear safer recruitment policy and checklist that ensures high standards within the recruitment process and post- interview. Pay analysis has taken place to ensure that we are attracting as many potential suitable candidates as possible to vacant roles. The offering of internal secondments in shift roles has been a successful strategy again over the past year once again to support upskilling of staff. The homes remain fully staffed with minimal agency usage.

Regulated services delivered by this provider

Service name	Service type	Type of care
Birch Grove	Care Home Service	Childrens Home
Ty Cribyn	Care Home Service	Childrens Home
Ty Rhos Bach	Care Home Service	Childrens Home

Service: Birch Grove

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/03/2020
Maximum number of places	3
Service Conditions	• A maximum of 3 individuals can be accommodated at this service • The responsible individual for this service is Jonathan Paul Loney
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Jonathan Loney
Manager(s)	Emily Dickson

Service contact details

Service Telephone Number	01874636542
Service Contact Email Address	birchgrove@fairways.co

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- Garden(s)
- Internet access
- Number of bathrooms with assisted bathing facilities: 0
- Number of bedrooms with en-suite facilities: 3
- Number of communal lounges: 1
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 3
- On-site parking
- Outdoor seating / entertainment area
- TV point

Engagement with people using the service

During the last financial year, our established methods for consulting individuals using our service about its operation remained in place. We continued to distribute regular questionnaires to young people in placement, their family members, relevant professionals, and our staff, with the feedback directly informing our Quality of Care reviews. Furthermore, young people were consistently consulted about the care and support they received throughout their placement during key work and link work sessions. Our RI and management team also engaged regularly with young people.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2150
The maximum weekly fee payable during the last financial year?	£12770.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	14

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	10	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	10	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	10	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	1	7

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 4 sleep-in staff when at full occupancy
Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 4 sleep-in staff when at full occupancy

Service: Ty Cribyn

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/04/2025
Maximum number of places	4
Service Conditions	• A maximum of 4 individuals can be accommodated at this service. • The responsible individual for this service is Jonathan Paul Loney
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Jonathan Loney
Manager(s)	Zachariah Snape

Service contact details

Service Telephone Number	01639 381721
Service Contact Email Address	tycribyn@fairways.co

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- Garden(s)
- Gym / sports facilities
- Internet access
- Near public transport
- Number of bathrooms with assisted bathing facilities: 0
- Number of bedrooms with en-suite facilities: 0
- Number of communal lounges: 2
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 4
- On-site parking
- Outdoor seating / entertainment area
- TV point

Engagement with people using the service

Young people were consulted through a combination of key working sessions, house meetings, and ongoing day-to-day conversations with staff, providing opportunities to share their views on the running of the home and influence day-to-day decisions. The Registered Manager and Responsible Individual also regularly engage with young people during visits and through surveys to gather feedback on the service. In addition, feedback is sought from parents, family members, and partner professionals through reviews and direct consultation, supporting a holistic understanding of the service and areas for development.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2250
The maximum weekly fee payable during the last financial year?	£8523.62

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	9	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	9	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	3	0
Care Worker	9	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	3	0
Care Worker	0	6

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 4 sleep-in staff when at full occupancy
Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 4 sleep-in staff when at full occupancy

Service: Ty Rhos Bach

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/10/2018
Maximum number of places	3
Service Conditions	• A maximum of 3 individuals can be accommodated at this service • The responsible individual for this service is Jonathan Paul Loney
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	Jonathan Loney
Manager(s)	Emily Dickson

Service contact details

Service Telephone Number	01874638052
Service Contact Email Address	tyrhosbach@fairways.co

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Activities room (Art, Music, Games, Computers, etc.)
- Garden(s)
- Internet access
- Number of bathrooms with assisted bathing facilities: 0
- Number of bedrooms with en-suite facilities: 3
- Number of communal lounges: 1
- Number of dining rooms: 1
- Number of shared bedrooms: 0
- Number of single bedrooms: 3

Engagement with people using the service

Throughout the last financial year, our established framework for gathering input from service users about the home's operation continued. We routinely distributed questionnaires to young people residing at Ty Rhos Bach, their family members, relevant external professionals, and our staff, with this valuable feedback consistently feeding into our Quality of Care reviews. Moreover, young people received ongoing consultation regarding their care and support during their placement through key work and link work sessions. Our Responsible Individual (RI) and the management team also maintained regular engagement with young people, ensuring their perspectives were heard directly.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2150
The maximum weekly fee payable during the last financial year?	£12770

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	14

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	8	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	8	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	8	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	0	4

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 3 sleep-in staff when at full occupancy
Care Worker	2 days on (7am-10.30pm), 4 days off- 1 Team Leader, 1 Senior, 1 support worker. All staff sleep in so 3 sleep-in staff when at full occupancy