

Before You Start

As part of your Annual Return, you are required to upload workforce information about your provider and services using a set of pre-defined templates.

All templates that apply to your provider and its associated services are available via the 'Workforce Templates' menu.

Important

- * You must only use the templates provided within the 'Workforce Templates' menu.
- * Only the templates provided will be accepted.
- * Completed templates must be uploaded to the relevant sections of your return.

The information you upload will be checked and verified. You will not be able to successfully submit your Annual Return until all required templates have been uploaded and verified.

Please select the language(s) you want to publish the Annual Return in.

If you are a provider who provides or is working towards providing an 'Active Offer' of the Welsh Language, you may wish to complete and submit your Annual Return in both languages. If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing you to publish the return in both languages.

If you select 'English' all free text questions will be displayed in English only.

If you select 'Welsh' all free text questions will be displayed in Welsh only.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the Annual Return?	English
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Provider Details

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31 March 2026.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	SAFE HEAVEN LTD
The provider was registered on:	27/08/2024
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Ty Gwair Children's Home	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	14/10/2025
	Responsible Individual(s)	Daniel Williams
	Manager(s)	Fay Ings
	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 Daniel John Williams
	The Mount Children's Care Home	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	27/08/2024
	Responsible Individual(s)	Daniel Williams
	Manager(s)	Gareth Smith
	Maximum number of places	4
	Service Conditions	The responsible individual for this service is Daniel John Williams A maximum of 4 individuals can be accommodated at this service.

Provider Profile

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	SAFE HEAVEN LTD
Is the Provider Name correct? Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	Yes
Registered Company Number	13437301
Is the Registered Company Number correct?	Yes
Registered provider's primary address:	40 Champs Sur Marne, Bradley Stoke, Bristol, BS32 9BJ
Is the registered provider's address correct? Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	Yes

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the provider telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	07307789025
Provider Telephone Number	veronica@safehavencare.co.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	English
Website address	
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Daniel Williams (Similar Officer) Veronica Nyatsuro (Director) Daniel Williams (Similar Officer) Gareth Smith (Similar Officer)
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	1st Line of Address	Service Type
The Mount Children's Care Home	The Mount	Care Home Service
Ty Gwair Children's Home	Ty-gwair	Care Home Service
Is the list of regulated services correct?	Yes	

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	All staff employed at the service complete face to face training in Safeguarding, First Aid, Fire safety and Positive behaviour Management as part of their induction into the home. All further training course have been provided to staff via an online training portal. Each staff member has an individual login and they are able to access and complete the courses allocated to them via this. All course are expected to eb completed within their probation period.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	The home was established within the last financial year, requiring the recruitment of a full staff team. The first group of staff started in September 2024, with a second group starting in October 2024. All of these staff members remain in employment with the company. One member of staff has switched from full-time to bank staff. We have also recruited additional bank staff to support with cover of annual leave, sickness and fluctuations in staffing levels required for young people.

People at the provider

Use this section to upload the workforce information about people who work at the provider. It is important that the workforce information you provide is only about those people working in Wales.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the provider.

Please upload the workforce information for this provider	ciw_ar2026_providerworkforce_nonla_en.xlsx
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Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	The Mount Children's Care Home
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	4
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	The Mount, Bryngwyn, Raglan, Usk, NP15 2AE
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	07307789025
Service Telephone Number	veronica@safehavencare.co.uk
Website address	
What is the main language through which the service is provided?	English
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Daniel Williams
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Are the Responsible Individuals correct?	Yes
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List of service manager(s) for this regulated service

Service Managers	Gareth Smith
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Are the service managers correct?	Yes
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The total number of full time equivalent posts at the service (as at 31 March)	16
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Use this section to upload the workforce information about people who work at this service.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.

Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en The Mount.xlsx
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Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..

This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on	07/05/2025
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Does CIW currently have your most up to date Statement of Purpose?	Yes
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
As per your condition of registration, this service is registered to accommodate the following number of people at this service:	4
How many places were occupied on 31 March?	4
How many places were unoccupied on 31 March?	0

How many people resident at the service on 31 March were aged:

0-17 years	4
18-64 years	0
65+ years	0
Is the age breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male	4
Female	0
Is the sex breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	4
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	0

Fees Charged

The minimum weekly fee payable during the last financial year?	6500
The maximum weekly fee payable during the last financial year?	7000

If you wish to add further detail or comment regarding the scale of charges please do so below

Complaints

Service complaints and arrangements for consulting people who use the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	Young people are consulted with on a daily basis. The staff team have developed positive working relationships with the young people and understand the importance of young people taking an active role in day to day routines at the home and in their care planning. Young people are actively involved in their care planning and encouraged to attend reviews and other meetings. If they do not wish to attend the meetings in person then their keyworker or a member of the management team will represent their views Young people complete weekly planners with staff to encourage them to contribute to how their days are structured and ensure that young people have opportunities to engage in activities they like during their leisure time. Young people's meetings are held at the home regularly to provide young people, with an opportunity to discuss their experiences at the home and put forward suggestions of things they would like to do and areas in which we can improve the service we provide to them.
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Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.

Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	4

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate statement.

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	Ty Gwair Children's Home
Is the registered service name correct?	Yes
The number of people you are registered to provide care and support for:	3
Is the number of people you are registered to provide care and support for correct?	Yes

Primary address from where the service is being delivered from is:	Ty-gwair, Kemeys Road, Abergavenny, NP7 9DS
Is the registered service address correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Service Telephone Number	07307789025
Service Telephone Number	Veronica@safehavetcare.co.uk
Website address	
What is the main language through which the service is provided?	English
Are the service's contact details, agreed consent and preferred language of communication correct?	Yes

People At The Service

List of the designated Responsible Individual(s) for this regulated service.

Responsible Individual(s)	Daniel Williams
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Are the Responsible Individuals correct?	Yes
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List of service manager(s) for this regulated service

Service Managers	Fay lngs
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Are the service managers correct?	Yes
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The total number of full time equivalent posts at the service (as at 31 March)	11
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Use this section to upload the workforce information about people who work at this service.

The templates you must use are available from 'Workforce Templates' under the 'Help and Support' menu. Only these templates will be accepted when submitting workforce information about people who work at the service.

Please upload your complete 'Service Workforce'	ciw_ar2026_serviceworkforce_en (1) Ty Gwair.xlsx
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Statement of Purpose

We have introduced new categories of care. To ensure our records are accurate and up to date, we are asking you to review and resubmit this information as part of the Annual Return data collection..	
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This information is used in the CIW directory to help people find appropriate care services.

The most recent Statement of Purpose was submitted to CIW on	06/10/2025
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Does CIW currently have your most up to date Statement of Purpose?	Yes
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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As per your condition of registration, this service is registered to accommodate the following number of people at this service:	3
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How many places were occupied on 31 March?	2
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How many places were unoccupied on 31 March?	1
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Of the unoccupied places how many were available for placement on 31 March?	1
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How many people resident at the service on 31 March were aged:
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0-17 years	2
18-64 years	0
65+ years	0
Is the age breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following sex?

This should relate to the sex recorded on a legal document of the resident such as a birth certificate, Gender Recognition Certificate, or passport.

Male	2
Female	0
Is the sex breakdown shown above correct?	Yes

How many people resident at the service on 31 March were of the following ethnic group?

This should relate to the ethnic group or background that best describes the resident, with the following providing further details on each ethnic group:

- White
 - Welsh, English, Scottish, Northern Irish or British
 - Irish
 - Gypsy or Irish Traveller
 - Roma
 - Any other White background
- Mixed/Multiple Ethnic Groups
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed or multiple ethnic background
- Asian/Asian British
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
- Black/Black British/Caribbean/African
 - Caribbean
 - African
 - Any other Black, Black British, or Caribbean background
- Other ethnic group
 - Arab
 - Any other ethnic group

White	2
Mixed/Multiple Ethnic Groups	0
Asian/Asian British	0
Black/Black British/Caribbean/African	0
Other ethnic group	0
Is the ethnic group breakdown shown above correct?	Yes

The number of people requiring 24hr care or are subject to Deprivation of Liberty Safeguards(DoLS). This information will not be included in the published Annual Return.

Number of people assessed as requiring 24hr nursing care during the last financial year	0
The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31 March, where the authorisation has been granted?	0

Fees Charged

The minimum weekly fee payable during the last financial year?	6500
The maximum weekly fee payable during the last financial year?	7000
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use 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	0
Number of complaints not upheld	1
Is the information about complaints correct?	Yes

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?. If available, this field has been pre-filled with last year's Annual Return data. Please review the information and make any necessary changes.	Young people are consulted with on a daily basis. The staff team have developed positive working relationships with the young people and understand the importance of young people taking an active role in day to day routines at the home and in their care planning. Young people are actively involved in their care planning and encouraged to attend reviews and other meetings. If they do not wish to attend the meetings in person then their keyworker or a member of the management team will represent their views Young people complete weekly planners with staff to encourage them to contribute to how their days are structured and ensure that young people have opportunities to engage in activities they like during their leisure time. Young people's meetings are held at the home regularly to provide young people, with an opportunity to discuss their experiences at the home and put forward suggestions of things they would like to do and areas in which we can improve the service we provide to them.
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Service Environment

Food hygiene provision. This information will not be included in the published Annual Return.

Are you registered as a food business with your local authority?	Yes
What FSA rating has been obtained by the service?	Not yet rated

Statement of Compliance

Set out your statement of compliance with regulations made under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) by selecting the most appropriate 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.

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Declare & Submit

Please Note! Important: You do not have the required permissions to complete this section or submit the provider's Annual Return.

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW



I declare the information provided within this Annual Return is true to the best of my knowledge.

Please Note! In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.



I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.