

Self Evaluation 2017-2018



Cymdeithas Tai
Tŷ Glas
Housing Society



Cymdeithas Tai
Clwyd Alyn
Housing Association

Value for money

88% of residents are satisfied that their rent provides value for money, an increase of **3%** since 2016

"I appreciate that Clwyd Alyn is trying to keep rents and service charges down to help residents"

The communal area and window cleaning has been brought in-house to provide a consistent standard of service and a reduction in cost to the residents



Help improve our services and deliver better value for money. We welcome any suggestions you may have, and you can do this by following the link



www.clwydalyn.co.uk/formbuilder/value-for-money/view/

£200K

in value for money savings made by staff through donations, pricing renewals, negotiation and grants

During **2017/18** our Welfare Rights and Money Advice Officers assisted **990** residents and secured a further **£508k** in additional benefits for the residents

"Many thanks to the Welfare Rights Team for the valuable information provided"



Secured in kind contributions from our various partners, helping to make a very positive difference to the lives of many of our residents. For example: cream tea events hosted by Tesco, donations from moneysupermarket of clothes and easter eggs and Airbus who donate VIP tours to raise money for our ResFest event



The initiative to have the Clwyd Alyn maintenance vans already stocked when they go on call outs has increased the number of jobs the operatives complete each day, reduced the non-productive time by **10%**, increased the first-time fix rate by **10%** and reduced the average cost of a job

Six Sessions supported by 100 residents have been delivered by the 'Green Doctor' to help residents become more energy efficient and reduce their bills



The consultation of the telecare system in our Sheltered schemes saw 200 residents opting out. Saving **£182** per annum for each resident



72%

of residents are satisfied that their Service Charge provides value for money



Our maintenance vans are stocked with the parts we need to provide a first-time fix, reducing travel time and is more efficient for our residents



The average rent per week for a 3-bed property is **£103.82**



Procurement of the largest value Asset Management contracts with savings of

£592,600

made in 2017/18 for reinvestment into your homes clwydalyn.co.uk/people/person/66/

To improve the customer experience an appointment system for repairs has been implemented. This will improve communication, improve the way the workload is managed, increase productivity and give residents flexibility



65%

reduction in the monthly Insurance Charge for our Leasehold residents



VAT exemption has been gained on new lifts fitted with an average saving of

£13K PER LIFT,

this reduces the Service Charges for residents

The views of our residents influence the way we plan and deliver our services and understand what difference they have made

91%

of our residents feel that the services we provide take into account Equality and Diversity



Resident volunteers have given a total of **3081** hours which demonstrates the commitment our volunteers make

85%

of our residents trust Clwyd Alyn which has remained the same since 2016



Resident volunteers made **600** outbound calls to other residents to assess satisfaction with a service they received

85%

of our residents are getting the service they expect from us, an increase of **2%** since 2016



84%

of our residents feel we treat them fairly which has remained the same since 2016



The Quality Partner Scrutiny Group made up of residents, are trained to inspect the Landlord Services delivered to you

78%

of our residents feel that we listen to their views and act on them, an increase of **12%** since 2016



"I am able to put forward suggestions and have become more confident and questioning"

"Volunteering is good for self-esteem"



The Complaints panel made up of residents and officers met to look at resolved complaints to see if the process could be improved

"We look at a selection of complaints to see if the approach and methodology could have been better and what improvements we can make"

28

Service Improvements recommended by the Service Improvement Committee implemented in 2017/18

Our Customer Services Ambassadors network work with resident volunteers to ensure the best possible customer service is experienced



"I have learned about the workings of Clwyd Alyn and feel that views are listened to"



Residents volunteers are included in interview panels for customer facing staff and have included an ASB Officer, Visiting Officers, Income Officers and Housing Officers

"Being on an interview panel has given me a great experience of how staff are recruited. Taking part in the interviews, including agreeing who gets the job proves that my views are taken seriously"



The number of compliments received has exceeded

1000 since 2014

The resident led **Service Improvement Committee** ensures that residents approve the policies that improve your services



A new resident **Board Member** joined the Board in December taking the total to three on the Board

"Becoming a Board Member is the best thing I have ever done, the role is interesting, challenging and very rewarding"

78%

Satisfaction with the way we deal with complaints

Improving the skills and knowledge of our resident volunteers is very important especially when it leads to improvement in self confidence

"I am more able to convey my opinions in public without feeling embarrassed. I feel my opinions are valued"

If you want to get involved please contact Gareth Hughes-Roberts on 01745 536843

Residents are satisfied that their homes are maintained to agreed standards



81% of residents are satisfied with the way we deal with repairs and maintenance (STAR) which has increased by 5% since 2016
www.clwydalyn.co.uk/repairs/

"We have never met a more helpful, courteous group of people - they were ready to go the extra mile to make sure everything was to my liking"



69% of residents are satisfied with the new in-house window cleaning and communal area cleaning. A telephone survey will take place with residents to see how we can improve
www.clwydalyn.co.uk/Clwyd-Alyn-Property-Maintenance-Services/

"Very impressed with work of the two new cleaners - job well done"

88%



88% of our residents are satisfied with the new appointment system for repairs and satisfaction with the ease of reporting the repair is 96%

£2 million



investment has been agreed by the service improvement committee and board for the 'Modernising Heat Initiative' which will replace electric heaters in 570 of our homes

95%



95% of residents are satisfied with the overall quality of the repair

"Very impressed with the care and professionalism of workmen. Polite, respectful explained everything, got on with their jobs, very approachable. Thank you."

19,964



19,964 repairs were completed by Clwyd Alyn taking an average of 16 days per repair

The average cost of a repair was £114 and Clwyd Alyn operatives complete an average of 4.42 jobs per day



The new grounds maintenance contract has changed with a cost saving to residents of £62k per year which will reduce or maintain Service Charges

1,700



1,700 residents have been contacted to obtain feedback, so we can make improvements to the maintenance services we provide

81 compliments were received about the maintenance service during 2017/18



131 new kitchens



339 new bathrooms

£20K (1.5%)

of our spend on materials is donated to a legacy fund which is being used by our Community Development team to make a significant difference to communities

"The team that worked on my house were very polite and hardworking. They have done an amazing job. My kitchen and bathroom look amazing. Very happy."



159 new boilers



175 windows and doors

were fitted during 2017/18

"Planned team work carried out to an extremely high standard, workmen were very polite, hardworking and tried to keep disruption to a minimum. They were happy to answer questions and I was overall amazed with the results - a great team of lads!"

www.clwydalyn.co.uk/factsheets-and-videos/

100%

of homes met the Welsh Housing Quality Standards set by Welsh Government



£93K

savings achieved when renewing contracts for re-investment into services provided

We develop and adapt homes in our communities that people want to live in



We have built 135 properties during 2017/18 which has provided homes for 318 people with a total investment of £18 million

100%

of our residents are happy with their newly Built Homes

"Response from the development staff is very good and prompt when dealing with defects"



We are building a further 1365 high quality, sustainable and low maintenance homes by 2022

81% of our residents are happy with their new neighbourhood



We have adapted 143 properties to help people stay in their homes

www.clwydalyn.co.uk/minor-adaptations-to-your-property/

"The adaptation has given us our dignity back"

94%

of residents are satisfied with the adaptation service we provide



"Everything was excellent with my adaptation and we hope everyone has the same experience"

95%

of residents thought that their adaptation had improved their quality of life



"It is as a result of the adaptation that my husband was able to come home from hospital. He is improving every day. With your help and understanding life is better and easier"



Our contractors work closely with the local communities, raising money for charities, providing work experience, graduate placements and working with local schools to raise awareness of the construction industry and helping residents in the community.



Maes Helyg, Garden City has been named as Flintshire's Best Social/Affordable Housing Project in the local authority building control awards



Chirk Court Care Home has received a commendation at the Civic Society Awards for new builds

86%

of residents are satisfied with the quality of their homes which has increased by 5% since 2012

Our first 4 rent to own properties have been occupied. This is the first scheme in North Wales.

(further details by clicking on the link) beta.gov.wales/rent-own-wales



The three new Extra Care schemes, as well as other current developments, have secured 25 apprentices, benefiting the communities they live in



For every £1 spent in developing properties 80p is reinvested in the Welsh Economy



We are developing three new Extra Care schemes representing a £30 MILLION investment and providing 196 apartments

www.clwydalyn.co.uk/extra-care-information/

We have secured a further £250M to provide homes for future residents and were shortlisted for an Innovation award in the 'Local Government, Welsh Government and Housing' category

In partnership with Conwy County Council we have developed a Health and Wellbeing Hub in Llanwrst



2 young people have completed work placements under the Princes Trust 'Get into construction programme'



www.princes-trust.org.uk/help-for-young-people/get-job/get-experience/construction-osc_40254

Residents are satisfied with the Services we deliver – General Needs and Older Persons

90% of residents are satisfied with the service provided by Clwyd Alyn an increase of **4.5%** since 2016

91% of residents are satisfied with the Neighbourhood they live in, an increase of **6%** since 2016

80% of residents are satisfied with the Anti-Social Behaviour service provided, an increase of **6%** since 2016

94% of residents are satisfied with the Contact Centre Services with **72,655** calls received www.clwydalyn.co.uk/contact-us/

343 Anti-social behaviour cases were reported and 231 were resolved during 2017/18, of which 80% of residents were satisfied with the way the case was handled www.clwydalyn.co.uk/anti-social-behaviour/

"It's nice to know we can all live our lives without having abuse and constantly looking over our shoulder. Thank you for your support. There was a sense of relief, your support and understanding was greatly appreciated. Thank you very much"

445 residents have secured a home with us and the average time to relet general needs properties was **6.7** days, down from **9.6** days in 2016/17

182 residents are involved with helping Clwyd Alyn shape the services delivered to you

We developed, supported and implemented over **111** community events and activities and secured an additional **£59k** from external grants

Overall Social impact of the Community Events held in 2017/18 was: For further information on social impact click the link below www.nefconsulting.com

£1,103,905

103

compliments have been received during 2017/18 for our residents Services Team with **16** service improvements identified

Clwyd Alyn have launched the 'Customer Services Ambassadors Network' to ensure that we are always putting our customers at the heart of service provision



During 2017/18, 300 Tenancy Support visits took place to provide enhanced support to our general needs residents who don't receive Floating Support



Our new Visiting Officers completed 1,600 visits to help residents manage their tenancy, pick up Health and Wellbeing issues, check the health of our stock and ensure Health and Safety Compliance



Our resident led Service Improvement Committee makes sure that residents approve policies that improve your services. During the year in question they amassed 3081 volunteer hours and looked at a number of important issues www.clwydalyn.co.uk/resident-engagement/

"There are many important things in our lives especially where we live, being a volunteer, I can have a say in how Clwyd Alyn plans for the future and how existing policies are modified or brought up to date. It does make you feel part of something. Also, it is a chance to meet new friends."

Resident groups have continued to be active during the year, working on behalf of their communities. During the year a number of 'You said we did meetings' were held where the Corporate Directors of Resident Services and Asset Management met with residents to hear about what was good and not so good about where they live and the services they receive



To ensure our residents have access to affordable Home Contents insurance, we have engaged with Thistle to develop a bespoke insurance product. The policy (endorsed by the National Housing Federation and Community Housing Cymru) offers a range of flexible payment options and can include cover for Mobility Scooters. To date **20** residents have signed up to the scheme



Residents are satisfied with the Services we deliver - Leasehold

84% of residents find Leasehold staff helpful www.clwydalyn.co.uk/welcome-to-leasehold-and-sales/

89% of residents are satisfied with the way Leasehold staff deal with enquiries



The Leasehold forum has worked on reducing our sales process from **16 weeks** to **12 weeks** following feedback from residents with current satisfaction being **83%**



During 2017/18 our Welfare Rights and Money Advice Officers assisted **13 residents** with Welfare Benefit Advice www.clwydalyn.co.uk/debt-%26-money-advice/ This is the first year we have offered this to Leasehold residents. If you need help, contact us

The Leasehold gardening competition won by Woodlands Court donated **£100** to charity



The Leasehold Forum has recruited a further 3 residents members, taking the total to **9** resident representatives



A dedicated 'Leasehold Newsletter' has been produced by the residents on the Leasehold Forum to ensure that the contents are relevant to you



Following a campaign to encourage residents to Staircase and buy further shares in their home to reduce their rental payments, a further **10 properties** were purchased **100%** www.clwydalyn.co.uk/staircasing/



Following negotiations with our insurance company we were able to reduce the monthly property insurance charge of **£4.30** to **£1.15** per month which is a **65%** reduction in costs for the residents



5 residents have benefitted from the 'Nest making Welsh Homes warmer' initiative where you can have your boiler replaced for free *(further details can be found via the link)* <https://nest.gov.wales/en/>



As part of the Rhyl Regeneration, local people who qualified were offered 2 and 3-bedroom properties with a **50% interest free** loan so only had to raise a 50% mortgage. **13 Homebuy units** were sold



The Leaseholders Forum made up of residents and Officers have met **5** times during 2017/18 and have changed **3** processes; The Sales Process, Lease Extension Policy and the Arrears Process www.clwydalyn.co.uk/the-leaseholders-forum/

Leasehold Forum members and Leasehold staff contacted all residents who expressed dissatisfaction in a **survey** and have used these comments to improve services to Leaseholders



Two evening surgeries have been held with leasehold residents where **20 families** attended and were able to view their lease and discuss any topic of interest or concern. This will be an annual event



Members of the Leasehold Forum have visited all of our Leasehold Scheme for the Elderly properties to talk with fellow residents and gain their views

www.clwydalyn.co.uk/find-a-home/buying-a-home/frequently-asked-questions/

Residents are satisfied with the Services we deliver - Hostels and Foyers

100%

of residents are satisfied with the service provided by Clwyd Alyn

"The support worker has done an excellent job of helping. Without her knowledge, enthusiasm and interest, I would never have achieved what I have done. A distinct asset to Clwyd Alyn"

38

residents have been helped into full time work during 2017/18



"Thank you so much for your help and understanding - a huge thank you expressed"

Residents take part in a 'Renting Homes Course' to prepare them for future tenancies when they leave the projects



David Hanson MP - Pleasurable visit to Greenbank Villas 10th Anniversary celebration

The Hostels and Foyers ran **2792** participation activities. All events encourage residents to get involved and have enabled them to meet a wide range of outcomes that we work towards within the individual support plans such as promoting personal safety, community safety, promoting independence and control, promoting economic progress and financial control and promoting health and wellbeing

Our Women's Refuge has provided a safe haven for **35** families during 2017/18



www.clwydalyn.co.uk/caha-womens-aid/

389

new residents have been housed by us during 2017/18 with an average relet time of 6.4 days

www.clwydalyn.co.uk/supported-living-services/



208

residents have moved into permanent accommodation, moved away for work or entered higher education either with Clwyd Alyn, Local Authority or in the Private Rent market



33 compliments have been received during 2017/18 for our Supported Living Team



A previous resident has been appointed as a Project Officer at one of our projects

The annual 'Resfest' took place in the summer. The theme was 'Drugs and Alcohol' misuse. The purpose of the event is to increase knowledge, gain a better understanding of issues relating to misuse, how and where to access support with issues, develop appropriate social interaction, meet new friends, display art work, participation in workshops, and ultimately having fun! The event was attended by 85 residents from the Hostels and Foyers. The 2018 Resfest is the 10th event and the theme is 'Best of Resfest Mash up'

www.clwydalyn.co.uk/news/newsitem/comparison-site-supports-resfest-celebration.html



The new on-site support hub has engaged with 95 residents where they were given access to a Health Visitor, Positive Play sessions, Domestic Abuse support and Counselling. 95% of the residents who accessed the scheme have reported feeling more involved and have learnt constructive coping strategies



Residents have been on the interview panel for the recruitment of Outreach Workers, Tenant Participation Officers and Team Leaders

A number of grants have been secured including the Big Lottery, Heritage Lottery, Postcode Lottery, FLVC Grant and the Vicars Relief Fund to enable us to help residents feel more involved by providing community activities

ODEL Involve is a support service managed by Clwyd Alyn who support any Flintshire residents who are receiving 'Supporting People Funding' which has received a further 12 months of funding, and supported 48 clients during 2017/18 www.clwydalyn.co.uk/odel-involve/

A number of awards have been achieved during 2017/18 and are a valuable recognition for the service provided. The ODEL Involve Service was national Runner up in the 'Participation in Supported Housing category' in TPAS Cymru Participation Awards (July 2017). A former resident was the national winner of 'Into Work' Award category at the Inspire Awards 2017, and following this, the former residents were selected, interviewed and filmed as Ambassadors for this year's Adult Learning Week, WCVA Third Sector Awards Cymru 2018. We were the national runner up in Wales in the 'Digital Inclusion' category. ODEL Involve were 'Highly Commended' in the 'Involvement & Engagement award' category at the national 'Promoting Independence Awards' (PIA Awards) in Cardiff. Erw Groes was a national winner of the 'Service Innovation Award' category at the national 'Promoting Independence Awards' (PIA Awards) (Dec 2017). Tŷ Golau our Night shelter in Rhyl achieved the North Wales Police 'Partnership Orientated Problem Solving award for tackling homelessness, street-begging and anti-social behaviour. And Greenbank Villas in Flint was awarded with the 'Flintshire Best Communities Achievement 2017'.

Our Commitments to you



We will invest in the Development and Adaptation of homes in our communities by providing a further **1,365** new homes by 2022



We will provide excellent services and communicate well with residents and customers



We will increase satisfaction for the way we communicate with you



A communication question will now be included as a permanent question in the quarterly 'STAR' survey, along with an open question where we can capture the residents view about the services they receive so we can improve



We will invest **£175k** to support the development of communities, resource external funding and achieve 90% satisfaction for community events



We will develop and implement an Employability plan to increase successful access to employment, skills and training for tenants and residents

We will invest

£9.3m

in improving and maintaining our existing homes

We will deliver a cost effective, compliant and efficient property management service which is highly valued by our residents



We will undertake an in-depth survey of the window and internal cleaning service paid for by your service charges. This will help us identify areas to improve customer satisfaction



The Leasehold team will visit all Leasehold schemes where we have more than **5** properties

Re-energise the 'Landscape Champions' to monitor the new grounds maintenance contract



Set up a confidential helpline for the reporting of Anti-Social Behaviour



Continue with the 'meet the managers' sessions in the schemes



Increase satisfaction with repairs to



to increase satisfaction further we will focus on 'being kept informed' and 'flexibility' with the appointment system



The Leasehold Team will hold a further two evening surgeries where residents can view their Lease and discuss any issues

Right first-time approach

Measures the number of maintenance jobs completed right first-time and the reasons behind maintenance jobs that weren't completed first-time.



Roll out and promote the **'Home Improvement Plans'** for residents so that they know when to expect their planned improvements

Provide a more detailed breakdown of Service Charges and what tenants can expect in terms of frequency of the services they receive

We will improve the resident portal which provides live information relating to the rent account and the ability to make a payment online

Evaluation

Self Evaluation Matrix 2015 to 2018

We provide homes people want to live in	Self Assessment 2015/16	Self Assessment 2016/17	Self Assessment 2017/18
Residents are satisfied that their homes are maintained to agreed standards			
We develop and adapt homes in our communities			
Our people drive our services	Self Assessment 2015/16	Self Assessment 2016/17	Self Assessment 2017/18
The views of our residents influence the way we plan and deliver our services and stakeholders understand what difference their involvement has made			
Our people drive our services	Self Assessment 2015/16	Self Assessment 2016/17	Self Assessment 2017/18
Residents are satisfied with the services we deliver - Supported Living			
Residents are satisfied that their services are delivered to a high standard - Leasehold			
Residents are satisfied with the housing services we deliver - General Needs & Older Persons			
We are financially Viable	Self Assessment 2015/16	Self Assessment 2016/17	Self Assessment 2017/18
Value for Money			

Key of Rating

Green – Some aspects require attention or sustaining but no major outstanding issues

Excellent progress, stakeholders satisfied with the outcomes, quality at expected levels and no problems with resources or performance satisfaction		Top Score
The views of our residents influence the way we plan and deliver our services and stakeholders understand what difference their involvement has made		Middle Score
High level of stakeholder satisfaction but need assurance that the measures put in place will keep it green and outcomes are being maintained.		Lower Score

Amber – Some items require substantial attention and others are good

Dissatisfaction has been addressed and has the potential to move into the green shortly. Some outcomes have been achieved.		Top Score
Successful delivery appears feasible but significant issues still remain.		Middle Score
Problems with quality and or resources, maintain a watching brief to stop it going into the Red.		Lower Score

Red – Highly problematic

Fundamental review of the service required. Dissatisfaction from Stakeholders and problems with quality and outcomes not achieved.		Top Score
Success is in doubt with major risks or issues. Urgent action is needed to ensure issues are addressed before a fundamental review is needed.		Middle Score
Progress has been made since last assessment. Plans implemented and damage minimised.		Lower Score