



Tai Calon
Community Housing

SELF EVALUATION 2021 - 2022

**CREATING VIBRANT COMMUNITIES
ACROSS BLAENAU GWENT.**

Tai Calon was established on the 26th of July, 2010. We are a “not-for-profit” organisation and the biggest provider of homes in Blaenau Gwent. We have almost 6,000 homes!

We are a big employer in the area, with more than 280 people trained and dedicated to their jobs. Every year, we make more than £31 million to keep everything running smoothly.

We have spent over £130 million to ensure our homes meet the Welsh Housing Quality Standard. It's important to us that everyone has a nice and safe place to live.

We are proud of what we do and will keep working hard to ensure our homes and communities are the best they can be!



We are a major employer
in the local area.



With over **280** well
trained and
committed staff.

Invested over
£130 million in our
homes to ensure
they reach and
are maintained to
the **Welsh
Housing quality
standard.**



In 2020 Tai Calon was
named one of the Sunday
Times' Top 100 Not-For-
Profit Companies to work for.

Our Vision



Tai Calon exists to inspire its people so that they go beyond affordable housing and are driven to create vibrant communities across Blaenau Gwent.





Our Mission

"By 2025, 90% of our customers will be either very satisfied or satisfied with the services they receive from us."

Overall satisfaction in 2025 will also reflect customers opinion on:

- A.** The quality of their home; the improvement in its environmental efficiency (subject to funding) to achieve a SAP rating of 85.
- B.** The perception of their neighbourhood, which is informed by some of the 200 new homes to be developed across the county.

What is self-evaluation?

Self-evaluation is the framework housing associations use to review our performance.

There are nine Regulatory Standards set by the Welsh Government that cover Tai Calon's activities.

The following pages outline the process we followed and the conclusions reached.

HOW DID WE DO IT?



Llywodraeth Cymru
Welsh Government

Step 1 – We reviewed the information provided by Welsh Government to ensure that our process was robust.



Step 2 – We collected lots of data e.g. our STAR tenant satisfaction survey, the staff survey, Housemark benchmarking and our own performance data.



Step 3 – Our Leadership Team and the Tenant Quality Forum provided their input.



Step 4 – Then, the Board reviewed everything and came to their conclusions.

Each standard was then evaluated on a Good, Fair or Poor rating.

REGULATORY STANDARD 1



RATING *Good*

This requires us to have effective and strategic leadership and governance arrangements to achieve our purpose and objectives.

Overall the evaluation was good, with one subheading being scored as fair.

The **good** assessments were based on an external review of governance, a detailed review of the Community Housing Cymru Code of Governance, and rich customer feedback data.

The fair assessment was based on advice from Tai Pawb, who advise the Welsh housing sector on equality and social justice. Their guidance has led to several actions that the organisation is already working on.

REGULATORY STANDARD 2

“We must have robust risk management and the assurance that arrangements are in place to prevent or mitigate our risks.”

The evaluation was **good**, based on an external assessment on our risk management framework, recent review of risk appetite, and use of a comprehensive assurance map by the Audit & Risk Committee.



Planned Improvements

- Continue to assess the impact of the cost of living crisis
- Review of Business Continuity plans linked to a more agile workforce.

RATING *Good*

REGULATORY STANDARD 3



**Delivering high-quality
services to tenants**



The evaluation was **good** across this standard.

Health and safety compliance is within a robust framework, with a culture of openness and together with a positive assurance from internal audit reports, such as on fire safety.

Overall satisfaction was 81%, which is consistent with the previous year

In addition, we saw high satisfaction levels from our real-time Rant & Rave customer feedback system.

There is a strong culture for improvement and demonstrated through incremental process improvement.

There has been a steady reduction in the level of tenant complaints.

RATING Good

REGULATORY STANDARD 4

// **Tenants are empowered and influenced the design of services.** //

The evaluation had two areas as good and two as **fair**.



The way we provide opportunities for tenants to get involved and engage with us was scored as good.

However, we only scored as fair on how we gathered diverse tenant views. We are improving our engagement with a more diverse range of tenants through our equality, diversity, and inclusion work.

RATING: *Good* to *Fair*

REGULATORY STANDARD 5

// Rents and service charges are affordable for current and future tenants. //



Rent and service charges: The evaluation was marked as **good**, given the positive consultation feedback from tenants.

We are consulting tenants on how we can improve our new rent policy.

RATING *Good*

REGULATORY STANDARD 6

“ The organisation’s strategic approach to value for money informs all its plans and activities. ”

Evaluated as **good**, given the strong performance on our procurement.

We compare well with other housing associations and have positive feedback from tenants on the value for money of rent and service charges.



RATING *Good*

REGULATORY STANDARD 7

// **Financial planning and management are robust and effective.**



We were evaluated as **good** for this standard, which was demonstrated in the annual review of the 30-year business plan.

A Range of financial management techniques are applied to investment decisions and the business plan to help understand the impact of long-term decisions on the organisation's financial value.



RATING *Good*

REGULATORY STANDARD 8



Assets and liabilities are well managed.



Assets and liabilities are well managed; of the three areas within this standard, the Board evaluated two as **good** and one as **fair**.

The asset management framework has recently been refreshed, and the assets and liability registers are regularly reviewed.

Regarding the **fair** evaluation, the board seeks to accelerate the number of stock condition surveys that will help us to capture the future requirements to meet the improvements in fuel efficiency and lower the carbon footprint of homes, helping to reduce their impact on the environment.



RATING *Good*

REGULATORY STANDARD 9

// **The organisation provides high-quality accommodation.**



This standard was evaluated as **good**, as our homes meet the Welsh Housing Quality Standard (WHQS).

Continued compliance with the standard is checked and reported to the Board annually.

RATING - Good



IMPROVEMENT PLAN

// A detailed improvement plan flows from the Board's evaluation of compliance with the Regulatory Standards. //

Improvements are recommended for each of the first 8 Regulatory Standards, and for Regulatory Standard 9, it is covered within the improvement required in Regulatory Standard 8.

The improvement plan is available on Tai Calon's website.



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we would be happy to help.



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