

### 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.





### **Our Vision**



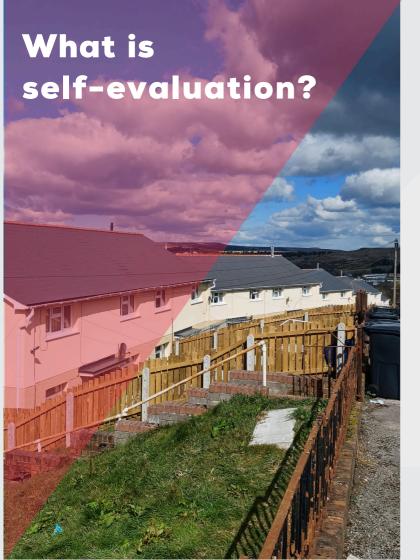
Tai Calon exists to inspire its people so that they go beyond affordable housing and are driven to create vibrant communities across Blaenau Gwent.



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.



# 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.

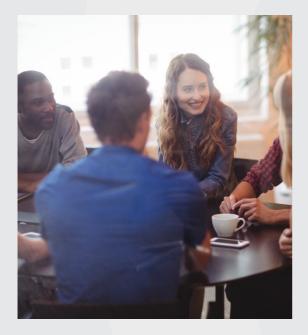


**Step 3** – Our Leadership Team and the Tenant Quality Forum provided their input.



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

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



**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.

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.

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.

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

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.

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.



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.





#### 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.





### **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.



#### Find us

Solis One, Griffin Lane, Rising Sun Industrial Estate, Blaina, Blaenau Gwent, NP13 3JW

#### Contact us

Call us on: 0300 303 1717 Email us:

talktous@taicalon.org

Find us on the web at: www.taicalon.org

If you would like this document in a different format or language, please get in touch with us we would be happy to help.

















