



**NORTH WALES  
HOUSING**

**TAI GOGLEDD  
CYMRU**

# Annual Review

2018/2019

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## A word from the Chair

This year has been a good year for NWH; I feel that we are moving in the right direction and are seeing good progress.

The Welsh Government has announced their pledge to build 20,000 new homes in Wales by 2021 and we are helping achieve this target. As part of our Corporate Plan we have committed to 200 quality new homes by 2021. This year we have completed a 12 unit development in Colwyn Bay, and have started on Canada Gardens in Holyhead and more in the pipeline.

We welcomed Jayne Owen as the new Finance and Resources Director this year. Jayne is a qualified accountant (CIPFA) with 30 years public sector experience. Welcome Jayne!

I attended, and spoke at the NWH Staff Conference this year. This was the first one in 3 years and I was extremely pleased to be a part of it. It was nice to put a face to some people I had spoken to over the last year. It was great to meet the three Rising Stars again also. The three spoke about their experience over the year; I'm so pleased it has been a success and can't wait to hear from the next Rising Stars.

I would like to take this opportunity to thank staff for their hard work over the last 12 months. I would also like to thank our Board Members – they are a dedicated team of individuals who give their time voluntarily to serve North Wales Housing and to ensure we deliver on our objectives and promises to tenants and residents.

**Tom Murtha**  
Chair

## An overview of the year

Welcome to this year's Annual Review. This has been a busy and successful year for North Wales Housing. We were very pleased to receive a 'Standard' Regulatory Judgement from the Welsh Government in June 2018, helping us continue to build on our financial and business resilience.

A key achievement this year was the completion of Nant Eirias, a development at Abergele Road, Colwyn Bay. This 12 unit development was our first intermediate rent development, offering affordable housing to people in work, or who can pay the rent without financial assistance.

Another exciting development for 2018/19 was the start on site at Canada Gardens in Holyhead. This is the latest of our new build projects which aims to bring much needed affordable homes to the area.

Thank you to Welsh Government, Conwy Borough Council and Anglesey Council for their support and funding, without which these developments would not have gone ahead.



One of our four Corporate Plan objectives is to improve the services we provide. Some of the things we have done this year to achieve this is carry out a maintenance review, set up transactional tenants satisfaction as well as a STAR survey, which is an overall Tenant Satisfaction survey. A Tenant Participation Strategy has also been developed, and example projects that have encouraged engagement this year are 'Opening doors to the outdoors' and 'Bus Stop Community Project'.

Our aim is to make a positive contribution to the lives of residents and the local communities that we serve – in this annual review we bring you some of the year's highlights and how our work has made a real difference.

Our staff are key to our success. We want to encourage staff to look after themselves, and our People Strategy and health and wellbeing activities has helped drive that this year. We are proud to have achieved Silver IIP this year.

Thank you to all NWH staff and Board members for your dedication and hard work throughout the year; without you, and our 'One Team' approach, none of our achievements would have happened.

I hope that you enjoy reading this Annual Review and looking back on the year. The future is bright for NWH and we can't wait to see what the next year brings.

**Helena Kirk**  
Chief Executive

# Building new homes



Affordable new homes is still high on our agenda. NWH are working closely with local authorities and Welsh Government to build more affordable homes in Wales. As part of our Corporate Plan objective we are aiming to offer 200 quality new homes by 2021.

## Nant Eirias development complete

**A £2.4 million project to build 12 brand new affordable homes in Colwyn Bay was completed this year.**

A total of 12 one and two-bedroom apartments were built as part of the project in partnership with Conwy County Borough Council and Welsh Government.

The scheme is in a key location and on a prominent site on the approach to Colwyn Bay town centre from Eirias Park and within walking distance of the town. The homes are available on intermediate rent, which means they are aimed at people in work, or who can pay the rent without financial assistance but will be less than the rent charged for a similar home in the area from a private landlord.

The new homes are efficient in terms of energy running costs – a key consideration of the scheme’s funding through Welsh Government and Conwy Council’s Vibrant and Viable Places and Social Housing Grant.

Many community benefits, including local training and employment opportunities were provided during the build.





## New development in Holyhead

Work started on a new development in Holyhead in March 2019. The Canada Gardens development, a partnership with Anglesey Council, will create 25 new homes in the area: 10 one bedroom flats and 15 two bedroom houses.

The site is close to retail shops, supermarkets, playground, schools, local transport and other amenities.

North Wales Housing's in-house Development team will be project managing the scheme, aiming to hand the keys over for phase one in May 2020, fully completing in March 2021.



# Better places to live

It is in our interest as well as tenants to improve the quality and safety of existing homes. We have an in-house Repairs Team who carry out day to day repairs to tenants' homes.



## Planned Replacement and Improvement Works

North Wales Housing will maintain the quality of our homes according to Welsh Housing Quality Standard (WHQS), a national standard of quality for homes set by the Welsh Government.

As our homes get older we may need to replace or improve items such as bathrooms, kitchens and doubling glazing to make sure they reach that standard.

In 2018-2019, we invested £1,745,353 in improving our homes. We installed:

new windows and doors in **315** properties

**258** bathrooms

**16** new kitchens



## Improving neighbourhoods

NWH aim to improve communities as well as our homes. An example of this is the improvement of the Llandudno play area.

North Wales Housing and Cartrefi Conwy have come together and worked in partnership to redevelop the site on the Tre Cwm Estate to create the play area, replacing the old playground.

The Tre Cwm playground includes natural landscaping, a timber walkway, a sensory path and a log mountain. The whole area has been designed to encourage children to play outside and to be more creative.

Natural play areas are becoming more popular as they incorporate different elements, so that the space blends in with its natural surroundings. Boulders, tree trunks and mounds improve how playgrounds look, as well as increase the scope for children to be more imaginative as they play.





# Tenant participation in 2018/2019

Giving our tenants a voice is important to us and drives what we do across the organisation. We are committed through our corporate plan to increase engagement opportunities and also have a Tenant Participation Strategy that shapes how we will drive engagement.

As well as listening to views we also work with many of our tenants to provide opportunities for them to develop their life skills and increase confidence. Over the last year we held numerous activities and opportunities for residents to get involved with us. Here are some of the highlights.



I feel more confident and want to get out more, instead of just staying in all the time. I have an interview next week to do some volunteering.

Karl

## Opening doors to the outdoors

The aim of this project is to provide opportunities for our economically inactive tenants on low incomes to be able to participate in outdoor activities. The project also aims to help participants to gain employment as well as volunteering opportunities in the outdoor sector.

Tenants have had opportunities to enjoy hill walking, indoor climbing, canoeing and mountain biking.

During this project **28 tenants took part in activities**. Participants have noted improvements in health and confidence and made new friends.



Paul

I'm really glad I took part in the outdoor activities, it's been really good to have a go at things I would not normally do, also the instructors were really helpful. Thanks to NWH and Iwan for organising it all.

## Residents' Advisory Panel (RAP)

The RAP is a group of North Wales Housing residents with responsibility for scrutinising our services and performance to ensure all residents receive the highest possible standards of service.

The panel consists of 9 members who meet every two months between Bangor and Llandudno Junction. **Members help drive improvement across our services.**



Over the year the panel have reviewed policies and procedures, finalise the Customer Care Charter, monitored performance measures and been involved in the Tenant Participation Strategy.

## Sounding Board

This is a database of tenants who are interested in acting as 'readers' of our leaflets, forms, and policies in order to provide feedback. This is an opportunity for those unable to commit to regular face to face meetings to have their say with us.

**There are currently 32 members** and they were involved in the following areas of work during this reporting period:

- Customer Service telephone call answering system
- Review of telephone call answering system developed into the launch of live chat
- Reviewed draft Tenant Participation Strategy
- TPAS Cymru circulars and surveys are distributed to members

## Bus Stop

The Bus Stop Project is a mobile community development project in partnership with Grŵp Cynefin, Cartrefi Conwy, and Conwy County Borough Council.

The Project offers a wide range of services and opportunities, including information and support on topics as well as providing engagement opportunities.

Projects this year include Citizenship and Road Safety, Environment and Recycling and a Health and Wellbeing project and arts and crafts sessions.





## Tenant competitions

We carry out a number of competitions over the year to help encourage engagement with tenants. This year we have had a 'Gardening' and a 'Good Neighbours' competition. A mixture of General needs and Supported Housing such as Hostels entered the competitions, providing a good level of engagement.



## Personal Development Grant

This grant was developed to tackle financial barriers that may be preventing our tenants from accessing education, training or employment.

### We had two successful applications this year:

- An application to cover the cost of items to support starting a child minding business, including Food Hygiene Level 2 course and appropriate membership fees
- An application to cover the cost of course books for a course at Coleg Menai

## Community Fund

Our Community Fund has been developed to provide funding to assist voluntary, community, recreational or resident groups.

During this reporting period a small grant has been awarded to assist in covering the costs of equipment for a local junior football team.

# Social Value 2018-2019

North Wales Housing isn't just about bricks and mortar, it's also about what we give back into the community. This is measured as 'social value'. We have looked at our social value and created this infographic to show how we give back.

## Cyflogaeth a Hyfforddiant Employment and Training

Nifer preswylwyr sy'n ymgymryd â hyfforddiant neu addysg wedi ei ariannu gan TGC **28**  
Number of residents undertaking training or education funded by NWH

Prentisiaethau TGC **1**  
NWH Apprenticeships

Prosiect Agor Drysau i'r Awyr Agored **26** wedi cymryd rhan  
Participants  
Opening Doors to the Outdoors Project

## Cyfranogi Participation

Nifer preswylwyr/defnyddwyr gwasanaeth fu'n ymwneud â grwpiau ymgynghori **242**  
Number of residents/service users involved in consultation groups

Nifer aelwydydd tenantiaid sydd wedi derbyn cyngor ariannol gan TGC **356**  
Number of tenant households provided with money advice by NWH

Cynllun Warden Ynni i denantiaid trwy geisiadau llwyddiannus am y Grant Gostyngiad Cartrefi Cynnes **£14280** cynhyrchwyd  
Energy Warden Scheme generated for tenants through successful applications for the Warm Home Discount Grant

Staff sy'n derbyn cyflog byw **100%**  
Staff paid the living wage

% cyflenwyr sy'n lleoli i Gymru **61%**  
% of suppliers who are local to Wales

% cyflenwyr nad ydynt yn Gymreig ond sydd â swyddfeydd yng Nghymru **16%**  
% of suppliers who are not Welsh but have offices in Wales

## Byw Living

## Cymuned Community

Uned gan Betsi Cadwaladr a'r Gwasanaethau Cymdeithasol ar gyfer gofala seibiant neu ryddhau o'r ysbyty **3** Defnyddir  
Units used by Betsi Cadwaladr and Social Services for respite or hospital discharge

Arian a godwyd ar gyfer Elusen TGC - Create a Smile a Cuddle Cot ar gyfer Ysbyty Gwynedd yn 2017-19 **£3038**  
Money raised for NWH Charity - Create a Smile & a Cuddle Cot for Ysbyty Gwynedd - 2017-19

O denantiaid ran ym Mhartneriaeth Gymunedol Bus Stop **204** Cymerodd  
Bus Stop Community Partnership - tenants participated

Cronfa Gymunedol - Cefnogwyd **1** grŵp  
Community Fund - group supported

## Amgylchedd Environment

Ailgylchwyd **6300kgs** o bapur swyddfa  
of office paper recycled

Sgôr Cyfartalog GAC TGC o'i gymharu â meincnod o 72 **74**  
Average NWH SAP Score compared to benchmark of 72

## Pobl ddigartref i gartrefi Homeless into homes

wedi symud o gysgu allan i lety dros dro **65**  
Moved from rough sleeping to temporary accommodation

o gysgu allan i dai diogel **13** Symudodd  
Moved from rough sleeping to secure housing

So lety dros dro i dai diogel **55** Symudodd  
Moved from temporary accommodation to secure housing

wasanaethau cymorth brys **226** Derbyniodd  
Received emergency relief services

% cartrefi yn cwrrd â Safon Ansawdd Tai Cymru (SATC) **99.9%**  
% of homes meeting the (Welsh Housing Quality Standard) WHQS

## Tai Housing

## Cydraddoldeb Equity

% staff sy'n siarad Cymraeg yn rhugl **41%**  
% of staff who speak fluent Welsh

Nifer y staff a gefnogir i ddysgu Cymraeg **3**  
Number of staff supported to learn Welsh

Bwlch cyflog rhwng y rhywiâu - gwahaniaeth bwlch cyflog canolrifol 2018 oedd (o'i gymharu â'r bwlch canolrifol ar gyfer cymdeithasau tai Cymru o 5%) **8%**  
Gender pay gap - median pay gap difference 2018 was (compared to median gap for Welsh housing associations of 5%)



# Supported Housing

North Wales Housing has a team of staff based across North Wales providing support and accommodation to vulnerable people in different situations.

This includes providing temporary and supported accommodation; accommodation for single homeless people in hostels; advice and support for street homeless people; resettlement services; support for long-term sufferers of mental health issues and victims of domestic abuse.

Team members can face difficult and emotional situations on a daily basis but they always work hard to make a difference to the lives of individuals who find themselves without a home or having nowhere else to turn.

A number of vulnerable people have been supported in the past 12 months, changing many lives for the better.

With the support of NWH some of these people have successfully moved on to general needs social housing accommodation and living independently thanks to the support of their project workers.



## Getting involved

Engagement is an important part of preparing Supported Housing service users for independent living and successful move-on. A number of engagement activities have gone on over the year that have helped up-skill individuals as well as building their confidence levels.

### Homeless tell real-life stories about homelessness in a play

Service users from St Mary's Hostel in Bangor have been taking part in an arts programme Street Voices/Lleisiau'r Stryd project with Pontio and students from Ysgol Friars, Bangor.

Students visited service users and conversations were recorded and then developed into a word for word play by the young people under the guidance of playwright and theatre practitioner Branwen Davies. The play was presented in Pontio on Thursday 16 May and members of staff from St Mary's took part in the performance.



## Supporting homeless people

North Wales Housing is seen across the region as a key-player in the provision of support for homeless people.

Our Outreach and Resettlement Team in Gwynedd are on hand to provide housing advice and support for rough sleepers to find and maintain their own accommodation.



We also have homeless hostels in Conwy and Gwynedd providing support to help vulnerable people live independently and move on to their own accommodation.

## St Mary's Gate Service

Part of the support on offer for the homeless and rough sleepers in Bangor is the gate service at St Mary's Hostel. The service has provided hot and cold meals to street homeless people in Bangor for over 15 years – and over the last 12 months the service was extended from one meal a day to three meals a day as well as hot and cold drinks available throughout the day.

Staff engage with each person who receives a meal and provide advice and support to help resolve their homeless situation. They do this by directly offering support and also signposting to Gwynedd Council Homeless Department and to a range of health and social care agencies, including GP surgeries, substance misuse services and veterans' support services.

## Donations key to maintaining service

Donations we receive from the public and local businesses is key to keeping this service going and providing help. Resources are tight and without the warm clothing, tents, sleeping bags, and food donated, the team's job would be so much harder.

## Partnership working

The Outreach and Resettlement team also have a close working partnership with Bangor Cathedral and the Caernarfon Food Bank. The Cathedral Partnership enables the team to offer people bed and breakfast accommodation for a few nights if they are unwell. This has proved to be very helpful for people who have physical and mental health issues, and are recently discharged from hospital. The scheme is funded by a private donation from the Cathedral.



# Older People

A number of engagement opportunities were carried out at our Older Persons schemes, including Age Connect Forums, a series of social events/activities such as digital inclusion and health and well-being, dementia awareness sessions and 'Hearing Loss Wales' sessions.

One of our Extra Care schemes, Cae Garnedd in Bangor, won Silver EAC Welsh Awards in the 'Housing-with-care 41- 55 units' category.

All of these housing options enable residents to live independently in an easy to manage home, leaving them free to enjoy life with the peace of mind that support is on hand when they need it.

## Tenant activities

A number of engagement opportunities were carried out at our Older Persons schemes, including Age Connect Forums, a series of social events/activities such as digital inclusion and health and well-being, dementia awareness sessions and 'Hearing Loss Wales' sessions.

## Garden makeover for Y Gorlan

Y Gorlan, Sheltered Accommodation in Bangor, received a garden makeover in November 2018. The revamp was carried out in partnership with Wild Elements, a not-for-profit social enterprise dedicated to getting people in North Wales outdoors and connecting people to nature, improving lives, opportunities and aspirations. Works such as planting bulbs for the Spring, building a garden love seat and several raised beds filled with fruit plants and herbs were carried out as part of Phase 1. The scheme was selected by Tesco for their 'Tesco Bags of Help Grant Scheme' throughout March and April 2019 to fund phase 2 of the transformation.





## Cae Garnedd Siop Ni

Cae Garnedd opened a new shop at the Extra Care Scheme, selling a wide range of things from cards to toilet roll to biscuits and shampoo. This was a joint idea between Carwyn George, Scheme Manager, the care team and the tenants. All profit goes back into the Residents fund for future projects.



# Our People

People are at the centre of everything we do and this year we developed a new People Strategy which will be implemented over a three year period.

Our aim is to build and develop our relationship with staff by creating a great place to work – we are committed to providing training opportunities and giving staff a voice in how the organisation is run. We always aim to attract and retain high calibre and motivated employees; we will continue to do this over the coming 12 months by appointing people who share our values.





## IIP Success

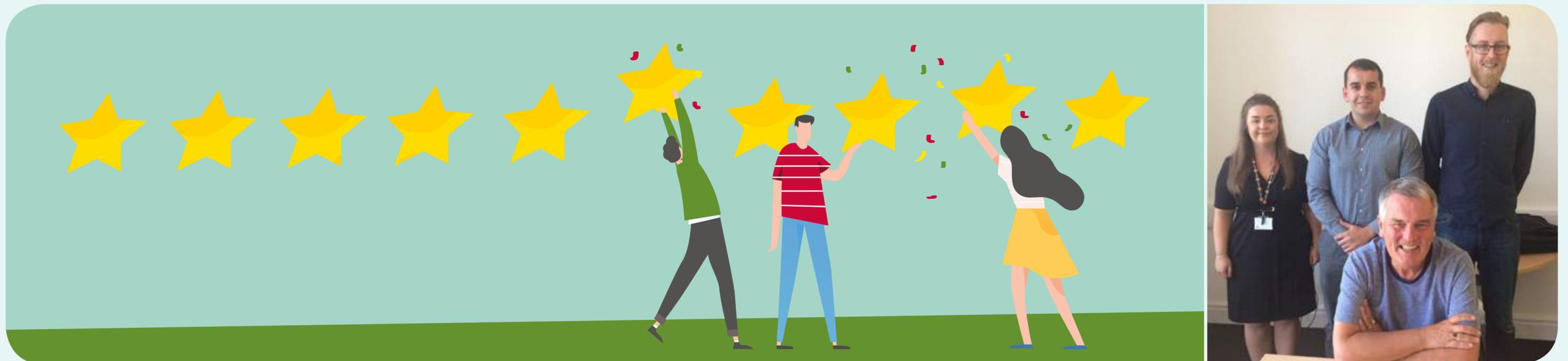
We were pleased to achieve the Silver accreditation for IIP (Investors in People) this year. Our target for when next assessed in three years is to achieve Platinum accreditation. We have formed an IIP group of staff who are working hard towards this.

## Rising Stars success

This was the first year of our new Rising Stars Programme, which gave three members of staff the opportunity to get one-one mentoring/coaching, job shadowing, and involvement in projects across the organisation.

Carwyn George (Extra Care Manager, Cae Garnedd); Hannah Dalton (Compliance Co-ordinator); Ben Hamer (Assistant Rent Officer), were selected and the programme was an outstanding success.

Carwyn George (Extra Care Manager, Cae Garnedd); Hannah Dalton (Compliance Co-ordinator); Ben Hamer (Assistant Rent Officer), were selected and the programme was an outstanding success. The Rising Stars completed 'New Leaders Programme (ILM level 3)' during their year, as well as visiting other housing associations for best practice, represented NWH at conferences and University recruitment events, as well as organise our staff Christmas celebration. At the end of their reign, they presented at the Staff Conference, detailing their experience of the year. According to feedback, this was the highlight of the staff conference!



## Going the Extra Mile

The Extra Mile Award, the employee award scheme, was revitalised this year. Each month employees nominate a colleague who they think has gone the extra mile. This scheme highlighted some great work by individuals throughout the organisation, work that otherwise would have gone unrecognised. Winners receive vouchers and a certificate of recognition each month.

## Bright sparks ideas

Employees are asked to submit ideas and suggestions every month that will improve NWH. Some of the suggestions implemented from these include fruit for staff as part of our Health and Wellbeing push, as well as a separate Facebook for our Older Persons department.

## Staff Conference

We had our first Staff Conference in 3 years this year, a rare opportunity for all staff to get together. Feedback from the conference was that this was the best conference they had attended; great news as this was organised in-house! The Conference updated staff on our future direction, as well as an opportunity to have their say.



## Working together for charity

Each year North Wales Housing choose a charity and staff pull together to fundraise.

We have raised a total of £3,752, to be split between two charities, Createasmile and to purchase a CuddleCot for Ysbyty Gwynedd, Bangor.



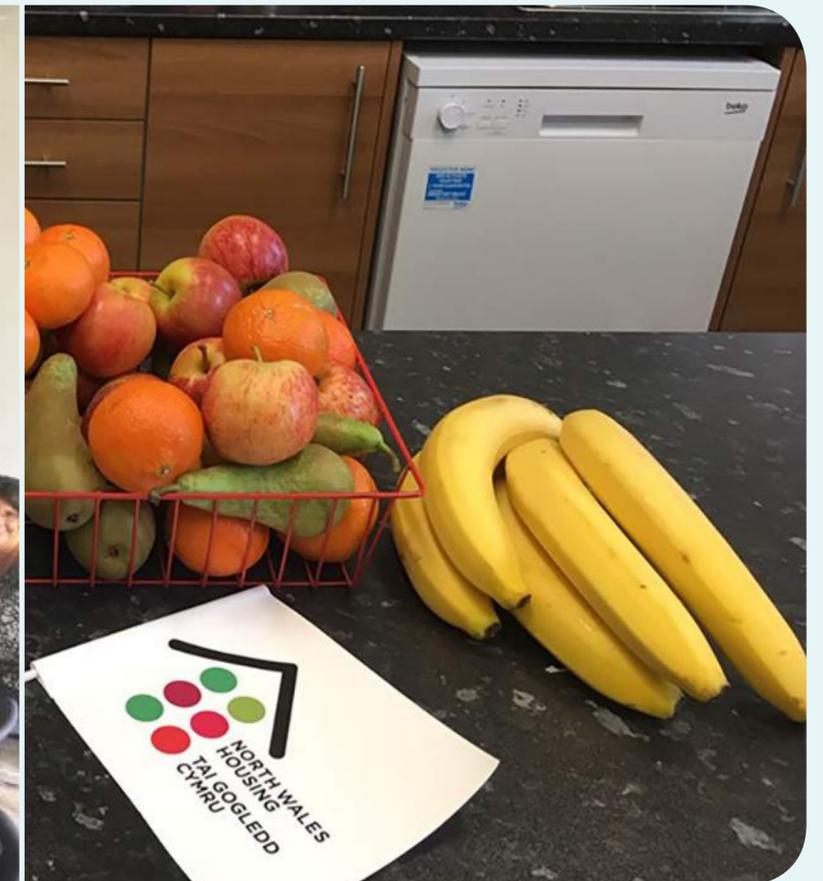
## Working groups

Staff have a number of opportunities to get involved and have their say. There are a number of working groups which enables this. This includes the Welsh Language Group, Investors in People and the Digital Transformation Group. The Digital group also includes tenants, which is a good way for staff and tenants to get to know each other.



## Health and wellbeing

A Health and Wellbeing group was set up this year. The Group will work collaboratively with the People Team in developing a wellbeing programme for North Wales Housing. The group will fit alongside our People Strategy and IIP and we would like people to get involved from all parts of the organisation.



# Staff Diversity

North Wales Housing aims to always recognise and value the diversity that exists and is evolving in the communities that it serves. We try to eliminate discrimination and harassment in all of its forms by promoting equality of opportunity and aim to operate with openness, fairness, integrity and respect. This infographic shows the profile of our staff diversity.

## Country of Birth



UK 97% EU 1%  
Rest of the world 1%  
Did not answer 1%

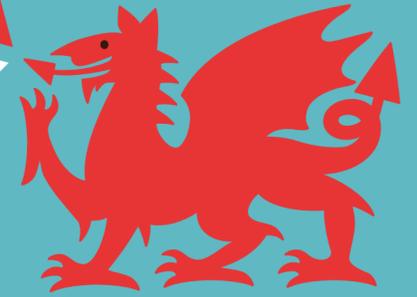
## Sexual Orientation



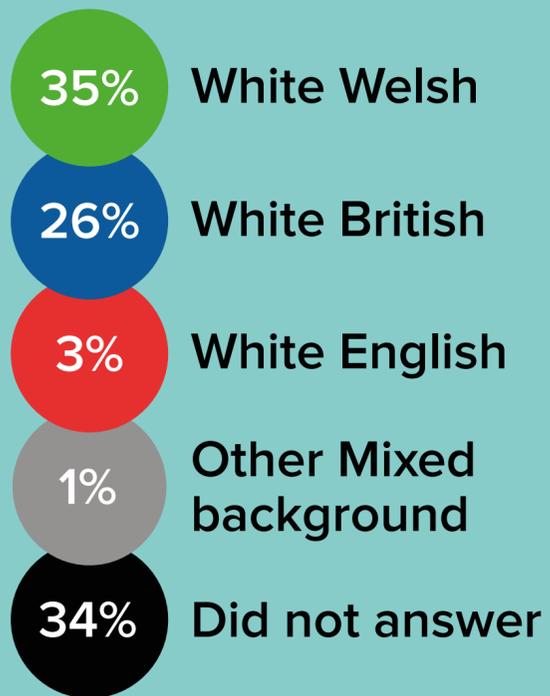
Fluent Welsh Speakers

Yes 41%

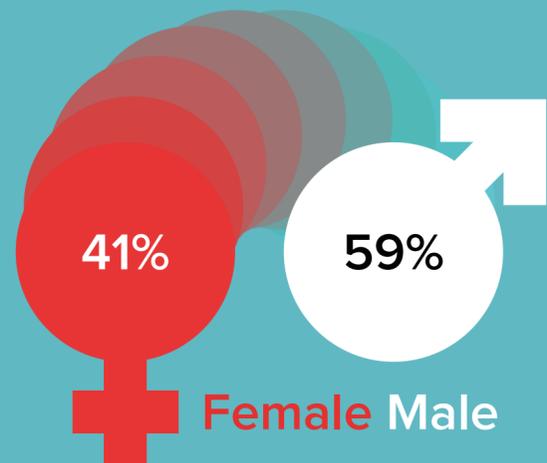
No 59%



## Ethnic Origin



## Gender

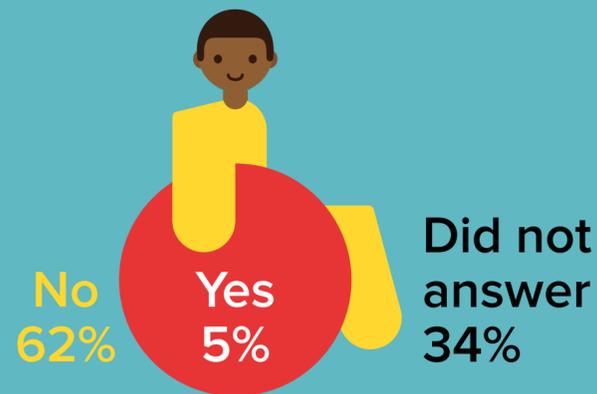


41%

59%

Female Male

## Disability

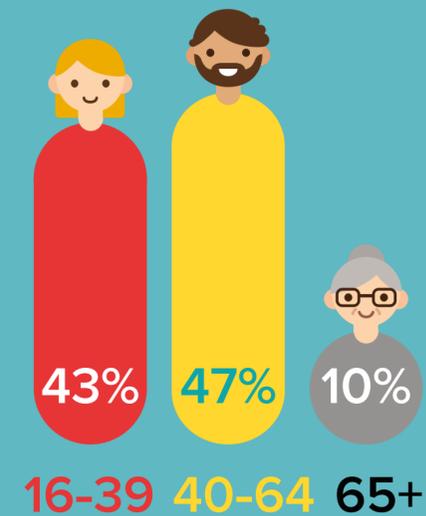


No 62%

Yes 5%

Did not answer 34%

## Age



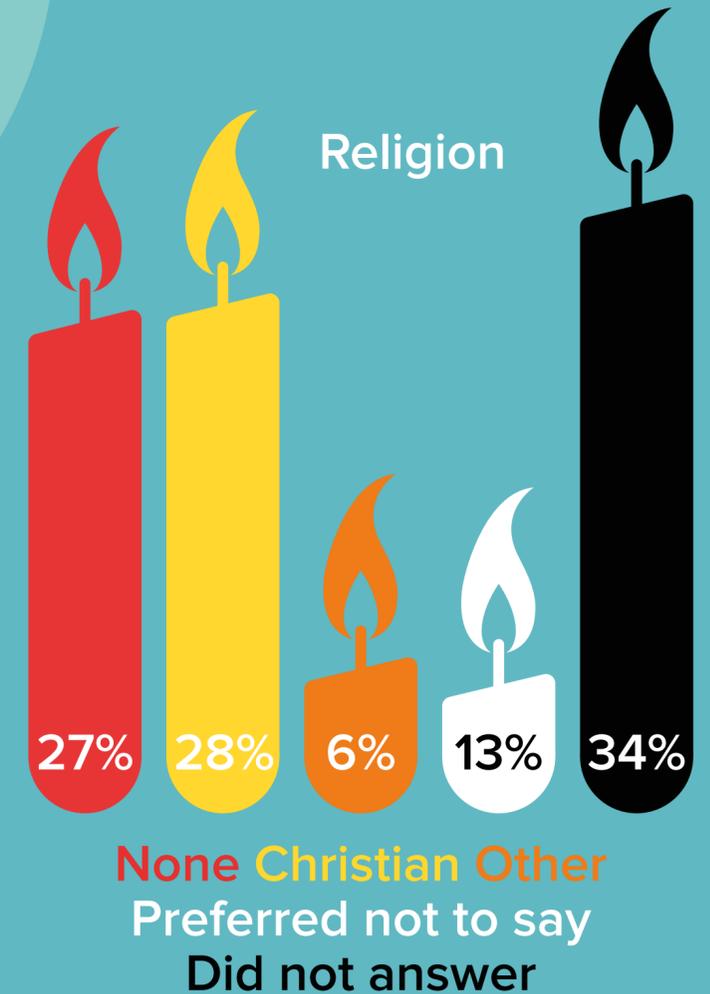
43%

47%

10%

16-39 40-64 65+

## Religion



27%

28%

6%

13%

34%

None Christian Other Preferred not to say Did not answer



## Group Board

Tom Murtha, Chair

William (Bill) Farnell, Vice Chair

Janet Roberts

Christopher Taylor

Ian Alderson

Carol Downes

Dylan James

Sian Williams

# Governance

We are committed to achieving good governance at North Wales Housing and to complying with Community Housing Cymru's Code of Governance. The code is designed to help housing associations to develop good governance structures and to support continuous improvement.

We have 8 Board Members. They are responsible for providing the strategic direction for the organisation. Our board members have been appointed for the range and diversity of skills they offer as well as their experience, which enables them to challenge and scrutinise effectively.

## **NWH Chair scoops lifetime achievement award**

Tom Murtha, Chair of North Wales Housing won the lifetime achievement award at 24 Housing's Diversity Awards 2018. The prestigious ceremony was held at Aston Villa Football Club, Birmingham on the 10th of May. Presenting the award, the judging panel said that Tom's list of achievements was as 'long as your arm' and that he was a real role model.

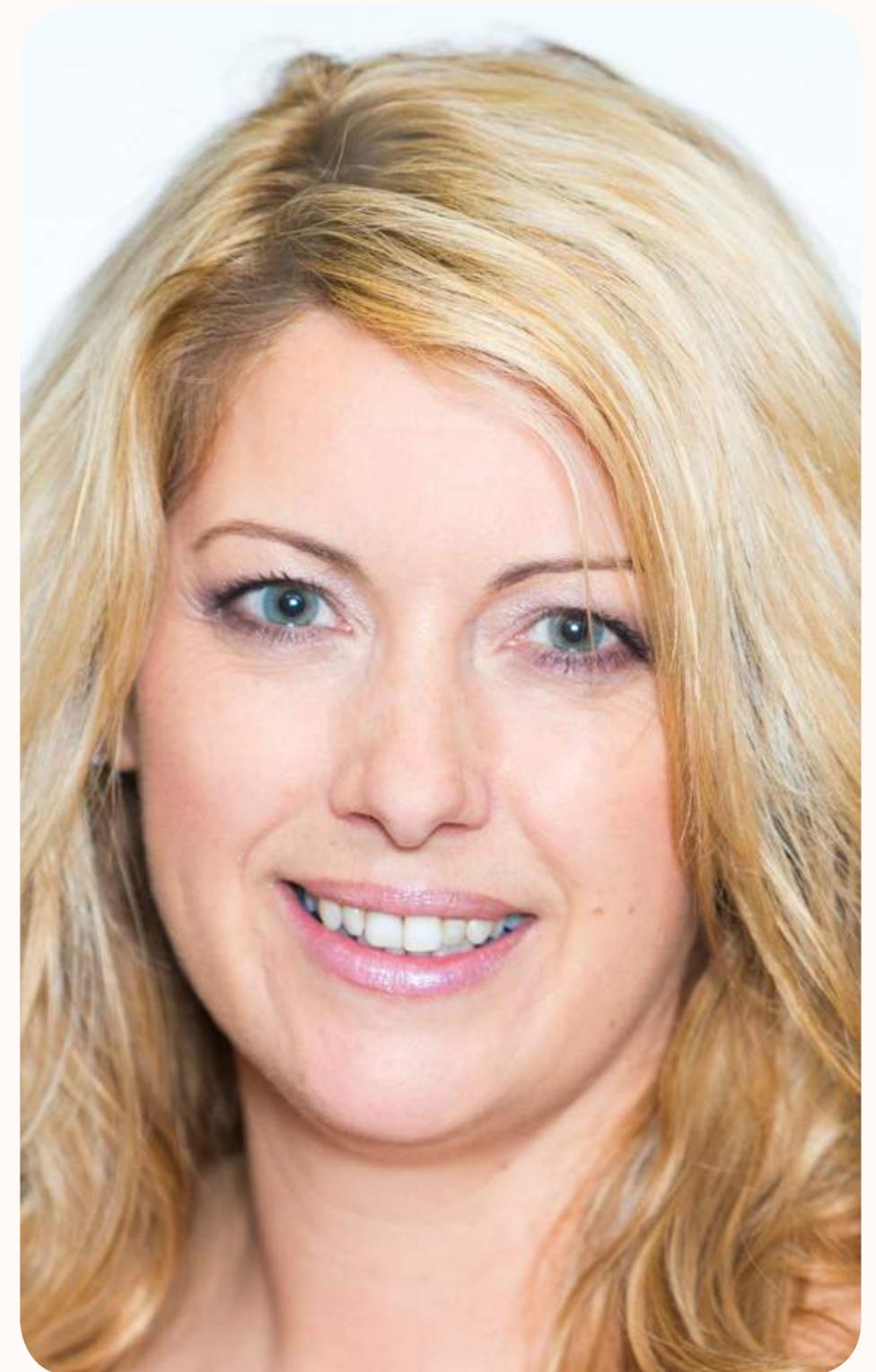
## **Positive Regulatory judgement**

North Wales Housing has achieved the highest possible status in its regulatory judgement from Welsh Government this year.

Having faced several challenging years the judgement shows that we are now back on track and are facing the future with certainty.

## **New Finance and Resources Director appointed**

Jayne Owen joined us as the new Finance and Resources Director this year. Jayne is a qualified accountant (CIPFA) with 30 years public sector experience, 5 years as Treasurer/ Director of Finance and prior to taking up this role Jayne undertook the role of Director of Finance (Police and Crime) for the Greater Manchester Combined Authority. This and previous roles involve significant complexity, with accountability for multi-million budgets and advising on the deployment of these resources. Areas of expertise include treasury management, financial planning, audit, procurement, commissioning, value for money, organisational transformation and effective governance. Prior to taking up this role Jayne worked as Treasurer for the Greater Manchester Police and Crime Commissioner and prior to that various roles for Trafford Council, she offers a breadth of experience that goes beyond her financial expertise in particular, public service reform, partnership working, estates strategy and performance management. Jayne's career has been rooted in the public sector, caring deeply for the role of the public, voluntary, social enterprise sector in society.



## How we performed in 2018/2019



**99.95%** of our properties passed the Welsh Housing Quality Standard

Just under **10,000 repair jobs** were raised and completed



**83% of tenants** say rent is value for money

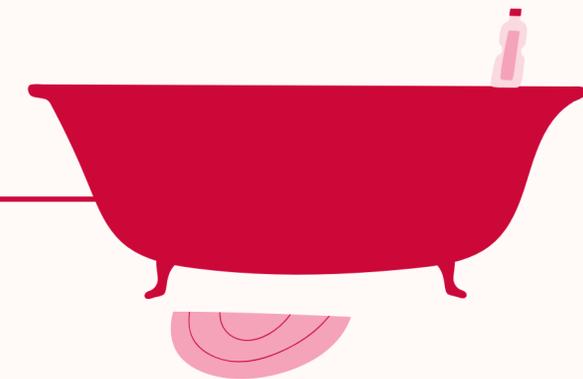


It took on average **35 days** to let a property



Installed new windows/doors in **315** properties

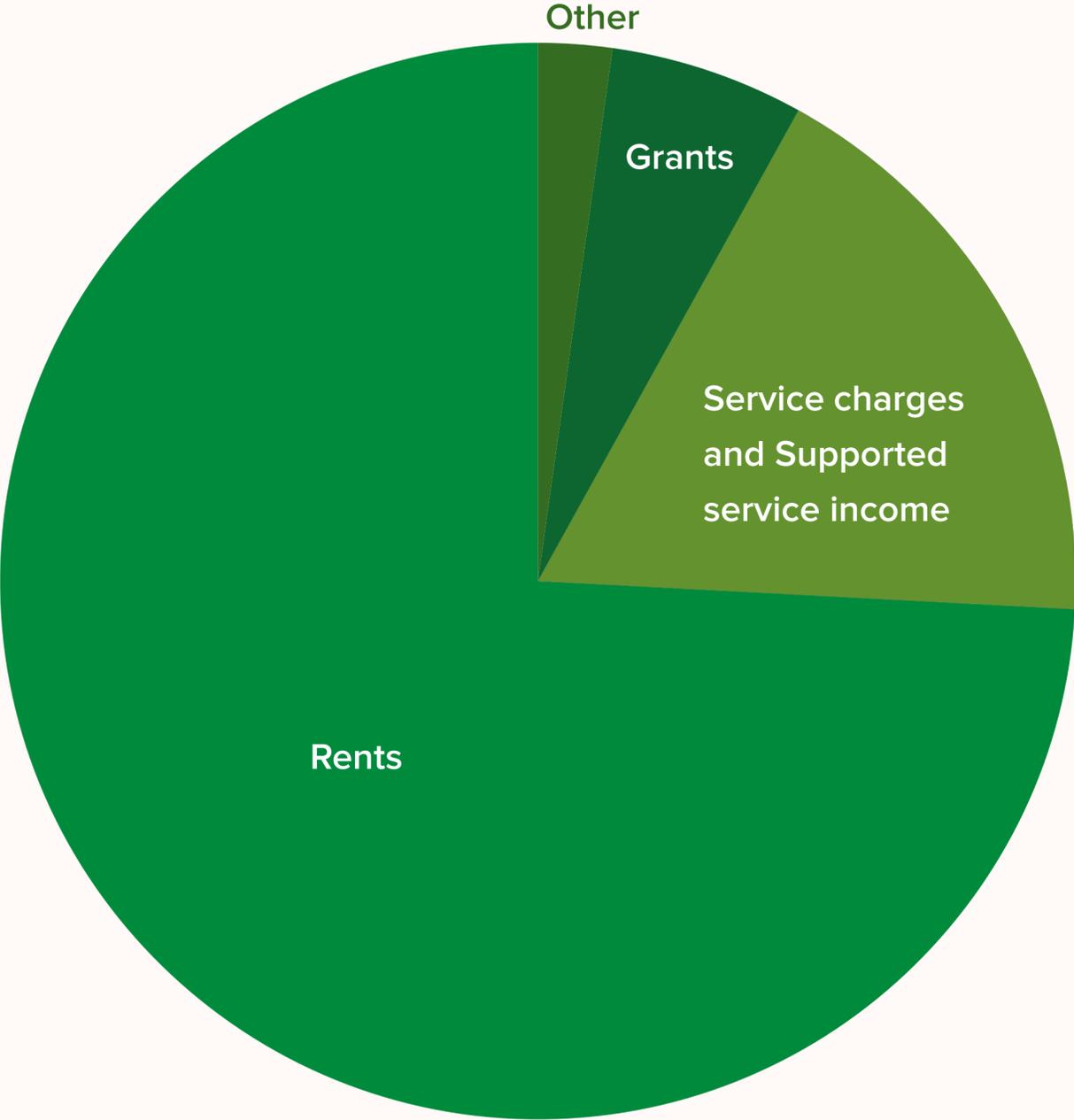
Installed **258 bathrooms**



Installed **16 new kitchens**

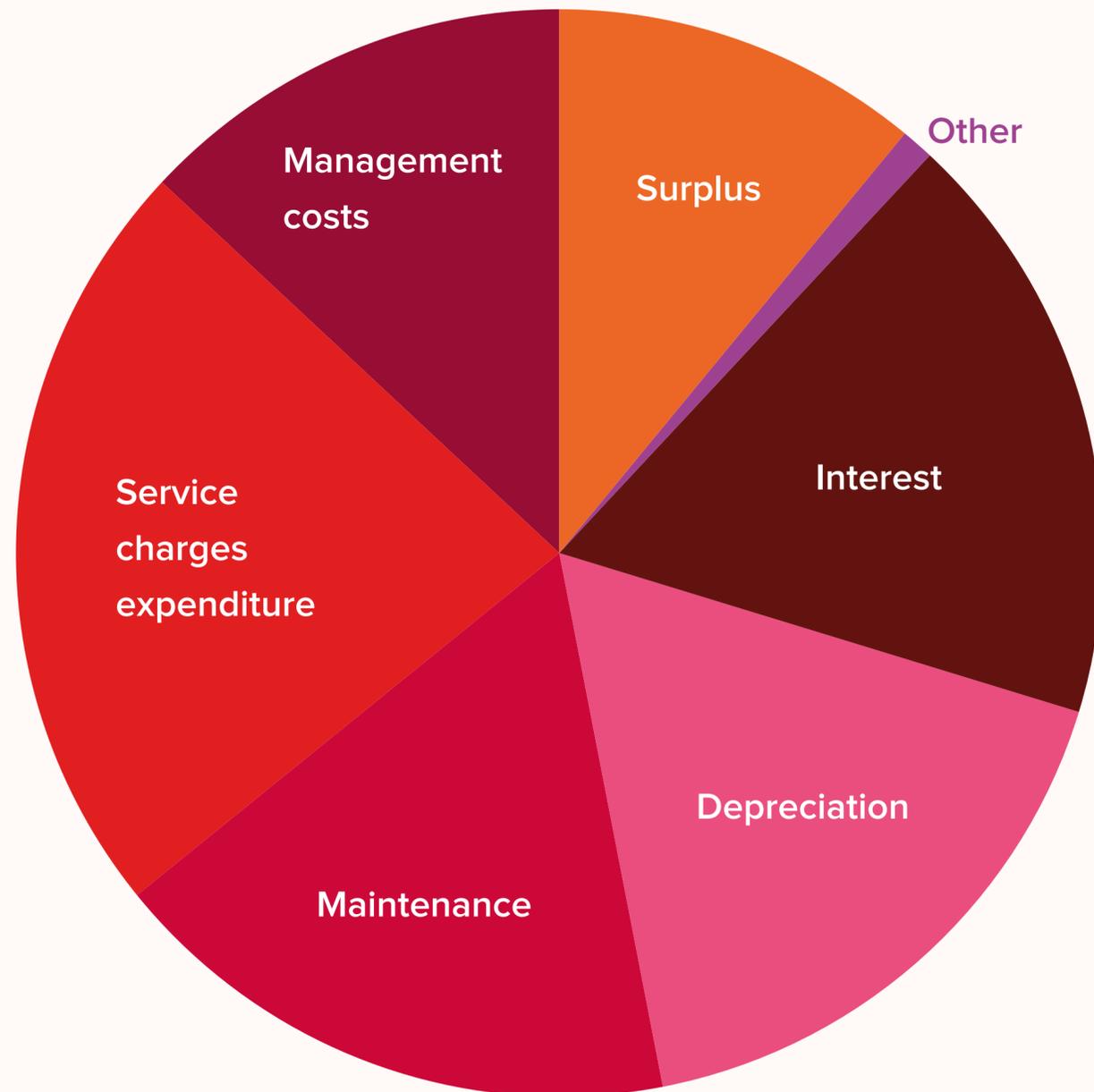


# Financial Performance: Income Summary



<b>Income</b>	£(000)
Rents	£12,200
Service charges and Supported service income	£2,924
Grants	£940
Other	£354
<b>Total</b>	<b>£16,418</b>

# Financial Performance: Expenditure Summary



Expenditure	£(000)
Management costs	£2,161
Service charges expenditure	£3,747
Maintenance	£2,804
Depreciation	£2,816
Interest	£2,901
Other	£158
Surplus	£1,831
<b>Total</b>	<b>£16,418</b>
Other Comprehensive Income	2,505
Total Comprehensive Income for the year	(674)
Capitalised development and major repairs expenditure	4,138



## Got a question?

If you have any questions or feedback on this Annual Review please get in touch:

[customerservices@nwha.org.uk](mailto:customerservices@nwha.org.uk)  
01492 572727

[www.nwha.org.uk](http://www.nwha.org.uk)

[@northwalesha](https://twitter.com/northwalesha)

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