



What is self-evaluation and why do we do it?

Self Evaluation is the term used when we, as Housing Associations, have a good look at ourselves to see whether or not we are meeting the [standards](#) set for us by the Welsh Government.

It's up to each Association to decide how to do this, but we are required to publish how we think we're doing each year.

So, how do we do the Self Evaluation at Taff, and what do we publish?



Taff Housing Association
Cymdeithas Tai Taf

- We meet with our Board in November, and have a good look at all the standards around 'governance' which means things like how we review performance; how we ensure the Board has the right skills; and how we manage risk.
- We ask independent people (such as Auditors) to look at our finances and control arrangements
- We ask a focus group of Tenants to help us go through all the standards relating to things like rent, lettings, property, anti-social behaviour and write down their comments and recommendations. We also ask Tenants throughout the year about our services.
- This information then feeds into another meeting of the Board in April, where they look at evidence provided by staff and Tenants as to whether they think we meet the 'Landlord Services' standards. At all these meetings, we ask if Taff has 'passed' or not.
- Lastly, our annual report gives details of what we've achieved during the year, especially the business goals we set for ourselves. This is also based on work done at the meeting of the Board in April, where we assess how we're doing with our overall Business Plan
- In addition to the Annual Report, we publish this information about what we have looked at to carry out our 'Self Evaluation'

SELF EVALUATION



Taff Housing Association
Cymdeithas Tai Taf

GOVERNANCE

- RISK REGISTER – REVIEWED IN DEPTH ONCE A YEAR, PLUS INTERIM REVIEW.
- KEY RISKS HIGHLIGHTED EVERY BOARD MEETING AS PART OF BUSINESS CRITICAL INDICATORS
- STRATEGIC GOVERNANCE SESSION ANNUALLY – FOCUS ON ASPECTS OF GOVERNANCE MAP
- CHC CODE OF GUIDANCE EVIDENCE REVIEW/ CHECKLIST
- 3 YEAR STAKEHOLDER SURVEYS
- 3 YEAR EMPLOYEE SURVEYS, PLUS IN-HOUSE FOCUS GROUPS/ SURVEYS AS NECESSARY

FINANCE

- RISK REGISTER AS ABOVE
- BUSINESS PLAN SCENARIO PLANNING/ TESTING
- FINANCIAL VIABILITY JUDGEMENT
- EXTERNAL AUDIT OPINION OF FINANCIAL STATEMENTS & ASSUMPTIONS
- INTERNAL AUDIT OPINION OF SYSTEMS AND COMPLIANCE
- MONITORING OF BUDGET, CASHFLOW, GEARING, COVENANTS & LOAN REQUIREMENTS

LANDLORD SERVICES

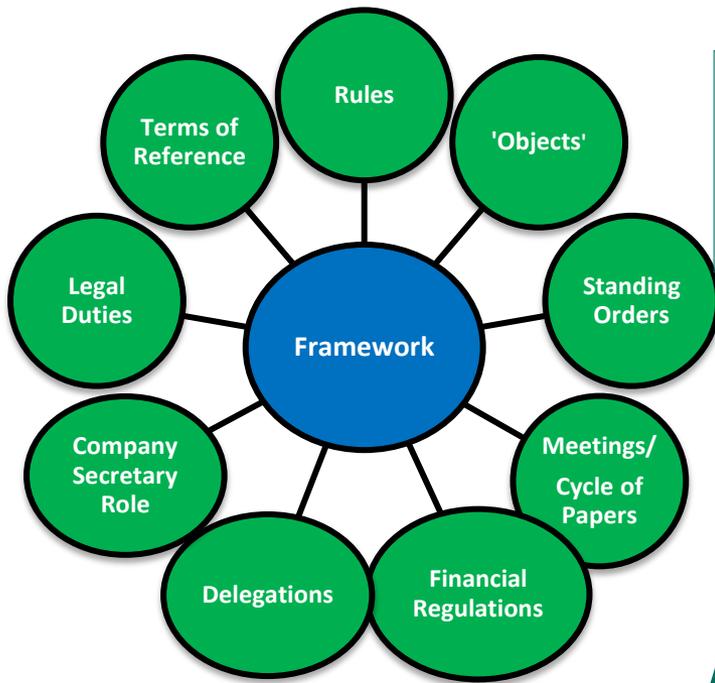
- DELIVERY OUTCOMES WORKSHOP WITH TENANTS ONCE A YEAR
- WHQS ANNUAL COMPLIANCE REVIEW BY TENANTS
- ONGOING INPUT FROM 'HAVE YOUR SAY' GROUP, BME CONTACT GROUP, SCRUTINY PANEL
- END OF YEAR REVIEW OF DELIVERY OUTCOMES AND BUSINESS PLAN OUTCOMES BY BOARD
- 3 YEAR FULL TENANT SURVEYS, PLUS AD HOC SERVICE AREA SURVEYS, AND ON-GOING EXIT SURVEYS FOR REPAIRS/ ASB

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GOVERNANCE	EVALUATED POSITION
RISK REGISTER – REVIEWED IN DEPTH ONCE A YEAR, PLUS INTERIM REVIEW.	All risks either controlled, or actions underway to mitigate. Actions included highest risks (see below) and gearing (due to accounting changes); leases to be completed for commercial tenancies; growth projects; rent policy (WG). New risks identified as transformation/ re-structure .
KEY RISKS HIGHLIGHTED EVERY BOARD MEETING AS PART OF BUSINESS CRITICAL INDICATORS	Highest risks are: Welfare Reform – extensive action plan in place. Support Funding – national lobbying to ensure no cuts/ re-distribution; local commissioning – risk of lost contracts – engagement with partners/ collaborative approach.
STRATEGIC GOVERNANCE SESSION ANNUALLY – FOCUS ON ASPECTS OF GOVERNANCE MAP (see next slide)	Each year Board focuses on its framework (meetings, policies etc.); Behaviours/ skills; its approach to strategy/ business planning; and how well it scrutinises the business. The latest review found more work was needed on Board Training (in progress) and long term savings (re-structure addressing this)
CHC CODE OF GUIDANCE EVIDENCE REVIEW/ CHECKLIST	Reviewed at last governance session – evidence in place to demonstrate compliance with most areas. Areas for further development: standing orders/ delegations will need review after re-structure; stakeholder surveys being done to determine level and shape of future partnerships; self –evaluation not yet fully understood throughout business – to be explored with staff; Board Appraisal and training – in place, but evolving; VFM and procurement to be reviewed in 2017.
3 YEAR STAKEHOLDER SURVEYS	In progress at present.
3 YEAR EMPLOYEE SURVEYS, PLUS IN-HOUSE FOCUS GROUPS/ SURVEYS AS NECESSARY	Last undertaken in 2014, action plans have followed, including re-structure and reviews of some functions. Staff Forum offers continued engagement. New staff charter developed and approved.

Governance Map as at Nov2015



Needs further attention

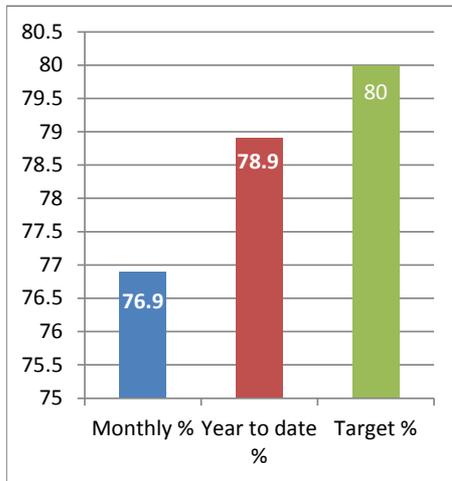
FINANCE	EVALUATED POSITION
BUSINESS PLAN SCENARIO PLANNING/ TESTING	30 year plan under constant review. Earlier scenario testing identified need to reduce operating costs by c£0.6m pa. Re-structure is achieving this. The first stage of the restructure is progress and the financial impact of the second tier is being established. This, together with the capital costs and the short, medium and long impact of the digital transformation programme, will be established to facilitate an update to the Association's 30 year financial projections.
FINANCIAL VIABILITY JUDGEMENT	Judgement by Welsh Government is Pass – see detail on website (link)
EXTERNAL AUDIT OPINION OF FINANCIAL STATEMENTS & ASSUMPTIONS	Opinion is that accounts are 'true & fair' statement of position. Major changes in reporting formats due to IFRS102. Working group of Board Members involved in decision making on SHG, asset life, pensions etc. Future focus on free cash rather than surplus.
INTERNAL AUDIT OPINION OF SYSTEMS AND COMPLIANCE	One report received with limited assurance. Issues identified not urgent, but will be addressed as soon as resources allow.
MONITORING OF BUDGET, CASHFLOW, GEARING, COVENANTS & LOAN REQUIREMENTS	All within target throughout year. Impact of IFRS102 on gearing will need a sector approach to Lenders where covenants could be impacted. Free cash will be key 'health check' indicator going forward. A large surplus for 2015/16 cushioned the impact of adoption of IFRS102, the Association still reporting a healthy surplus despite recognition of £558,000 revenue expense for our share of the Social Housing Pension Scheme deficit arising from the 2014 scheme valuation. The Statement of Cash Flows for 2015/16 reported Free Cash Flow after Loan Repayments £853,000 and this is consistent with the target set to achieve the Association's development ambitions.

LANDLORD SERVICES	EVALUATED POSITION
<p>DELIVERY OUTCOMES WORKSHOP WITH TENANTS ONCE A YEAR</p>	<p>Tenants reviewed our delivery outcome progress and felt confident we were achieving the outcomes set, however did suggest the following, all of which has now been actioned.</p> <ul style="list-style-type: none"> • Void standards given to new Tenants before moving into a property • Energy efficiency ratings be provided to Tenants • More involvement in our development designs on properties to ensure they met needs of Tenants
<p>ONGOING INPUT FROM HAVE YOUR SAY GROUP, BME CONTACT GROUP, SCRUTINY PANEL</p>	<p>These groups have assisted us this year on delivering a new Hate Crime Policy and are in the process of working with us on re-shaping our ASB and Rent Collection Policy. They have been clear with us that they support moves to bring more maintenance duties in house and have worked with us on delivering a new Welsh Language Policy.</p>
<p>WHQS ANNUAL COMPLIANCE CHECK BY TENANTS</p>	<p>Compliance data reporting tool in place and now forms part of the performance data dashboard to be taken to the Have Your Say Group annually. New tenants to be given data on whether their new home meets WHQS on taking up tenancy, to be implemented once Compliance Officer is in post.</p>

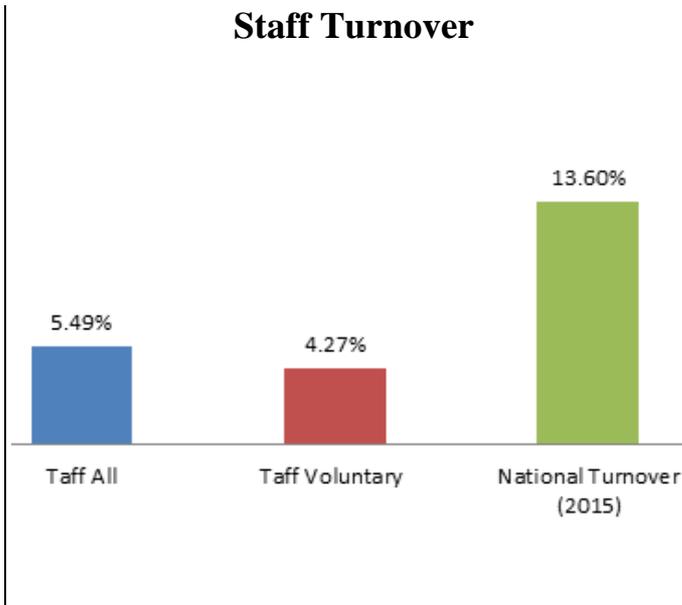
LANDLORD SERVICES	EVALUATED POSITION
END OF YEAR REVIEW OF DELIVERY OUTCOMES (link) AND BUSINESS PLAN OUTCOMES BY BOARD	<p>A full workshop session was held in April to review these outcomes. All Delivery Outcome statements received a 'pass' from Board Members. The areas for future work identified by Board were:</p> <p>We will need to plan for Shine, once the current grant ends. We are working with Cardiff Council to analyse Common Waiting List protected characteristic data in relation to Taff's letting data and we anticipate that a full and comprehensive report will be available in the Autumn.</p> <p>Refusals continue as a high proportion of overall offers, but recent changes in exclusions and suspensions on the Common Waiting List will mean less applicants listing for appropriate properties. In addition, our ambition would be to get more 'right first time' allocations by working with partners to ensure applicant data is correct and up to date at point of offer.</p> <p>Our UC preparations will continue as a matter of urgency, and Big Data will be a focus for this. We will be reviewing satisfaction with ASB case management, and re-shaping support for those in arrears</p>
3 YEAR FULL TENANT SURVEYS, PLUS AD HOC SERVICE AREA SURVEYS, AND ON-GOING EXIT SURVEYS FOR REPAIRS/ASB	<p>Last two surveys (WG and independent) both showed high level of satisfaction with services from Taff. Repairs satisfaction is very high, and while there was a small drop in ASB satisfaction overall, it remained in the top quartile, when benchmarked.</p>

LATEST BUSINESS CRITICAL INDICATORS

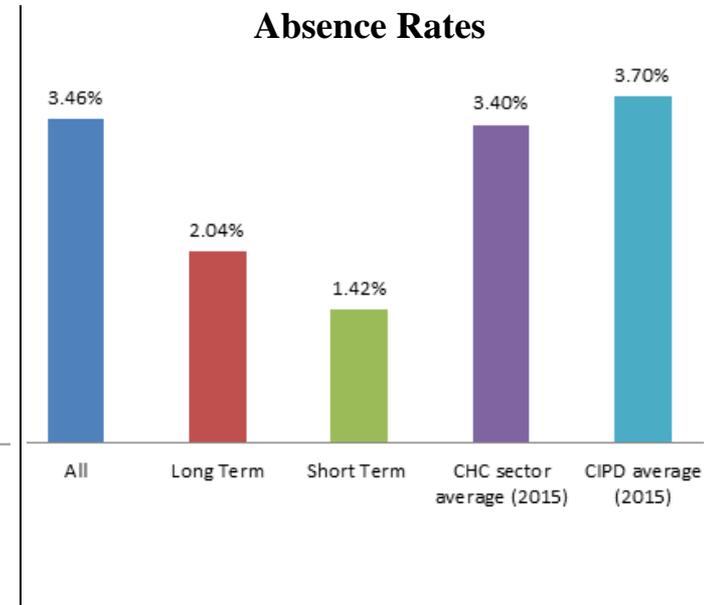
Board Attendance



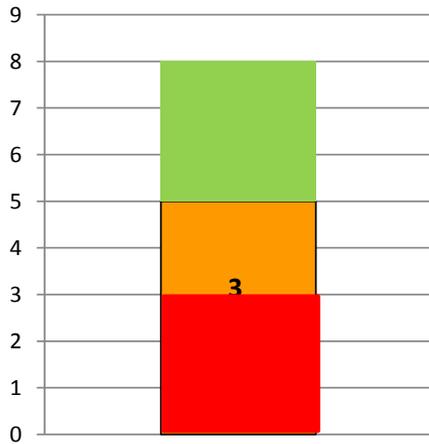
Staff Turnover



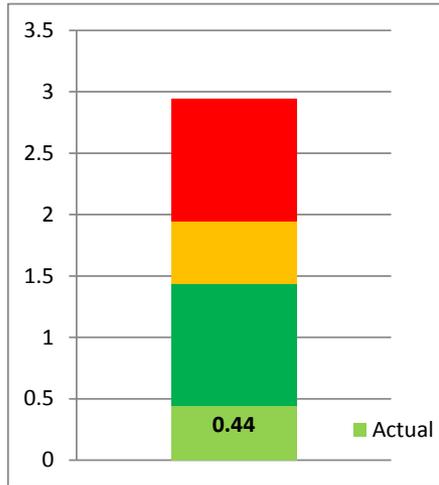
Absence Rates



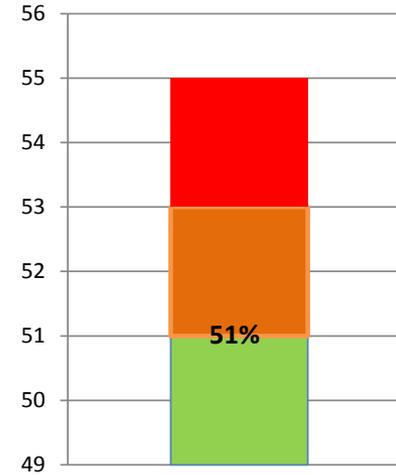
Liquidity in Months



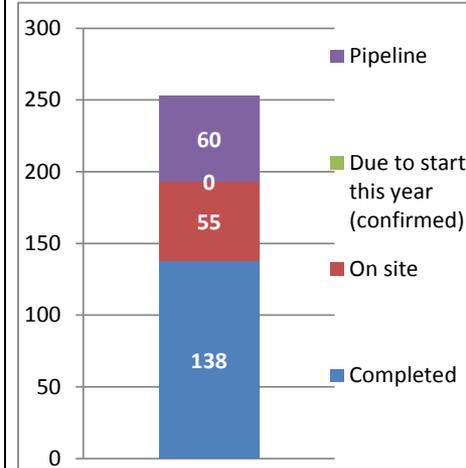
% Bad Debt



Gearing



New Build 2012/17 Target 200



Repairs – Right First Time



Repairs Satisfaction



Gas Servicing



Committed Spend against Budget Forecast



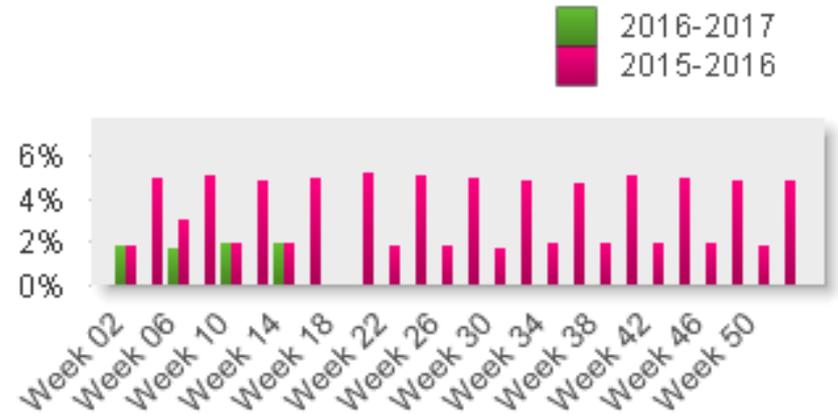
Allocation – Made a Positive difference



Anti-social Behaviour Overall Satisfaction and How dealt with



General Needs Current Tenant Arrears %



**SUPPORT: EXIT QUESTIONNAIRE REPORT
1 APRIL – 31- JULY 2016 (33 Responses)**

Did the support you received help you reach your goals?



Has your support ended in a planned and agreed way?



Top 3 Risks from Risk Register

