



Taff Housing Association
Cymdeithas Tai Taf

Building Futures for 40 Years

SELF EVALUATION 2014-15

#notjusthousing

A decorative graphic at the bottom of the page consists of a large, thick red arc that curves from the bottom left towards the right. Inside this red arc, there is a thinner green arc, and within that, a white arc, creating a layered, rainbow-like effect.

SELF EVALUATION 2014-15

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?

We do four main things:

- 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 a focus group of Tenants to help us go through all the standards relating to things like rent, lettings, anti-social behaviour and write down their comments and recommendations.
- 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.

Our annual report is normally produced in August and is sent to all Tenants and other Stakeholders, and is always available on our website.

A summary of the other information is also published annually on or before September 1st – this is also on our website, and is available in hard copy for anyone who wants it.

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GOVERNANCE – BOARD MEMBERS AWARDED US A ‘PASS’ IN NOVEMBER 2014

They said...	We did
Performance and Service Delivery	
<ul style="list-style-type: none"> • Invite Board Members to Staff briefings and Tenants’ events • Do the Annual Report online • Give us more comparisons and trends – • Help Tenants understand purpose of survey when it is established. 	<ul style="list-style-type: none"> • Done • Will be implemented for 2015 • Partially implemented, trends over life of business plan will be in October update. We have also compared ourselves with other HA’s using information from the All Wales Survey • We explained this in the newsletter. With repairs, ASB and new Tenant satisfaction surveys we explain to Tenants why we want their feedback
Risk	
<ul style="list-style-type: none"> • Members wanted us to explain about Covenants, assurance levels from Internal Auditors, and to highlight specific risks for our new businesses • They wanted more in depth sessions on Development and Welfare reform 	<ul style="list-style-type: none"> • Done • Done, but more planned on Welfare Reform
Recruitment/ succession planning	
<ul style="list-style-type: none"> • Members wanted a simplified appraisal system for Board • They wanted to recruit a pool of potential ordinary Board members, using the model ‘summer school’ approach we use for Tenants • Revise Standing Orders to presume a maximum 9 year term 	All done
Forward thinking Board’	
<ul style="list-style-type: none"> • Schedule in more ‘thinking time’ in Board meetings for consideration of long term planning. 	<ul style="list-style-type: none"> • Implemented January 2015 – a new cycle of meetings has been prepared to achieve both these things
<ul style="list-style-type: none"> • Streamline the ‘bureaucratic’ content of meetings. Delegate straightforward policy reviews to Leadership Team 	

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LANDLORD SERVICES – BOARD & TENANTS AWARDED US A ‘PASS’ IN JUNE 2015

They asked us to look at the following questions & comments:

They said...	We did
We build and renovate homes to a good quality	
<ul style="list-style-type: none"> • are we meeting fire safety regulations and what security measures are in place. • How do we show that we meet parking needs for new developments • Can we be involved in design of new developments • Adaptations and homes for life – how can we evidence that we enable people to live in their homes for life? • Matching new build design with Tenant preferences – can we evidence this? • how do we perform on SAP ratings (energy efficiency) • Stock survey – do we report on this? <p>Board members asked us to:</p> <ul style="list-style-type: none"> • Check contract costs v budget • Review costs some time after development to ensure right decisions made • Improve information about demand for different property types 	<ul style="list-style-type: none"> • We have a programme of comprehensive fire safety checks being carried out and have highlighted fire safety issues in the newsletter and to specific properties • We work with consultants to show demand for parking • New development updates to be regular feature of Have Your Say meeting and available for scrutiny by Scrutiny Panel. • Reporting on end to end times on PAG works for year 15/16 and new code on computer system to identify where we have done small scale adaptations with our own funds. We will be able to analyse how many properties now have these year on year and how many then required PAG works following on from this. This will tell us if people’s needs have been met for the long term. We also build new homes to Lifetime Homes standard • New build designs now taken as routine to the Have Your Say Panel – standard item on agenda is Development Update. Formation of Scrutiny Panel will have the choice to focus on developments in depth and whether they meet Tenant needs. All new build Tenants surveyed on satisfaction. • Our average SAP rating is 76.67, second best rating in Wales • We report this to LT and Welsh Government annually in the standard WHQS report, this also informs our planned maintenance programme. • To be done in future where possible. • Already done on one site. • Development team work closely with Tenant Services to identify demand for housing as well as taking into account welfare reform and the impact that has on eligible maximum Housing Benefit payments for potential occupants – thus ensuring tenancies are sustainable and meet needs in the long term. To be included in future Development reports to Board.

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They said...	We did
We let homes in a fair, transparent and effective way	
<ul style="list-style-type: none"> • Reporting on timescales across all PAG works would be useful. (Board also asked for this) • Useful to report findings of stock survey back to Tenants following survey on their home • How to obtain housing is well publicised. Tenants felt that our group signups for new developments are a great success and they particularly like being involved in giving presentations to new Tenants on these days • It would be a good idea to give the void standards to prospective new Tenants so they knew what to expect before they moved in and that we made these freely available online on reception. <p>Board members asked us to:</p> <ul style="list-style-type: none"> • Look at movements of Tenants in and out of Taff homes, and to look at impact of support 	<ul style="list-style-type: none"> • In work plan for 2015/16 • Stock survey to be given to all new Tenants by October 2015 – to be offered to existing Tenants upon request. Autumn newsletter article to be done explaining our position. • Thank you for the feedback! • Void standards to be given to new prospective Tenants during pre-tenancy work and property viewings as standard by October 2015. All Tenants leaving the Association are given expected vacant standards and informed what they need to do, if anything, to avoid any recharges. • Work on-going to understand why tenancies fail or require high intervention and what sort of support would result in lower tenancy turnover and lower intervention. This forms part of our 'big data' project, which is currently in phase 1.
We manage our homes effectively	
<ul style="list-style-type: none"> • Tenants generally agreed than our rents are affordable for those on low incomes • Agreed service charge consultation gives Tenants a chance to discuss issues and adequate notice provided for rent rises. Also commented that new rent by text service is a good service that gives Tenants information they need quickly on their rent balances. <p>Board members asked us to:</p> <ul style="list-style-type: none"> • Tell them more about the work we do to help people get jobs, and therefore make it easier to pay rent. They wanted to know the impact on rent collection of the extra resources we have provided. They also asked us to 	<ul style="list-style-type: none"> • Thank you for the feedback! • All Tenants affected by the cut in Benefit Cap to be visited and offered route into Jobs and Training programme. Impact on rent arrears is very difficult to draw direct link as training / volunteering can be a long journey and cannot be considered in isolation. Our Jobs/Training and Volunteering programme is in

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<p>check if we could analyse satisfaction survey by postcode</p>	<p>last year of external funding and will focus next year on our customers primarily when funding brought completely in-house. Outcome Based Analysis to be applied to programme as standard.</p> <ul style="list-style-type: none">• Customer Satisfaction Survey can be analysed by area.
We repair and maintain homes in an efficient, timely and cost effective way	
<ul style="list-style-type: none">• Could we publicise the lifetime of components - kitchens/bathrooms etc.?• Could we give more info on upgrades and when they can expect them?• Also commented that we should use evidence of replacements and how many components are not replaced within a given timescale.• From their own experience and from surveys after repairs done, Tenants confirmed the repairs service was effective and efficient.	<ul style="list-style-type: none">• Information to be provided on website.• New Tenants to be given stock condition survey and existing Tenants can obtain upon request.• Not replacing components within timescales does not necessarily mean that we have failed, as lifetime of components depends on how they have been looked after –we would not replace components if they are well looked after, even if the ‘lifetime’ of those components has expired. Autumn newsletter article to discuss component replacements and stock condition survey information.• Thank you for the feedback!

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CHC sector wide survey - Comparative Analysis

Below is a selection of questions from the CHC survey and analysis of where Taff stands in comparison to other RSL's. Section B, key priorities, has been included in full.

Section B – Key Priorities

B1 - The service provided by your Landlord

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	83.7%	100%	90.1%	6 th	161

B2 – The overall quality of your home

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	82.9%	98.3%	87.1%	Joint 12 th	162

B3 - Your neighbourhood as a place to live

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	83.5%	96.5%	82.1%	23 rd	162

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B4 - That your rent provides value for money

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	80.9%	94.2%	86.6%	6 th	156

B5 - The way your Landlord deals with repairs and maintenance (generally)

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	76.8%	96.6%	89.5%	4 th	161

B6 - That your Landlord listens to your views and acts upon them

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	69%	93.1%	78.2%	5 th	160

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Section D – Perceptions of Landlord

D1-1 – My landlord is providing the service I expect

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	79.4%	98.4%	87.1%	6 th	163

D1-3 – My landlord has friendly and approachable staff

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	86.5%	96.5%	91.1%	9 th	157

D1-7 – My landlord is well run

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	75.4%	98.2%	82.9%	Joint 6 th	152

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D2-1 – Gives you the opportunity to make your views known

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	77.7%	96.9%	84%	7 th	156

D3-4 – My home is safe for me and anyone who lives with me

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	85.1%	96.6%	82.2%	24 th	157

Section E – Advice and Support

E5-3 – The condition of the property when you moved in

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	74.1%	100%	66.6%	Joint 23 rd	15

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Section I – Repairs

I2-4 – The attitude of workers

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	90.9%	98.2%	98.2%	1 st	112

2-7 – The repair being done “right first time”.

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	75.4%	90%	90%	1 st	110

Section J – Anti-Social Behaviour

J5-1 – The final outcome of your anti-social behaviour complaint

<u>Tenant Satisfaction</u>	Average satisfaction rate of all sector landlords (37 incl. Taff)	Highest satisfaction rate	Taff's satisfaction rate	Taff's position out of 37 landlords	Number of Taff Tenants that responded to this survey
Very satisfied & fairly satisfied	39.8%	75%	48.9%	8 th	43