



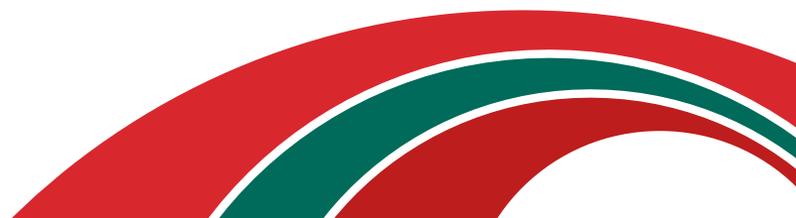
Taff Housing Association  
Cymdeithas Tai Taf

# TAFF HOUSING ASSOCIATION

Annual Self Evaluation  
September 2017

*#notjusthousing*

Partner of Choice • Provider of Choice • Employer of Choice



# 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 (WG).
- We also check to see if we have achieved what we planned.
- 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 .....

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, antisocial behaviour and write down their comments and recommendations.

We also ask Tenants throughout the year about our services.

The Board completes a 'Statement of Compliance' each year which we give to Welsh Government

# .....what do we publish?

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 'Self Evaluation' document

# What are we required to do?

- Meet the Welsh Government's [Performance Standards](#) – appendix 2
- Comply with Community Housing Cymru's Code of Governance
- We have to publish a self evaluation annually on September 1<sup>st</sup>
- The Board has to give our Regulators an annual 'compliance statement'



# What are the main WG Performance Standards?

(The items in red are those things the WG also consider as 'Sector Risks')

## Governance

- Board must have a clear Vision for our future
- There must be clear roles and responsibilities
- We must comply with CHC Code of Governance
- We must have an assets & liabilities register, so we know how much equity we have
- We must have a financial plan that enables us to keep our properties up to standard
- We must keep the Regulator informed if anything goes wrong or any big risks occur

## Finance

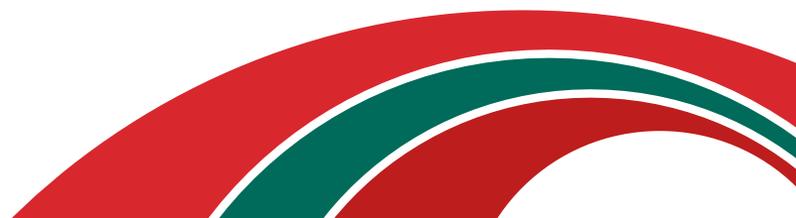
- We must have enough money to cover our plans
- We must protect our properties and other assets
- We must be able to pay back any loans we take out, and meet other requirements from lenders
- We must analyse any big risks or combination of risks that would harm our business, including any planned new ventures
- We must ensure we get Value for Money
- We must be a financially sound business
- Our financial forecasts must be based on good information and realistic assumptions
- We must keep performance records up to date

## Landlord Services

- Tenants must help shape our services – by helping design them, and making sure they are high quality
- Board members know how we involve tenants and keep improving services
- We must comply with all Health & Safety rules
- We must make best use of our housing, by helping homeless and other people in need

# How do we meet the Governance Standards?

GOVERNANCE	EVALUATED POSITION
Board must have a clear Vision for our future	Yes, we have a new Vision to 'Build Foundations for Better Futures' and a new Business Plan to deliver it. (link)
There must be clear roles and responsibilities	We have many documents which cover this and a plan to review and improve those which need it
We must comply with CHC Code of Governance	The Board has completed an exercise on this and we are compliant
We must have an assets & liabilities register, so we know how much equity we have	There is work to be done on this – started, but not finished
We must have a financial plan that enables us to keep our properties up to standard	We have submitted this to WG
We must keep the Regulator informed if anything goes wrong or any big risks occur	We do this if and when issues occur



# How do we meet the Finance Standards?

FINANCE	EVALUATED POSITION
We must have enough money to cover our plans	We have a costed plan covering the next 30 years
We must protect our properties and other assets	Our long term maintenance plans are included in the above, so we keep our homes up to standard. We also review our insurance cover every year.
We must be able to pay back any loans we take out, and meet other requirements from lenders	We can do this, but we will restructure our loans to make better use of our equity. This will mean we can build more new homes
We must analyse any big risks or combination of risks that would harm our business, including any planned new ventures	We have done an exercise on this, but we have more work to do
We must ensure we get Value for Money	We will develop a VFM strategy in 2018
We must be a financially sound business	Our 30 year plan tells us we are, and the WG judged us as a financially viable business
Our financial forecasts must be based on good information and realistic assumptions	Our assumptions have been scrutinised by Board, WG and Auditors
We must keep performance records up to date	We have a good performance management system, but we will improve it in 2018

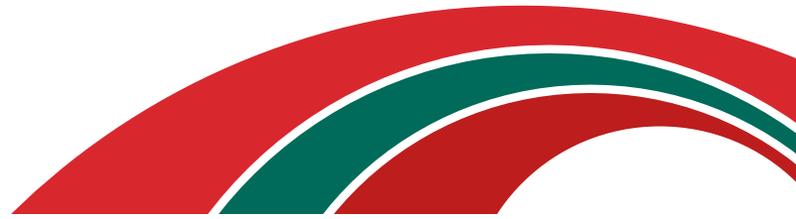


# How do we meet the standards in our Landlord role?

LANDLORD SERVICES	EVALUATED POSITION
<p>Tenants must help shape our services – by helping design them, and making sure they are high quality</p>	<p>Board take advice and recommendations from the Tenants' Scrutiny Panel, and there is evidence of where this shapes policy</p>
<p>Board members know how we involve tenants and keep improving services</p>	<p>A new Engagement Strategy is being developed with Tenants, and Board are keen to see the link between engagement and improvement</p>
<p>We must comply with all Health &amp; Safety rules, and other legal requirements</p>	<p>We have comprehensive H&amp;S procedures and an annual self assessment by Board of their own role and responsibilities. We are double checking all Fire Safety issues after the Grenfell tragedy.</p>
<p>We must make best use of our housing, by helping homeless and other people in need</p>	<p>We meet or exceed targets for housing homeless people in Cardiff and we support over 1000 people each year to help them obtain or maintain tenancies</p>

# Did we achieve what we set out to do between 2012-2017?

BUSINESS PLAN OUTCOMES	EVALUATED POSITION AT END OF 5 YEARS
Our customers will benefit from cost effective and quality services	Customer satisfaction is 91%, higher than the national average. Over 98% of our repairs are 'right first time'
Our customers' economic, financial and personal potential will be improved	747 people are better off financially; 2,249 people commenced a 'Jobs Journey'; 96% of people said support helped them become more confident
People in Cardiff will benefit from an increased supply of social housing	We built 158 homes and housed over 900 people; this added more than £35m to the local economy
Our customers will benefit from growth in our business	We invested in 2 new businesses; we saved over £500k in overhead costs



# Risks identified by WG faced by all HAs

(see also those highlighted in red as sector risks above)

Risk	Is it on our Risk Register?	Comments /Further action needed?
WG Rent Policy	Yes	Once confirmed, revise internal policy
Welfare Reform	Yes	On-going working group carrying out analysis and strategies to mitigate largest risks – e.g. under 35s
Supported Housing Income	Yes	Strategy being developed and implemented to reduce reliance on SP grants. Stress testing around reduction in income
Value for Money	No	Strategy needs to be developed, including social value element
Pension Deficits	Yes	Awaiting next valuation, mitigating strategy to be developed as for previous deficits



# Risks identified by WG faced by all HAs

(see also those highlighted as sector risks above)

Risk	Is it on our Risk Register?	Comments /Further action needed?
Differential Inflation Rates	Yes	This has formed part of the stress testing we have already done
Diversification	Yes	Any future plans to be costed, risk profiled and approved as part of BP
Treasury Management	Yes	Full Treasury review has taken place and new facilities being explored as part of action plan
Changing Environment	Yes	Recent restructure and transformation programme carried out to respond to changes
Data Protection	Yes	Work being undertaken to prepare for GDPR
Equality and Diversity	Yes	Regular monitoring demonstrates diversity and equality
Building homes	Yes	Development working group includes Board members. New BP assumes prudent level of development, fully costed

# Additional Improvement Plans for Sector Risks

Risk	Is it on our Risk Register?	Comments /Further action needed?
Assets & Liabilities Register	Yes (under Strategic Financial Risk)	Being developed
Analysing multiple risks together	Yes	Further work planned
Value For Money	No	Strategy to be developed 2018
Performance	Yes (under Operational Risk )	Improved assurance summary for Board to be developed, incorporating risk areas as well as performance data
Welsh Housing Quality Standard	Yes	We are doing more surveys of our stock so that we can update how much we need to spend on our homes, and plan to avoid 'peaks and troughs' of spending



# CONCLUSION

- The Board has looked at all the things they are required to
- They have come to conclusions, and in almost all cases, standards are met
- Board acknowledges there is always room for improvement, and we have commented on our improvement plans

