

# United Welsh Self-Evaluation

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This is a summary of how United Welsh has done in 2017-18;  
highlighting areas we think are important for 2018/19

## 1 We provide more homes of the right kind, in the right place and in the right condition

We built 182 new homes, including development of 16 homes for open market sale

We are on target to deliver our current 5-year development programme (1,300-1,700 homes) for building new properties with a total of 1,410 new homes being built



A full programme of major repairs was delivered including renewing 88 kitchens, upgrading 39 bathrooms, overhauling windows in 456 homes and 240 door installations



For existing properties 98% comply with the Welsh Housing Quality Standard of a rating of 65 or more for energy efficiency

Overall SAP rating of all properties is 80.64 which makes us one of the best among housing associations in Wales



### New areas of work and improvements we're working on:

- We're extending investment in energy efficiency and smarter homes
- All electrical testing to be within best practice 5-year cycle – completion of programme implementation September 2018
- Research into how technology advances can be used effectively for our customers benefit, e.g. smart boilers

## 2 Tenants successfully maintain their tenancies

85% new tenancies lasted more than 12 months

Gross rent arrears were 3.03% of total rent roll at the end of March 2018



We launched a campaign to help people prepare for Universal Credit, "BOB" encouraged people to Be Online, Open a bank account and Budget

We set up a triage system to help identify the people who would be most impacted by direct payment roll-out to tailor levels of support



### New areas of work and improvements we're working on

- We're using a new approach in personalising messages to produce a better response rate

## 3 Our customers experience excellent and efficient service

UKCSI survey showed we had low scores in customer effort (meaning it was easy to contact us) and net promoter scores which were better than the UK average



We have refreshed our tenant app to make it easier for people to self serve and contact us via their smartphones

Tenant Zone

Completed customer journey mapping for Complaints, Anti-social Behaviour, Lettings and Defects.

### New areas of work and improvements we're working on

- Redesigning our website to improve accessibility, capability for digital transactions, and language capability
- Developing customer personas to help tailor services and how we communicate with tenants.
- Developing an omnichannel approach so that customers can swap between different means of interaction yet still receive the same level of service
- Taking forward the Innovation pilots - smart homes, Alexa and Internet of Things

## 4 Our communities are places where people want to live

66 opportunities for paid or unpaid work were taken up (target 60), and 30 people who found employment during 2016/17 were still in employment after 12 months (target 13)



Wellbeing4U service contracted again for a further 24 months in the Cardiff and Vale NHS to deliver services in GP surgeries

Wellbeing 4U

Carried out pilot of Fit and Fed project in Mornington Meadows and Mill Road. This supported children who may experience holiday hunger to receive healthy meals and get more active during the summer school holidays



Won the Cardiff Floating Support contract in partnership with the Salvation Army providing 302 units of support from April 2017 onwards

### New areas of work and improvements we're working on

- Work on focussing job and apprenticeship opportunities for tenants
- As a result of a BBC Children in Need grant, we will continue to provide Fit and Fed activities over the next 3 years
- Introducing any day lettings to minimise rent losses
- Investigating use of older persons assets for use by the community, to reduce the cost to tenants through service charges

## 5 Our people deliver to their potential

Reaccredited for the third time as Investors in People Gold



Launched a transformational change programme 'Future Workplace' to change the way we work to be fit for the future



Introduced real time on-going reviews rather than annual staff appraisals



As part of Future Workplace, introduced more flexible working patterns to enable better work/life balance

### New areas of work and improvements we're working on

- Redesigning of all office spaces to enable more collaborative working and accommodate different ways of working
- Developing use of technology so that people are more comfortable using it as well as making working easier

## 6 Our finances sustain our business

We modelled the impact of direct payments and Universal Credit on our business plans, including testing the risk tolerance for rent arrears



We agreed a new loan facility with THFC for £33m, which should provide long-term funding until November 2019



The group surplus for the year was £5.8m against a budget of £4.9m giving a total net worth of £36.5m



### New areas of work or improvements we're working on

- Continue to manage the finances well with a focus on each business area achieving its target

### Contact us:

United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 2AX

📞 029 2085 8100 🌐 [www.unitedwelsh.com](http://www.unitedwelsh.com) ✉ [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)

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