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Community
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Group

Year 7: The Socio-Economic Impact of the Welsh HA and Community Mutual Sector

November 2014

WELSH ECONOMY RESEARCH UNIT
Yr Uned Ymchwil i Economi Cymru

Executive Summary

In this seventh report for CHC we estimate the economic impact of the CHC membership, in terms of Gross Value Added and direct and indirect Full Time Equivalent (FTE) jobs. The report also includes researched case study material demonstrating the wider socio-economic role played by CHC members.

Housing Associations (HAs) refer to Community Mutual organisations, Large Scale Voluntary Transfers (LSVTs) and traditional Housing Associations. Where LSVTs are mentioned separately, it specifically refers to stock transfers.

CHC now has over 70 members, around 30 of which are building new homes. The starting point for the time series review is 2008, at which point CHC members (Table E1) directly employed around 4,000 people and provided 95,000 homes. In 2014, the movement employs around 13,000 people and provides 158,000 homes.

Table E1 Affordable homes in CHC membership 2008-2014

	Affordable homes	% Change in number of Affordable Homes 2008-2014
2008	95,000	
2014	158,000	+66.3%

Using the template developed by the Welsh Economy Research Unit and Cardiff University, completed by CHC members, the number of new homes for each year is reported in Table E2.

Table E2 Additional homes provided by CHC membership 2008-2014

	Additional homes
2008	1533
2009	2142
2010	2286
2011	2033
2012	1973
2013	1862
2014	1850

The latest count indicates that 1850 new homes were provided during the year 2013/14 by HAs. Of these, 1383 were achieved through SHG [see Appendix 6 Table A2].

Economic Impact Assessment 2014

Welsh Housing Associations (HAs) spent an estimated £1027m (including operational expenditure, staffing costs, construction spend and maintenance/ major works) in 2013/14. Table E3 shows how much of this expenditure was *retained* in Wales.

Table E3 Estimated Gross Spending of Welsh HAs in Wales by category 2013/14

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Maintenance, repair and upgrading	272.0	33.0
Direct Labour costs	267.0	32.4
Construction	149.5	18.2
Other	54.8	6.6
Finance and business services	20.4	2.4
Land acquisition	17.6	2.1
Transport/post/telecoms	13.9	1.7
Rents and rates	11.6	1.4
Training services	5.5	0.7
Energy/water	4.7	0.6
Consumables	3.7	0.5
Hotels/ Distribution	2.9	0.4
Total	823.6	100.0

Welsh Input-Output tables are used to estimate how many extra jobs and gross value added are linked to CHC members' spending (shown in Table E4).

Table E4 Estimated Economic Impacts of Welsh Housing Associations on the Welsh Economy 2013/14

	Direct Impact: HA Sector Output/ Employment	Indirect Impact: (Supplier effect + Induced Income effect)	Total Impact
Output £m	1,027	921	1,948
Gross Value Added (GVA) £m	267	391	658
Employment: <i>Full Time Equivalents</i> (FTEs)	8,400	12,950	21,350

* To provide an estimate of the direct GVA impact, total wage spend of Welsh HAs was used. This total should be treated as indicative only.

** The direct employment estimate is calculated from HAs covered in the 2013 Financial Statements of Welsh Housing Associations.

This means that for every one full time person employed by the HA sector, one and a half other jobs are supported within the Welsh economy in other sectors. The combined direct

and indirect economic impacts are shown in Table E4. HAs supported a total output of £1948m in 2013/14, Gross Value Added of around £658m, and an estimated 21,350 FTE jobs in Wales.

Table E5 Estimated Regeneration Spend (excluding staff costs) 2013/14

	2014 £m
Brownfield construction	177.2
Greenfield construction assoc. with regeneration	7.9
Repair and maintenance	292.7
Training budgets	7.2
Community Regeneration projects and related expenditure	29.0
Total	514.0

Table E5 shows an estimated £514m was spent on communities having a regenerating impact, with the largest share linked to repair and maintenance.

Figure E1 plots the value of spending on local goods and services over the seven year period. In real money, CHC members have spent around £2.5bn in the Welsh economy on housing properties (either on constructing new builds or on maintenance repair) over the seven year period.

Figure E1 CHC Members' spending in Wales 2008 – 2014, £m

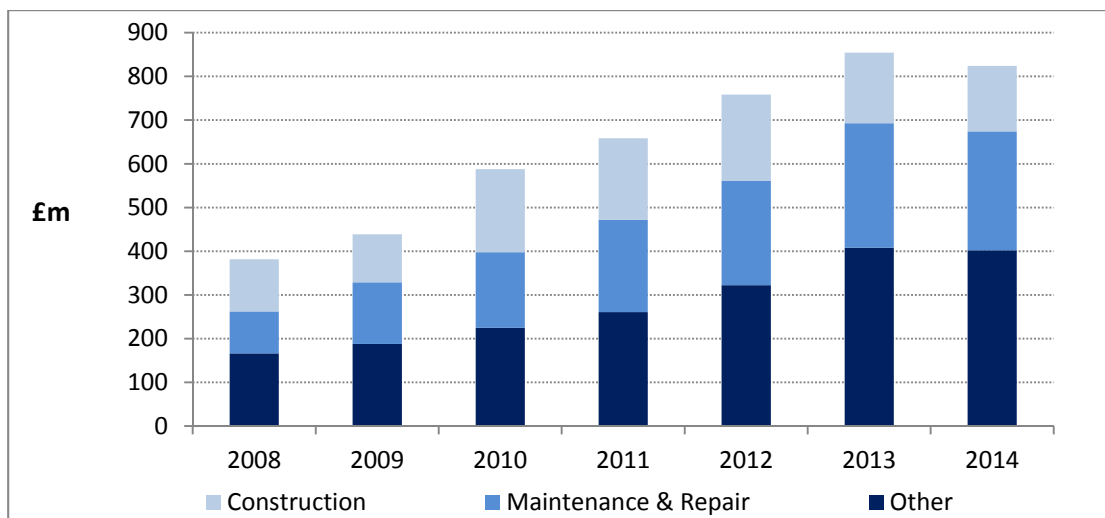


Table E6 then provides a summary of *total* impacts of CHC activity over the last seven years, showing substantial support to the Welsh economy. A large proportion of these impacts has been channelled through the construction industry in Wales, providing a vital stimulus to the sector during a period of general economic slowdown and uncertainty.

Table E6 Estimated TOTAL (Direct + Indirect) Economic Impact of Welsh Housing Associations on the Welsh Economy 2008-2014 (*constant prices year 2014 pounds*)

	2008	2009	2010	2011	2012	2013	2014
Output (£m)	945	1099	1467	1626	1856	2006	1,948
Gross Value Added (GVA) (£m)	313	366	457	510	587	660	658
<i>Employment:</i>							
Full Time Equivalent (FTEs)	12047	14540	15700	17100	20200	21360	21350

Table E7 shows the contribution of Housing Associations to regeneration. This continues to be important, with increases over the previous years reflecting the impact of the latest LSVTs. As members attain WHQS there is likely to be a reduction in spending on repair and maintenance, as was the case in 2014.

Table E7 Estimated Regeneration Spend (£m) (excluding staff costs) 2008-2014 (*constant prices year 2014 pounds*)

	2008	2009	2010	2011	2012	2013	2014	Total
Brownfield construction	115	107	187	174	194	177	177	1131
Greenfield construction assoc with regeneration	20	17	22	19	17	9	8	112
Repair and maintenance	102	157	208	252	293	305	293	1610
Training budgets	2	2	3	4	6	7	7	32
Community Regeneration projects and other expenditure	3	3	4	6	6	29	29	81
Total	242	286	425	456	516	527	514	2965

1 Introduction

- 1.1 In this 7th report for CHC we report the spending patterns and economic impact of housing associations in Wales, while updating the recently introduced time series information.
- 1.2 Housing Associations (HAs) are defined here as Community Mutual organisations, Large Scale Voluntary Transfers (LSVTs) and traditional Housing Associations. Where LSVTs are mentioned separately, it specifically refers to stock transfers.
- 1.3 Community Housing Cymru (CHC) is a non-profit-making membership body owned by its members for its members. It is the parent organisation of the CHC Group, with CREW Regeneration Wales and Care & Repair Cymru as subsidiaries. The group structure was set up to campaign on behalf of not-for-profit housing, care and regeneration.
- 1.4 The CHC team ensures that the membership is informed of policy developments and best practice. They also run conferences and training programmes and, importantly, provide networking opportunities during which ideas can be exchanged. The organisation also works tirelessly to explain the ethos of the movement and the role it plays in providing cohesive and sustainable communities. CHC is also a highly influential voice in shaping the regulatory framework for housing within Wales.
- 1.5 Housing Associations in Wales are now responsible for around 158,000¹ homes, in over 70 not-for-profit housing associations. Around half are building new housing.
- 1.6 To date eleven stock transfers have taken place, with the last in 2011.
- 1.7 2014 also saw two new organisations formed from mergers. Grŵp Cynefin came about as a merger between Tai Eryri and Tai Clwyd in North Wales, and the Seren Group's takeover of Newport Housing Trust has seen the creation of Derwen Cymru – Wales' first older people's housing association.
- 1.8 **Achieving Targets** – By March 2010 the social housing sector had exceeded the target of 6,500 new housing units and achieved a total of 6,707 in the first three years of the term of government. In May 2012 the Welsh Government set a new target of providing 12,500 homes during the current term of Government (to 2015); of which 7,500 would be new homes. This target was higher than the previous target

¹ <http://annualreport2013.chcymru.org.uk>

by one thousand homes. An estimated 5,000 homes are to come from existing empty properties (via the April 2012 Houses into Homes scheme). The target was later increased to 10,000, and a Housing Supply Pact was signed by Community Housing Cymru and the Minister for Housing and Regeneration, Carl Sargeant. Meeting the current targets is requiring additional Government funding, accelerated Land Release, and more reliance on private finance arrangements.

- 1.9 **Additional Homes Survey 2013/14** – Information is gathered by CHC each year from its membership, using 3 templates:

Table 1: Number of additional homes by tenure (rented and low cost home ownership LCHO) and local authority area

Table 2: Number of additional homes by SHG/non SHG and local authority

Table 3: Number of additional homes which were built, renovated or acquired

- 1.10 The results from 2007/8 to 2013/14 are summarised below with a more detailed breakdown for 2013/14 in Appendix 6.

Table 1 Number of additional homes by tenure and local authority area

	Rented	LCHO	Total
2007/08	1049	484	1533
2008/09	1769	373	2142
2009/10	2123	163	2286
2010/11	1743	290	2033
2011/12	1788	185	1973
2012/13	1714	148	1862
2013/14	1657	193	1850
Total	11843	1836	13679

Table 2 Number of additional homes by SHG/non SHG and local authority area

	SHG	Non-SHG	Total
2007/08	842	691	1533
2008/09	1198	944	2142
2009/10	1740	546	2286
2010/11	1820	213	2033
2011/12	1432	541	1973
2012/13	1103	759	1862
2013/14	1383	467	1850
Total	9518	4161	13679

Table 3 Number of additional homes which were built, renovated or acquired

	Built	Renovated	Acquired	Total
2007/08	932	41	560	1533
2008/09	1415	42	685	2142
2009/10	1769	176	341	2286
2010/11	1553	74	406	2033
2011/12	1532	56	385	1973
2012/13	1267	218	377	1862
2013/14	1318	81	451	1850
Total	9786	688	3205	13679

1.11 **Report Structure** – The following section reports the economic impacts arising from housing association activity undertaken by CHC members. Results are reported in terms of Welsh output - gross value added and jobs supported by HAs both in-house and through their supply chains (and wage spending). Total spending is derived from the 2013 Global Accounts, which is the latest available information. Section 3 reports the seven year picture, while Section 4 case studies reflect the recent socio-economic activity over the period, majoring on the relationship between housing and health and developments in reporting performance.

2 The Economic Impact of Housing Associations in Wales

2.1 Background

2.1.1 This section provides an estimation of the economic impact of housing association spending in Wales in 2013/14.

2.1.2 Firstly, the economic terms used in the estimation process are defined. Then the methodology utilised to estimate the economic value and impact of housing association sector activity to the economy of Wales is described. Finally, the results for the Welsh economy are reported, with these covering:

- gross spending by category;
- gross spending in Wales by category;
- analysis of net spending once imports are accounted for;
- “knock-on” (multiplier) effects of housing association related spending in terms of total spending, gross value added and employment supported by housing association spend in Wales.

2.2 Economic impact sources

2.2.1 Housing associations spend money on the outputs from a multitude of sectors in the economy. A large proportion of total housing association spend is on maintenance and repair of existing housing units, construction of new housing and wages for staff. Money is also spent on IT equipment, financial services, utility costs and training of staff, for example.

2.2.2 The first stage of the estimation process is to identify the proportion of total housing association spending that is on imported goods and services, and then consider how far the remaining (import adjusted) total spending by housing associations supports gross value added and employment in the Welsh economy.

2.3 Measures and types of economic activity

2.3.1 Different measures are used to quantify the nature and scale of economic activity associated with Welsh housing associations. These are outlined in Table 2.1.

Table 2.1 Measures of Economic activity

Measure	Description
<i>Spending</i>	Expenditure on goods and services that is associated with housing associations
<i>Gross Value Added (GVA)</i>	The total of all revenues, from final sales and (net) subsidies, which are incomes into organisations/ businesses. Those incomes are then used to cover expenses (wages, salaries), savings (any surplus, depreciation), and taxes.
<i>Employment</i>	This is the number of jobs that are supported in Wales as a result of the spending of housing associations. These are reported as <i>Full Time Equivalent</i> (FTEs), a measure that involves converting any part-time jobs into comparable full-time jobs (e.g. typically around 2 part-time jobs equal one full-time).

2.3.2 An economic impact model of the Welsh economy is used to quantitatively assess the primary economic impacts of housing associations in Wales, estimated in terms of:

Direct Welsh Spending, GVA and Employment Impacts - This measure captures the gross spending, gross value added and employment supported directly through the spending of housing associations in Wales.

Indirect (Supplier) Welsh Spending, GVA and Employment Impacts - This measure accounts for supply chain impacts in Wales associated with the direct effects above. For example, as a housing association spends money on Welsh goods and services, the suppliers of these also have to purchase goods and services in Wales to meet these demands. Therefore indirect spending, GVA and employment are supported in the Welsh economy.

Induced (Income) Welsh Spending, GVA and Employment Impacts - This is an estimate of the impact arising from additional wage spending on goods and services elsewhere in the economy.

2.4 The Economic Impact Methodology

2.4.1 The Welsh Economy Research Unit of Cardiff Business School has carried out an annual analysis of the economic impact of housing associations in Wales for

Community Housing Cymru since 2008. A similar methodology has been utilised each year throughout the process.

- 2.4.2 A questionnaire survey (see Appendix 1) was distributed to housing associations in Wales asking them to estimate their spending, broken down by major categories. This data was collated and used to calculate the direct effects of housing association spending in Wales, presenting an aggregate breakdown of purchases from other sectors of the economy.
- 2.4.3 The “2013 Financial Statements of Welsh Housing Associations”, produced by Community Housing Cymru, was used to derive a control total for spending. This comprised operational spend (staff costs etc.), construction/upgrading spend (being estimated from the change in housing properties at cost year on year) and commercial property spend.
- 2.4.4 The control total was calculated at £1027m of direct gross spend by the Welsh HA sector. Using the completed questionnaires to allocate this total by spending, category Table 2.2 indicates the gross spending estimate by Welsh housing associations for 2013/14. The principal elements of direct expenditure were maintenance, repair and upgrading (£292.7m, or 28.5% of all sector spend), direct labour costs (£267m, or 26% of all sector spend) and construction (£213.6m, or 20.8% of all sector spend).

Table 2.2 Estimated Gross Spending of Welsh HAs by category 2013/14

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Maintenance, repair and upgrading	292.7	28.5
Direct labour costs	267.0	26.0
Construction	213.6	20.8
Other *	134.0	13.0
Finance and business services	41.1	4.0
Transport/post/telecoms	21.6	2.1
Land acquisition	18.0	1.8
Rents and rates	12.3	1.2
Energy/water	11.3	1.1
Training services	7.2	0.7
Consumables (stationery)	5.1	0.5
Hotels/ Distribution	3.1	0.3
Total	1027.0	100.0

* “Other” includes items such as “depreciation of stock” and “other estate costs/management charges”.

- 2.4.5 The gross total spending figure for Welsh housing associations of £1027m includes spending on goods and services that ‘leak’ outside the Welsh economy (i.e. imports from outside the region). The total was therefore adjusted to account for these leakages by using information gained from the questionnaires on regional spending and discussion with stakeholders from the sector. Here, for example, the share of construction expenditure accruing to the Welsh economy was estimated at 70% of the total construction spend (or £149.5m) in 2013/14.
- 2.4.6 The adjusted breakdown by category is shown in Table 2.3, illustrating the direct gross spending of Welsh housing associations in the Welsh economy.

Table 2.3 Estimated Gross Spending of Welsh HAs in Wales by category 2013/14

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Maintenance, repair and upgrading	272.0	33.0
Direct labour costs	267.0	32.4
Construction	149.5	18.2
Other	54.8	6.6
Finance and business services	20.4	2.4
Land acquisition	17.6	2.1
Transport/post/telecoms	13.9	1.7
Rents and rates	11.6	1.4
Training services	5.5	0.7
Energy/water	4.7	0.6
Consumables	3.7	0.5
Hotels/ Distribution	2.9	0.4
Total	823.6	100.0

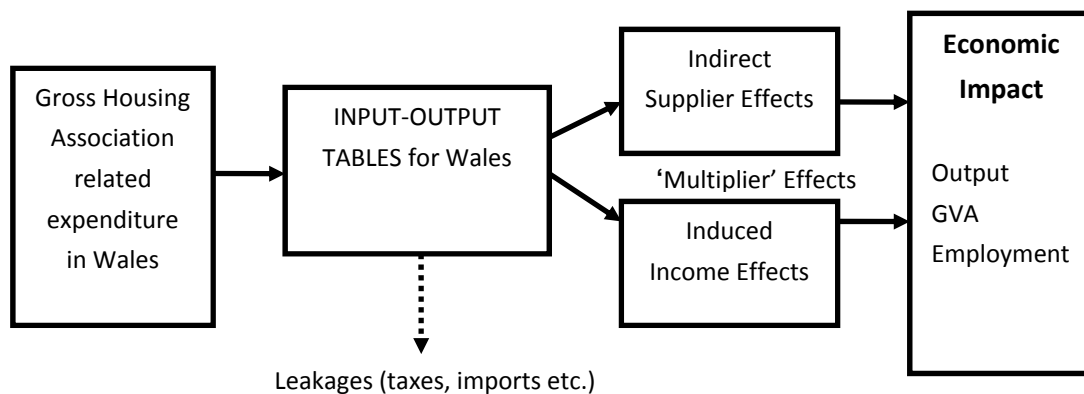
** “Other” includes items such as “depreciation of stock” and “other estate costs/management charges”.*

- 2.4.7 The final step before estimating the indirect impacts of housing association spending is to make other adjustments to remove leakages such as rent losses/ bad debts and depreciation of stock in the “Other” category. Also, allowances were made to direct labour costs (wage expenditure) for tax leakages, employer costs, employee tax and National Insurance contributions. This results in an estimate for net expenditure in Wales.

2.5 Estimation of the Indirect Supplier and Induced-Income Effects

- 2.5.1 An economic model of the Welsh economy is required to estimate the multiplier effects of housing association expenditure at the national level - these are the indirect and induced effects. Input-Output tables provide an appropriate and detailed method by which to estimate these flow-on effects. Input-Output methods have a long and well-regarded history of use in studies of economic impacts, ranging from sector studies to one-off events and general economy changes.
- 2.5.2 A comprehensive financial account of trading between different parts of the economy during one year is provided in Input-Output tables. Trade between industries within the economy, external trade through imports and exports, and consumer and government spending are shown in the tables. Spending can be traced via the Input-Output framework through the various supply chains as its effects ripple throughout the economy. This enables estimates to be made of indirect and induced-income effects.
- 2.5.3 The estimate for net expenditure in Wales was placed into the Input-Output framework in order to estimate the multiplier effects (i.e. indirect supplier and induced income effects). Figure 2.1 provides a summary of the approach used to estimate the economic impacts of housing association spending in Wales.

Figure 2.1 Estimation of Net Economic Impact in Wales



2.6 Indirect Economic Impacts of Housing Association activity in 2013/14

- 2.6.1 The indirect impact of housing association spending in Wales (supplier effects plus induced-income effects) was estimated to provide £921m of additional output in the region.

- 2.6.2 The amount of real additional worth (local additions to wages and profits) or Gross Value Added accruing to the Welsh economy as a result of housing association spending was estimated at £391m.
- 2.6.3 In order to service this extra demand, the additional employment required was estimated to be 12,950 Full-Time Equivalents (FTEs). This implies that for every one full time person employed by a HA, one and half other jobs are supported elsewhere in the economy by housing association activity.

2.7 Total Economic Impacts of HA Sector Activity 2013/14

- 2.7.1 Bringing together the direct and indirect economic impacts of housing association sector activity gives the total impacts, as shown in Table 2.4. Housing associations in Wales supported an estimated total output of £1,948m in 2013/14, gross value added of around £658m, and an estimated 21,350 FTE jobs in Wales.

Table 2.4 Estimated Economic Impacts of Welsh Housing Associations on the Welsh Economy 2013/14

	Direct Impact: HA Sector Output/ Employment	Indirect Impact: (Supplier effect + Induced Income effect)	Total Impact
Output £m	1,027	921	1,948
Gross Value Added (GVA) £m	267	391	658
Employment: <i>Full Time Equivalents</i> (FTEs)	8,400	12,950	21,350

** To provide an estimate of the direct GVA impact, total wage spend of Welsh HAs was used. This total should be treated as indicative only. **The direct employment estimate is calculated from HAs covered in the 2013 Financial Statements of Welsh Housing Associations.*

3. A Seven Year Time Series

- 3.1 This section reports data from previous years' economic impact estimates undertaken by WERU for CHC, presenting general trends from the year 2008 to 2014.
- 3.2 In order to provide a fair comparison in the analysis, it is necessary to adjust for changes in the price level over the time period covered. To this end, HM Treasury *Gross Domestic Product deflators*² have been used. Over a time series, "constant" rather than "current" prices are appropriate to enable a more accurate reflection of monetary values. This means that year 2008 to 2013 figures have been inflated upwards so that they are expressed in 2014 pounds.
- 3.3 Table 3.1 shows that the estimated 'Direct' total spend of the housing association sector in Wales increased from £462m in 2008 to £1027m in 2014. It is this total spend (or output) figure that is used as the initial building block in the Input-Output modelling. The housing association sector in Wales is here defined as the organisations covered in the annual Financial Statements.

Table 3.1 Estimated *Direct* Economic Impact of Welsh Housing Associations on the Welsh Economy 2008-2014 (constant prices year 2014 pounds)

	2008	2009	2010	2011	2012	2013	2014
Output (£m)	462	538	750	848	982	1052	1027
Gross Value Added (GVA) (£m)	106	126	154	184	215	257	267
Employment:							
Full Time Equivalent (FTEs)	3300	4100	4900	5500	7500	8000	8400

- 3.4 The continuous increase in output between 2008 and 2013 may be attributed to a number of factors. These include the setting up of a number of Large Scale Voluntary Transfer organisations, Welsh Government funding (*Social Housing Grant* and utilisation of the *Strategic Capital Investment Fund*), and the development of more innovative ways of accessing finance when faced with the challenging financial conditions following the 2007 banking crisis - such as the setting up of the Welsh Housing Finance Grant (in which CHC was instrumental). The estimated output figure for 2014 fell slightly from its 2013 peak (down 2.4% from £1052m to £1027m).

² <https://www.gov.uk/government/publications/gdp-deflators-at-market-prices-and-money-gdp-june-2014-quarterly-national-accounts>

- 3.5 It is estimated that the output levered by Welsh housing associations between 2008 and 2014 is in the region of £5.5bn, enabling them to contribute significantly to the supply of affordable housing, providing a vital boost for the construction sector and stimulating activity in the most deprived regions. Housing associations are linked to over £1.3bn of value added over the seven years, and currently directly provide around 8,400 full time equivalent jobs in Wales (some of these having transferred from local authorities).
- 3.6 Some of the Direct spending indicated above ‘leaks’ out of the Welsh economy (e.g. spend on imports into Wales). It is therefore necessary to estimate the amount of expenditure on goods and services procured *in Wales* (providing a stimulus to the regional economy, and then generating supplier and income spending effects). Table 3.2 highlights spending by headline category from 2008 to 2014 on Welsh goods and services.

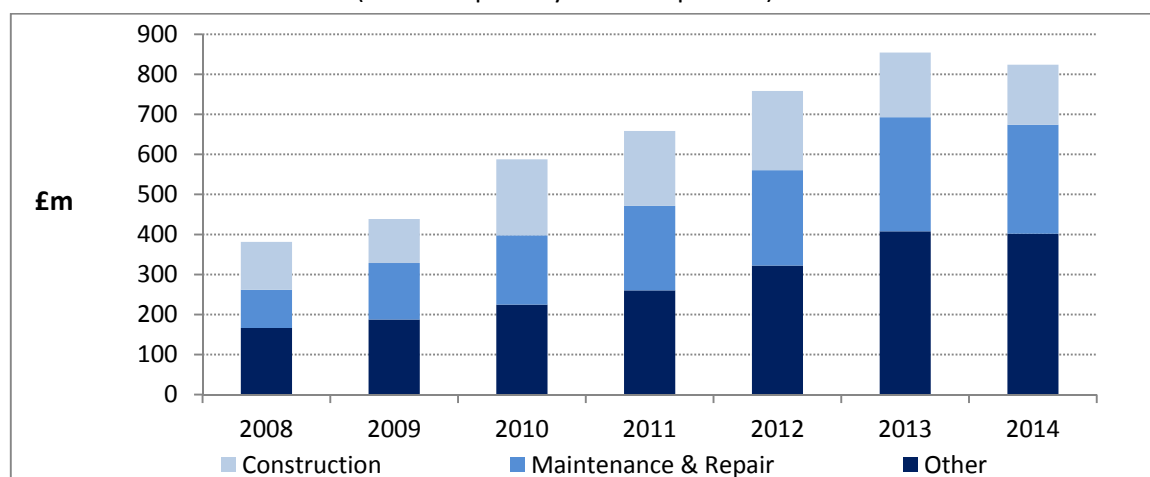
Table 3.2 Estimated Gross Spending (£m) of Welsh HAs in Wales 2008-2014
(constant prices year 2014 pounds)

	2008	2009	2010	2011	2012	2013	2014
Construction	119	110	190	187	198	162	150
Maintenance & Repair	96	141	173	211	238	285	272
Other*	166	188	225	261	322	408	402
Total	381	439	588	659	758	855	824

*Other selling sectors in Wales and wages/salaries

- 3.7 Table 3.2. shows that over the period 2008 to 2014, over £2.5bn has been spent in the Welsh economy on housing properties (either on constructing new builds or on maintenance repair). The information from Table 3.2 is represented graphically in Figure 3.1.

Figure 3.1 CHC Members’ spending in Wales 2008 – 2014
(constant prices year 2014 pounds)



- 3.8 The expenditures shown in Table 3.2 create indirect supplier and induced income effects, these being primarily initiated in the construction sector but then ‘rippling’ throughout the economy. Welsh housing associations have been able to give a much needed boost to the construction sector throughout the 2008 to 2014 period, supporting employment and industry capacity. This is a role given even more importance in light of private developers not investing in some Welsh areas where they believe sales margins to be too low³.
- 3.9 The indirect impacts of housing association expenditures in Wales are shown in Table 3.3. Indirect output increased from £874m in 2012 to an estimated £954m in 2013. They were estimate at £921m in 2014.

Table 3.3 Estimated Indirect Economic Impact of Welsh Housing Associations on the Welsh Economy 2008-2014 (constant prices year 2014 pounds)

	2008	2009	2010	2011	2012	2013	2014
Output (£m)	483	561	717	778	874	954	921
Gross Value Added (GVA) (£m)	207	240	303	326	372	403	391
<i>Employment:</i>							
Full Time Equivalent (FTEs)	8747	10440	10800	11600	12700	13360	12950

- 3.10 Combining the headline direct expenditure from Table 3.1 (all spent on communities in Wales but not necessarily provided by Welsh suppliers) with the indirect economic impact from Table 3.3 gives the total economic impacts shown in Table 3.4.

Table 3.4 Estimated TOTAL (Direct + Indirect) Economic Impact of Welsh Housing Associations on the Welsh Economy 2008-2014 (constant prices year 2014 pounds)

	2008	2009	2010	2011	2012	2013	2014
Output (£m)	945	1099	1467	1626	1856	2006	1,948
Gross Value Added (GVA) (£m)	313	366	457	510	587	660	658
<i>Employment:</i>							
Full Time Equivalent (FTEs)	12047	14540	15700	17100	20200	21360	21350

- 3.11 Estimates of regeneration spending by housing associations in Wales are shown in Table 3.5.

³ The 2013 Financial Statements of Welsh Housing Associations (Community Housing Cymru), page 11 “Housing Supply”

Table 3.5 Estimated Regeneration Spend (excluding staff costs) 2008-2014, £m
(constant prices year 2014 pounds)

	<i>2008</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014</i>	<i>Total</i>
Brownfield construction	115	107	187	174	194	177	177	1131
Greenfield construction assoc with regeneration	20	17	22	19	17	9	8	112
Repair and maintenance	102	157	208	252	293	305	293	1610
Training budgets	2	2	3	4	6	7	7	32
Community Regeneration projects and other expenditure	3	3	4	6	6	29	29	81
Total	242	286	425	456	516	527	514	2965

4. The wider socio-economic role of the Welsh HA and Community Mutual Housing Sector

4.1 Introduction

4.1.1 Previous chapters have shown the spending power of the sector, in the latest period and in aggregate over seven years, which has supported construction activity and regeneration while delivering WHQS and additional homes. This section demonstrates, through case studies, some important but difficult to quantify developments in the socio-economic contribution made by the Welsh HA and community mutual sector in Wales. These include innovative partnership working and best practice in relation to WG's Community Benefits Tool.

4.1.3 Two new organisations formed in April 2014 are also case studied in this section. Grŵp Cynefin came from a merger between Tai Eryri and Tai Clwyd in North Wales, and the Seren Group took over Newport Housing Trust, resulting in the creation of Derwen Cymru - Wales' first older people's housing association.

4.1.4 The questionnaire behind this 2014 report also probed housing association delivery outcomes in some detail with particular reference to training, energy related investments, tenancy sustainment and community improvements. Examples of these are referred to here, with a full account of the responses in the Appendix.

4.2 REGENERATION OUTCOMES

4.2.1 NPT Homes

In 2012 the WERU research team met the Chief Executive, Linda Whittaker, of NPT Homes to discuss the ambitions and objectives of the new organisation following the stock transfer from the local authority in March 2011. At that time, NPT Homes had a property portfolio of just over 9000 homes and was the second largest RSL in Wales. In their offer document, NPT Homes promised high service standards, an inclusive approach to tenants and a culture of opportunity, together with the creation of jobs. The portfolio has a wide variation in character and 'feel' and so the new organisation set out to measure the impact, on community regeneration, of its projected spend of £220m over six years. They split the Borough into 15 Local Investment Planning (LIP) areas, each having between 600-800 properties, and then assembled economic data for these areas to inform their business strategy and provide feedback on their performance as an RSL.

Two years on, WERU discussed progress and activities with NPT Homes. Evident was the commitment (and size) of their community regeneration team, which is four people strong, excluding the researchers. The team uses the CREW Regeneration Wales toolkit which seeks to evaluate 'atmosphere, landscape and horizon'.

The 15 LIPs are in place for both the Welsh Housing Quality Standard (WHQS) works and for informing the activities of the regeneration team. 50% of the LIPs have been researched and reports produced, confirming the expectation that a one size fits all strategy was not appropriate for such a diverse portfolio. These LIPs are the focus of intensive consultations, including; face to face interviews, telephone surveys and focus groups with residents and stakeholders in order to establish the tenant and community perspective on need.

In its first 6 years, NPT Homes expects to invest £220m on the WHQS improvement programme, with a planned investment of £694m over 30 years. This money will not be spent without contractors and suppliers providing jobs and training opportunities, using local labour, services and local materials whenever feasible, through the implementation of social clauses included in their contracts. NPT Homes supports this through regular monthly meetings with contractors and through encouraging its tenants to respond to the opportunities on offer. Contractors have so far employed 83 previously unemployed people and taken on 31 apprentices, 13 in the first year of the programme then 18 in the second year.

Typical examples of these social clauses are the Momentum Project which tackles barriers that prevent individuals from accessing the labour market and then matching local people with businesses so that they get the experience needed to attain longer term employment. The project has been developed by NPT Homes, Neath Port Talbot College and NPT Homes' main contractors. Tenants have attended plumbing, carpentry and flooring sessions so that the contractors could select candidates during the assessment period. All attendees gained a Construction Skills Certification Scheme (CSCS) card.

The Community Challenge – Spotless (a local recruitment firm run as a social enterprise) donate a percentage of their commission into a community investment fund. The NPT Homes Community Regeneration team, Spotless and NPT Homes' framework contractors use this fund to help finance the 'Community Challenge' project. Groups within the community can apply for one day's work from the participating contractors, along with volunteers, on a project. Such was the success of the pilot that the scheme has now gained permanent commitment.

The Community Development Fund is another project which helps to pay for initiatives which improve the community environment or enhance community facilities. Tenants and community groups might come forward with ideas to help prevent or reduce crime to improve community safety, or they may suggest projects which promote or interpret their community heritage or culture. The participation involved is seen to increase community pride, build personal confidence and enhance community cohesion, often with different generations collaborating for the first time.

Tenants, residents and other community groups can apply for up to £5,000 per annum to spend on an approved project. Successful projects are fully supported and guided by the regeneration team.

Project EYE – Enabling Youth Entrepreneurs is a programme run in partnership with UnLtd and V2C. This programme identifies 16–21 year olds who have an entrepreneurial idea but who need support and, perhaps, financial assistance to bring it to fruition. Successful youngsters can win a “try it out” financial award of up to £500 or a “do it” financial award of up to £2,000. The regeneration team has sourced mentors and partners to help them support these ‘budding’ social entrepreneurs.

The regeneration team has an ‘open mind-can do’ approach which is always seeking to build links with any external partner who might support their objectives.

4.2.2 Grŵp Cynefin – a merger

On 1st April 2014 two organisations, (Cymdeithas Tai Eryri and Cymdeithas Tai Clwyd in North Wales) merged to create Grŵp Cynefin. The organisations, formed in the 1970s, had shared strategic objectives although operating in their own territories; i.e. the provision of housing and community services in Welsh-speaking rural communities facing declining infrastructure and threatened culture and heritage. Hence, social housing was a cornerstone intervention to preserve Welsh language and culture. This unique emphasis answers different problems faced by housing associations in the more densely populated north Wales towns. In south and west Wales, Cantref follows similar objectives.

The merger also sought to make the most of joint resources while working in partnership with other local organisations to provide services and preserve long established and valued communities. Strategic interventions also include a Tai Eryri commissioned Enterprise Centre in Botwnnog which provides office and workshop space for the local community of the Llyn Peninsula. The Centre is part of the ‘Tai, Gwaith, Iaith’ (Housing, Employment, Language) regeneration project, and is an

innovative model of integrated regeneration through the development of community assets to support Welsh language communities. The Centre was completed at the height of the recession (2011) but now has a 60% occupancy rate. It is run by a management company 'Cywaith' (which means collaborative working) and it is intended that Grŵp Cynefin will repeat the success of this model elsewhere in the future, using the same management company. In addition to benefits from CHC networking events, the Group is also forming partnerships with other local organisations with which they have synergies, including the local authorities and other community-based social enterprises.

The two organisations have borrowed best practice ideas from other housing associations in Wales, for example, Tai Eryri set up an Energy Warden Scheme following Charter's example. The merger will benefit the delivery of the scheme through scale economies. Many rural communities face fuel poverty so housing associations are prioritising a switchover from night storage electric heating to gas central heating. This is not possible for all communities so other ways of conserving and generating energy are being installed such as external wall insulation, heat pumps, solar panels, photo voltaic cells for hot water, lighting, and heating. While it requires persistent effort to fund these investments, it is also important to educate people's behaviour, and Grŵp Cynefin's Community Energy Warden Scheme involves recruiting and training people to become Energy Efficiency Advisors.

Advisors attend an intensive month long course on money saving behaviours and measures (draft proofing, insulation, fuel timers, applying radiator reflective panels etc.), and practical skills such as meter reading, calculating bills, eligibility for discounts and comparing energy tariffs which they then communicate to their client base. Training is provided by Coleg Menai and is funded by a number of partners, including Welsh Government, local councils and the Department of Work and Pensions. Grŵp Cynefin reports that 600 people across Gwynedd and Anglesey have been helped by this service which has won their trust, associated with an estimated saving of £18,000 on household bills. Energy Advisors are often recruited from the tenant base, and they gain new confidence from their involvement which strengthens their work histories and opens doors. Meanwhile the FE colleges have been able to improve their offer and widen their own ambitions on the basis of these and similar courses. These schemes face considerable challenges, however. There is a constant threat of reduced or withdrawn funding and sometimes it is difficult to generate interest in the schemes, so they do not endure without hard work and dedication.

Grŵp Cynefin has also inherited several extra-care facilities for older people in Holyhead, Ruthin and Bala. Given that in North Wales only Gwynedd and Conwy

have voted to transfer stock from the local authority to the housing associations, it rests with Grŵp Cynefin to ensure that their schemes are integrated with existing local authority facilities. Hence a new extra-care scheme is being planned for Porthmadog and Ruthin. This also applies to other community-based support provided by the Group such as Care & Repair services for older people and housing-based support for homeless persons and victims of domestic violence. Grŵp Cynefin hopes to play a key role in maintaining these essential services despite cuts in public spending and the need to reconfigure existing provision.

HWB Dinbych – Denbigh

Conceived and commissioned by Cymdeithas Tai Clwyd but continuing under Grŵp Cynefin is the recently opened HWB Dinbych, which has been constructed on the former Autoworld site on Smithfield Road, Denbigh. The Centre is managed by Grŵp Cynefin in partnership with Denbighshire County Council's youth services and housing departments, Grŵp Llandrillo Menai, and Denbigh Youth Project.

HWB Dinbych houses four teaching rooms, a music studio, workshop space, an IT room, a teaching kitchen and a multi-purpose room that can be used for fitness classes, meetings and youth clubs etc. There is also the potential for leasing office space, and the scheme includes six flats for young people to support and prepare them for independent living. The project was shaped by a consultation and close interest from local tenants and the community. As a result the project has been welcomed enthusiastically, with a strong sense of ownership.

The management team works with business skills providers such as Job Centre Plus, Careers Wales and Communities First with a view to supporting the setting up of self-employment initiatives, helping to get young people into further learning and providing the necessary infrastructure for local enterprise opportunities. Local businesses have responded positively by offering to support a local job match scheme, and presenting opportunities for apprenticeships, work experience or short work 'tasters'. Hwb is a multi-purpose centre in which young people can attend classes, network, attend organised daytime and evening social activities, work, pursue ideas, identify through example ways to move forward and lastly is a place where some will live. This unique mixture is anticipated to create vibrancy and optimism among its users. The project is forward looking in every respect; the transformative effect on a once neglected site, the chances it offers to young people and the partnership model through which the project was delivered.

4.2.3 Derwen – a new organisation in the Seren Group

The Seren Group has been in operation for just over 10 years. Within its group are Charter Housing Association, Solas (providing support and housing for the homeless), Reach (providing support for those with learning disabilities, autism and challenging behaviour), and Seren Living (providing new homes for sale and market rent).

Meanwhile, in 2000 the tenants and leaseholders occupying Newport City Council's 500 prefabricated bungalows voted to pass their management to a new RSL, Newport Housing Trust, which would oversee a £40m redevelopment programme to replace them with new bungalows.

During 2013 Newport Housing Trust (NHT), as part of a strategic plan for growth, entered into a selection process with 6 local housing associations and chose Seren as its partner of choice. This has resulted in a new company, Derwen, from April 2014 - effectively a merger between Newport Housing Trust and the parts of Charter Housing specialising in accommodation for the over 50 age group. The merger recognises benefits from synergies in terms of the experience and strategic objectives of the respective organisations, in relation to an older tenant profile.

Derwen has 945 homes (including extra care, Independent living, sheltered and older persons accommodation) spread over the local authority areas of Newport, Monmouthshire and Caerphilly. Of these, 804 are rented with 1014 residents.

While many housing associations in Wales have provision for older people, it is clear that Derwen uniquely focuses entirely on the older age tenant profile. The Seren Group has always nursed ambitions to build up its specialisation here, but lacked the scale, which made NHT a natural partner. Derwen has 7.5 acres of brownfield land in Newport around Allt-yr-yn, Ringland, Shaftesbury, Beechwood, and Gaer. Designs for the latter two areas will be submitted for planning permission later this year, with completion expected during 2016. Further development opportunities are also being appraised with other local authority partners.

Having such a focus is expected to give rise to pleasing, exciting, and innovative new accommodation, and the organisation is determined that its future and existing tenants will enjoy and benefit from their ethos, as follows:

- Developments that are embedded within existing communities and appropriately placed close to amenities.
- Carefully thought-out health giving facilities which may include allotments, roof-top gardens, and shared pet schemes.
- Situated close to purpose built 'hubs' which would house cafes, attractive to and open to the wider community, rooms for community activities, hairdressing, and other specific health facilities associated with (but not confined to) older populations etc.

The chief objectives are to provide accommodation which allows tenants to maintain their links with the community and their independence, while also providing access to any extra care as and when required (which might also include support for the families of tenants). Their ideal is that people will walk into one of their homes and be excited about the prospect of living there. Their focus on the delight that this will bring to the broader family is just as important. Broader aims are also being developed that will require strong partnerships to deliver age friendly communities.

Bringing these ideas to fruition requires a lot of thought and research. Derwen is, therefore, carefully reviewing innovative design ideas from across Europe and the UK, in relation to the 'hub' concept, and internal design features (sliding doors, balconies, café culture etc.). Derwen sponsors the Housing Learning and Improvement Network, through which it is gaining many insights. Field trips have taken place to explore the design concepts associated with Darwin Court (Peabody Trust), Roden Court (One Housing Group) and Monica Wills House (St Monica's Trust). Particular interest has also been paid to the importance of residents' social wellbeing, including how the broader community can play a role in improving health and wellbeing. European models of older persons living are of a particular inspiration to Derwen, mostly associated with the Netherlands.

The current rationalisation of 'Care and Repair' in Wales is also prompting innovative thinking at Derwen's Newport Care and Repair Agency. This trusted service is developing new services which will broaden its activities from the private sector into affordable housing, to assist older people to maintain their independence through a competitively priced handyman service, or helping them to acclimatise to their new home through a moving in service, for example, re-arranging furniture or hanging pictures.

The new company in the Seren Group is seeking to fully capitalise on the joint experiences of the respective merged companies and explore innovative approaches. It is entering a new era with achievements being closely observed by others in the sector whose focus is similar. The backdrop of the Welsh Government's Older Persons Strategy and new joint initiatives with Health and Social Care provide exciting opportunities to deliver fully considered solutions for older people.

4.3 HEALTH OUTCOMES

4.3.1 *Housing and Health – cost effective housing association intervention*

Each year the Supporting People programme, funded by Welsh Government, provides help to around 56,000 people who may not otherwise be able to lead independent lives because of their age, physical or mental health or because they were homeless. Many of the projects funded by the programme highlight often poorly understood but crucially important relationships between housing and personal health and wellbeing, and the role that the social housing sector increasingly plays in supporting the activities of the NHS so that medical resources can be focused more effectively.

4.3.2 *Melin Homes 'In One Place'*

The economic and social consequences of locating 'out of county' patients who require continuing health care (CHC) is a recurrent theme that has usefully occupied

professionals within the Aneurin Bevan Health Board (ABHB), local authorities and housing associations in Gwent.

As part of the reorganisation of the NHS in Wales, each new Health Board was asked to put in place a Stakeholder Reference Group. The Aneurin Bevan Health Board area has now set up a group comprising representatives from a range of interests across the Gwent area. The Group provides independent advice on any aspect of the business of the Health Board and contributes to health policy by representing stakeholder views from across the respective communities. The Health Board and the Group offer each other advice and feedback, in the interests of service users. In 2011, the Chief Executive of Melin Homes was appointed Chair of the Stakeholder Reference Group. In this capacity, the Minister for Health and Social Services also appointed him as an Associate Independent Member of Aneurin Bevan Health Board, thus linking the work of the Group and the Board.

A conclusion from one of the early meetings was that the NHS faces monumental challenges in engaging with a plethora of associated organisations. Failing to engage leaves the NHS in an isolated 'bubble', with multiple opportunities missed for using resources efficiently. Where engagement does exist, it has tended to be on a project by project basis rather than determined by a programme or strategic framework.

The Social Services and Wellbeing (Wales) Act 2014 and the new Continuing NHS Healthcare (CHC) framework have been put in place to address inconsistencies in the provision of social care across Wales. The CHC framework (not to be confused with Community Housing Cymru) is intended to eliminate the 'cost shunting' that can occur between health and social care agencies, and make the system more consistent and transparent. The 'system' has let down individuals in the past by not drawing clear lines of responsibility between the local authorities and the NHS. Furthermore, so far lacking has been a coherent outcomes framework that supports a joint approach, with the result that, in the past, services have often been provided in ignorance of the contribution of colleagues from other services. There are examples of small scale integration but not at a systemic level.

Hence, CHC is intended to provide a complete package of ongoing care arranged and funded solely by the NHS through Local Health Boards (LHBs). Where an individual's primary need has been assessed as health-based, continuing healthcare can be provided in a residential or non-residential setting. Around 5,500 people in Wales receive CHC at an annual cost to the Local Health Boards (LHB) of approximately £280 million. LHBs have the lead responsibility for CHC in their locality but they must

work with Local Authorities, other NHS organisations and independent/ voluntary sector partners to effectively operate the Framework.

One of the consequences of disconnected services has been the placement anywhere in the country of individuals needing continuing care, as reported earlier in connection with the Lighthouse project. Part of the problem for the NHS is that the care that they seek is usually offered in a complete 'package' of care plus accommodation. The current total cost of providing an inclusive provision for four urgent cases was an average of £200,000 each, or a total of £800,000 per year.

A report by a Task and Finish Group established in 2012 by the health, social care and housing forum (co-chaired by the CE of Melin) established that there were, at that time, 78 adults receiving CHC with 24 of these individuals placed in out of county placements. Of the 78 adults, 29 adults living at home with family; 21 adults were in residential placements; 8 adults in low secure/ locked rehabilitation provision; 5 adults were in supported living accommodation; 4 adults had been placed in nursing homes; and 6 adults had been placed in residential school/ college. The Continuing Healthcare Task and Finish Group noted the 'silos' with very little alignment of planning processes and particularly in connection with continuing health care.

The same report observed the presence of over 54,000 accommodation units owned and managed by housing associations and councils in the ABHB region, with 80 supported housing schemes and more than 5,000 units of accommodation which were potentially suitable for older people or people with disabilities. The Group noted the capacity and will to provide accommodation within existing sites or to source sites or existing accommodation for identified needs. With greater strategic forethought better outcomes for those needing continuing care could be achieved, especially if the goal was to provide lifetime home standards.

The Task and Finish Group then made the following recommendations, which are currently being actioned:

1. A collaborative approach for providing accommodation and continuing care 'in one place'.
2. Separation of accommodation and care/ support requirements wherever possible.
3. Ensuring that accommodation (and support) needs are aligned at the commissioning stage.
4. Considering how other accommodation requirements from other service areas could be met in the future through the collaborative model but to use Learning Disabilities as a pilot project in the first instance.

The collaborative arrangement has been scrutinized such that it satisfies case law around OJEU procurement standards and constraints, and it allows housing associations to be part of the need-identification process, along with the wider team of stakeholders. Stakeholders signed up to the collaboration agreement in January 2014. Hereon, it will be possible to identify need and respond to it in good time at the local level. This collaboration will deliver profoundly improved 'homing options' for the dependent individuals, as well as costs reductions for the NHS, while ensuring stable tenancies for the participating housing associations.

Taff Housing Association – The Lighthouse Project

There are three types of intervention that Taff Housing's support department undertakes. First, projects which produce demonstrable cash savings for the National Health Service (NHS) by replacing provision that they (NHS) would normally supply. Here, Taff Housing works with Cardiff hospitals to identify patients who are ready for discharge but still need support to live independently. Without this intervention the NHS would typically have to retain these patients (who no longer need medical care but are not independent) on their wards or they may be relocated outside the county, wherever accommodation and care can be found. The financial impact of appropriate housing support is to close wards, with a quantifiable cost saving to the health service. Examples are the closure of wards in St David's and Whitchurch Hospitals. More importantly, Taff Housing has been able to supply housing and support to individuals within their own community; a happier outcome than possible through NHS channels.

Secondly, a Preventative Agenda –Taff Housing, along with many other organisations within the community housing sector, *routinely* supports people who may have learning difficulties, mental illness, sight or hearing impairment, or other physical conditions which affect their ability to live independently. Without this support there would be a greater dependency on hospital services. However, it is difficult to assign a monetary value to these pre-emptive interventions.

Thirdly, the Lighthouse Project - the NHS might have their own social work teams seeking to identify after-care for patients no longer needing medical treatment, but still dependent. However, this system is not without its flaws. To counter this Taff Housing has put its own support workers in the Royal Gwent Hospital in Newport. A similar posting is under discussion with the University Hospital of Wales, Cardiff.

This housing-related support service has been commissioned by Newport City Council's Supporting People team and is funded from housing related support grant. Welsh Government is responsible for the overall size of the grant each year which is then redistributed to the 22 local authorities. These authorities are responsible for commissioning specific projects, as has been the case with the Lighthouse project. A Supporting People Advisory Board oversees the spending activities via six regional committees and reports to Welsh Government.

Welsh Government allocated £136.5m to the supporting people budget in 2012/13, declining to around £134m in 2013/14 but secured at £134.4m for 2014/15, as a result of strong lobbying from the housing associations⁴. This has provided welcome (albeit short-run) breathing space. The uncertainty surrounding such funding streams tends to stifle ambition, suppress creativity and thwart strategic planning, creating greater expense in the longer-term.

⁴ <http://www.insidehousing.co.uk/welsh-government-announces-protection-for-supporting-people-budgets/6528938.article>

4.4 MITIGATING FUEL POVERTY

4.4.1 Melin Homes, Arbed 2 and Energy Company Obligation (maximising the benefits of retrofit energy efficiency measures in Wales)

Sustainability is a central organising principle for awarding and managing contracts and vital in order to maximise the Social, Economic and Environmental benefits that may be achieved. Following a European compliant tendering exercise in 2012, Melin Homes were appointed Scheme Managers for delivering Welsh Government's key energy efficiency retrofit scheme, the Arbed Phase 2 ERDF Project for South Wales and the West. The organisation reports the following achievements:

- The delivery of over 3,000 energy efficiency measures to among the most deprived households and communities in Wales
- Creating or sustaining over 340 jobs
- Securing over 42,000 training hours
- Awarding 100% of contracts to Welsh SMEs
- Applying the Value Wales Community Benefit Measurement Tool to demonstrate the maximum £2 multiplier for returned investment in Wales
- Over £30 million spending on energy efficiency measures to homes across South and West Wales
- Raising properties from a Band E EPC rating to a Band C rating and saving over 14 million Kilowatt Hours (KwH) of energy
- Providing Community Projects including the provision of Solar PV and Thermal to community buildings, insulation improvements to community buildings and undertaken an extensive programme of projects with schools
- Securing exemplar project status with Constructing Excellence Wales and receiving the CWE 2014 award for Leadership and People Development
- Assisting contractors in winning the Welsh National Procurement Award 2014 for Procurement/Tendering Collaboration Award
- Securing further Energy Company Obligation schemes in partnership with Local Authorities and Housing Associations in relation to a further 1,300 homes in Wales with a value of £12 million.

4.4.2 How have Melin Homes achieved this? While principally Melin Homes is a social landlord, the organisation has created and secured opportunities outside its traditional activities by recognising the skills and ethos it holds and placing these values at the core of its other activities. Melin reports more than 13 employment places being created for every £1 million spend, with these being both sustainable and meaningful. From the outset of the project the Melin Homes Team insisted that

their supply chains provided enduring opportunities extending beyond the duration of works.

Melin Homes has also embraced the Value Wales Community Benefit Measurement Tool. Interim results demonstrate a direct spend of £14.3million, linked to £29.1 million effect in the Welsh economy, achieved by high levels of local goods, services and labour procurement, minimising waste to landfill, community donations and by taking people out of worklessness and into employment.

4.4.3 **Sustainability – Social, Environmental & Economic Outcomes**

Social outcomes - Melin Homes is providing energy efficiency measures to the poorest performing communities in Wales (as identified by their LSOA⁵ ranking), with the majority of measures being provided to home owners who tend to benefit less from such programmes. Additionally, Melin Homes is also using their Powering Up Communities (PUC) Team to assist in behaviour change, run education programmes and to create community Energy Champions who receive an accredited qualification. Melin Homes is also in partnership with their supply chains, securing further community benefit projects in the communities in which they deliver schemes.

Environmental outcomes- RdSAP⁶ data is demonstrating that the measures undertaken by Melin Homes are reducing energy used by 14.4 Gigawatt Hours (GwH) and have already saved in excess of 3.7 Kilotonnes of carbon, with these savings incremental over the life of the property. The behaviour and education work being undertaken with households, community groups and schools is also yielding substantial environmental impacts.

Economic outcomes - Melin Homes recognised that, in order to maximise the economic impact of their project, they could not use the more traditional 'let and forget' approach to procurement. Instead, they have provided business training to SMEs, encouraged them to work collaboratively with one another, and provided training in areas such as successful tendering. As a result of this approach, SMEs are working together and securing contracts which, traditionally, would have been let to much larger national contractors (who then passed the work to these contractors).

The activities of Melin Homes demonstrate, to Welsh Government and other audiences, the extended reach of the movement in Wales going beyond social housing. The RSL sector is able to deliver remarkable results in terms of works and

⁵ Welsh Index of Multiple Deprivation; Lower Layer Super Output Area

⁶

training programmes. Furthermore, the case provides evidence that the RSL sector approach to procurement and project management for large scale/value projects maximises the benefits to people, communities and businesses.

4.5 Assessing the Measurables – each year housing associations in Wales account for some of their more notable achievements in their annual reports, and examples of best practice are reviewed in the WERU series. The questionnaires also provide a useful opportunity to prompt HAs to reflect on what they achieve and how they measure it. Hence, in addition to the spending information requested from CHC members, the 2014 questionnaire requested descriptions of key achievements in relation to training, energy efficiency measures, tenancy sustainment and community improvements. This report then provides an important opportunity to assemble this information in one place, with these contributions appearing in Appendices 2 to 5.

The reported training on offer does vary between housing associations reflecting differences in training capacity, size of the association and indeed demand from tenants. Clearly, housing associations are imaginative and responsive to tenant needs and the type of training offered is designed to help tenants to optimise the opportunities that housing associations seek to provide to encourage economic activity, community engagement and general social welfare.

However, it is not easy to pigeon-hole this training into either qualitative or quantitative measures in relation to outcomes, as it is only one part of a series of interventions that may lead to improved tenant and community experiences.

The questionnaire responses also revealed a broad commitment among associations to provide tenants with energy saving equipment and advice which may help them to make energy saving behaviour choices (the overall effects of which could be measured in terms of energy saved). It may be possible and useful to develop some consistency across the membership in terms of reporting energy saving outcomes.

Many improvements have been made to the immediate housing association communities, and these are all characterised by a high level of consultation. This characteristic was also exemplified in the case study work. As with the training reports, it is difficult to classify or rank this work into a quantifiable typology, given the wide range of interventions and where small improvements create immeasurable positive personal reactions. Often the greatest achievements in relation to community improvements are cross-generational conversations that create relationships that endure longer than the physical improvements.

4.6 Concluding Comments

- 4.7.1 In this chapter we have researched several important themes, which show the innovative and promising role housing associations can play in regenerating communities particularly in supporting the work of the NHS and social workers in homing those in need of continuing care. The identified process works in the interests of all.
- 4.7.2 Housing associations together are big spenders of construction and related services and outputs (as shown in chapters 2 and 3), and by embracing the Value Wales Community Benefits Tool they can understand how their spending decisions impact the local community. Moreover, by raising this same awareness among their contractors, this can help them to secure the future competitiveness of their supply chains. The Arbed 2 experience shows the power of knowledge.
- 4.7.3 The case studies and the socio-economic inventory reveal the persistent hard work and returns in relation to energy conservation and awareness, and also show that this area is most amenable to quantitative measurement.

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Appendix 1: Spending Survey

Economic Impact Questionnaire			
Housing Association/Consortium Spending Survey			
<p><i>For further information on this survey or if you have any questions regarding it please contact Jane Bryan on 029 20 876042 or Neil Roche on 029 20 876648</i></p>			
<p>Name of Housing Association/Consortium: <input style="width: 100%;" type="text"/></p>			
<p>Contact Name: <input style="width: 80%;" type="text"/></p>		<p>Tel No: <input style="width: 20%;" type="text"/></p>	
<p>Position: <input style="width: 80%;" type="text"/></p>		<p>Email: <input style="width: 20%;" type="text"/></p>	
SECTION 1: EMPLOYMENT			
<p>1a. Can you tell us the total number of people directly employed by your Housing Association/Consortium. Please count all employees for whom National Insurance contributions are paid, plus any working directors, partners and owners.</p>			
<i>Number of Staff:</i>	<i>Full Time:</i>	<i>Part Time:</i>	<i>Total:</i>
Actual 2013/14	<input type="text"/>	<input type="text"/>	<input type="text"/>
Estimate 2014/15	<input type="text"/>	<input type="text"/>	<input type="text"/>
<p>1b. In addition, could you estimate the number of hours a part time member of staff would work per week on average. We realise this may vary by staff member & workload, but nevertheless your best estimate will be useful.</p>			
<input type="text"/>			hours.
<p>1c. Please can you estimate the number of volunteers active in your HA/Consortium (incl. board members)</p>			
2013/14	<input type="text"/>	<i>Number of Volunteers</i>	
SECTION 2: EMPLOYMENT COSTS			
<p>2. What are the total gross payroll costs for the following years (corresponding to employees in Q1a)? (include NI, overtime and other staff costs, such as directors' or partners' remuneration)</p>			
£			
Actual 2013/14	<input type="text"/>		
Estimate 2014/15	<input type="text"/>		
SECTION 3: INCOME			
<p>3. What was the total income of your Housing Association/Consortium, net of VAT, for 2013/14 ? In the challenging economic conditions we are particularly interested to know what sources of finance have been utilised and especially any innovative sources...</p>			
			Income (£)
TOTAL INCOME			<input type="text"/>
which came from:			
Social Housing Grant			<input type="text"/>
Other Grants (.....)			<input type="text"/>
Rents (incl. commercial & residential)			<input type="text"/>
Sales (Property and Services)			<input type="text"/>
Borrowings			<input type="text"/>
Other (.....)			<input type="text"/>
Other (.....)			<input type="text"/>

SECTION 4: EXPENDITURE			
4. Please provide your best ESTIMATE of the value and destination of your association/consortium expenditure for the period 2013/14 under each of the following headings.			
For example if £1,000 of your spending was on Finance and Business Services and 80% was sourced in Wales then £1,000 would go in the first column [A], and 80% in the second column for that category [B].			
Destination of expenditure is defined as the location where goods are purchased from, not where the goods originated or were manufactured.			
PLEASE EXCLUDE VAT & DIRECT STAFF COSTS. IF YOU ARE UNABLE TO EXCLUDE VAT PLEASE TICK HERE (dropbox) <input type="checkbox"/>			
OPERATIONAL EXPENDITURE 2013/14	[A] Expenditure (£)	[B] % spent in Wales	[C] % spent in rest of UK
Energy/water for HA offices/HQ etc			
Rents & Rates			
Hotels/Distribution (HA expense items)			
Training Services			
Finance and business services			
Transport/post/telecoms etc			
Consumables paper/office stationery etc			
Construction			
Land Acquisition			
Maintenance & Repair (existing & acquired dwellings)			
Other (please specify):			
Other (please specify):			
TOTAL			
Please feel free to add further categories if applicable.			
Please leave categories blank where no expenditure was incurred.			
SECTION 5: REGENERATION RELATED EXPENDITURE			
5a. Please can you provide a rough ESTIMATE of the following percentages			
percentage of CONSTRUCTION spend which was spent on:			
Greenfield Development			
Brownfield Development			
5b Please can you provide a rough ESTIMATE of the following revenue spending for 2013/14			
Estimated amount spent on community regeneration projects (£)			
Care and health services			
Employment support and apprenticeships			
Digital inclusion			
Social enterprise development			
Financial inclusion			
Energy projects			
Empty Homes			
	Total (£)		

SECTION 6: DELIVERY OUTCOMES

To help build an evidence base of the outcomes the sector is achieving please can you briefly supply information on the following:

6a. Training given to tenants in 2013/14: Please outline any learning and development provided to tenants that has increased their skills levels, and any evidence that this has led to a qualification, volunteering opportunity or job.

e.g. on the job training with maintenance teams; apprenticeships; governance training; computer skills.

6b. Please outline any energy efficiency projects carried out in 2013/14 that have led to money savings for tenants and any evidence that these have increased levels of financial inclusion

6c. Tenancy sustainment

Of the lettings made in 2012/13 what percentage of tenants remain in their tenancy to date?.

 %

Does this tenancy sustainment percentage represent an increase on previous years?

i.e. compared to the percentage of new tenancies made in 2011/12 sustained for more than a year.

Please indicate "yes", "no," or "don't know"

If you are not able to supply data for the above but have similar data (e.g. for a different timescale) please indicate below

6d. Community improvements: Please note evidence of improvements to neighbourhoods where your properties are located, which help make them safe, attractive, and well-maintained places to live.

For example this may include: enhancing a piece of spare ground; path/ road reinstatements; street lighting; additional play equipment; additional parking; CCTV; new seating areas; charity donations

Appendix 2 Training Activities and outcomes 2013/14

Housing Association	Training
Bro Myrddin Housing Association	Scrutiny training which included the role and expectations of scrutiny; selecting areas for scrutiny; planning and scoping a review and tools for scrutiny.
Bron Afon Community Housing	<p>The Scrutiny Team undertook a comprehensive training programme to increase skills and knowledge of, data analysis, effective planning and time management, evidence based information gathering and use, and report writing.</p> <p>Training provided to members of the Service Monitoring and Improvement Team in how to use on-line surveys.</p> <p>Outcomes training has also been provided to tenants and residents, in relation to recognising outcomes, how Bron Afon uses Outcomes, the importance of evidencing the impact of tenant volunteering.</p>
Cadwyn Housing Association	<p>Ptlls (1), ESOL (1), ECDL (1), CSCS (2), First Aid (1)- led to qualifications</p> <ul style="list-style-type: none"> - Starting a setting up your own business course (1) - Introduction to Housing Associations (1) - Time for change training (1) - IT (11) - Planning an event (1) - Employability and Job search skills (7) - Sewing course (1) - Confidence & team building (6) - Equality and diversity (8) - Effective meetings (4)

	<ul style="list-style-type: none"> - Roles of auditors with Mazars (5) - Report writing (4) - Social media masterclass TPAS (1) - Fit for Funding training with WCVA (1) - Money for life (8) - Board Appeals Training (3) - Board Away Day (4) - Regulation Training (4) - Agored Cymru courses (12) <p>Outcomes</p> <ul style="list-style-type: none"> - 7 went on to volunteer - 6 secure employment - 3 started university - 5 led to a qualification - Improved confidence and skills for all that attended
<p>Cartrefi Conwy</p>	<p>CIEH Level 2 Award in Food Safety in Catering Silent Movie and Consultation afternoon Tenant focus group - complaints process Introduction to Engagement and Participation TPAS Annual Conference Peulwys Internet Café Digital inclusion photographic group First click computers course Horticulture Level 1 & 2 - tenant gained employment with Landscape contractors Brenig and has since gone self-employed gardening company, 2 tenants have begun an after school gardening group Introduction to IT Numeracy and Literacy basic skills Fire Safety Certificate Training First Aid Certificate Training</p>

	<p>Reaching Your Market Construction Skills Certification Scheme (CSCS) Course Up Your Arts Getting Ready for Retail Cook and Eat Pram and Baby Exercise Grow Your Own Earn it, Save it , Claim It Ready for Work course CV Writing Interview Skills</p>
Coastal Housing Group	<p>TR&T officer employed directly by the group on a full-time basis. Coaching and monitoring as well as interview preparation provided to some tenants, as well as a small number of tenants benefitting from TR&T scheme with placements on site (ca. 4 in 2013/14).</p>
First Choice Housing Association Ltd	<p>The Association provides training to our tenants with a learning disability on governance-related issues at tenant council meetings.</p>
Hendre Group	<p>ST MELLONS COMMUNITY CRECHE (CARDIFF): KEY OUTCOMES: During 2013/14 provided 2520 childcare places in support of learning The training programme delivered 37 different courses to 191 learners 40 learners took up training in child related courses, ESOL, Essential Skills and ICT 73% of learners completed courses 85% stated they would be taking up further learning 95% reported positive learning outcomes 73% reported an increase in well-being and confidence The crèche also provided 335 childcare places to 26 different children, including 12 from BME groups during 4 week summer programme The charity has secured £40K p.a. over 4 years from Families First Early Years Package.</p>

	<p>IN-HOUSE TRAINING FOR TENANTS 2013/14 Training for tenants has included risk assessment / event management, article writing, community accounts, digital photography, food hygiene, first aid and community funding.</p> <p>KEY OUTCOMES: 6 in house training courses delivered 40 training opportunities taken up 24 different people benefitted from the training programme Positive feedback has been received on course delivery and content, course materials and venue. 94% of participants felt their knowledge, skills and confidence had improved. Participants reported they were better able to understand basic graphs and spreadsheets and access the internet with ease.</p>
<p>Linc-Cymru Housing Association Ltd</p>	<p>Computer skills sessions run in Newport and Neath Port Talbot. Training in NPT targeted towards older people getting online, including people with a learning disability, and training in Newport was targeted at all Newport residents expressing a need or interest. Training was also delivered by the RNIB to support digital inclusion at one of the Care schemes. Training has helped to strengthen the contribution of tenants, who are more active volunteers, e.g. more accessible tenant friendly information, changes to the way tenants are involved, peer support at Community Days and changes to policy and strategy following the involvement of tenants. Set up of local voluntary groups such as food co-ops and tenants associations that can now access wider funding streams for community projects. More recently, tenants have been increased contributions to Newsletter and provided advice to other tenants re: employment and job opportunities.</p>
<p>Merthyr Tydfil Housing Association</p>	<p>17 young people have had work experience within MTHA's maintenance staff, or through their contractors. 5 young people have had work experience in MTHA's office. 17 tenants have volunteered in a variety of community settings and activities including community food co-ops, delivering craft sessions in a sheltered accommodation, running a credit union collection point and running of community groups including applying for grants 2 tenants attended job preparation days.</p>

	<p>4 tenants attended and completed a food hygiene qualification. 2 members of the youth group were assisted with job applications and CV creation which resulted in both being accepted on to college courses. MTHA staff took part in a dragons den event in a local school to teach around 300 young people the skills required to become entrepreneurs. 4 NEETs were given the opportunity to carry out a void assessment as part of a construction trade scheme. 60 tenant and community members and 30 school children visited a worksite which MTHA are developing into flats & homes to learn about the history of both the site and the local area in conjunction with Archaeology Wales and Cosgrove construction</p>
<p>Monmouthshire Housing Association</p>	<p>A Tenant Employment and Empowerment Scheme 'Work and Skills Wise' supports tenants into gaining employment, sourcing volunteering opportunities, and enrolment on courses. Digital Inclusion support scheme has worked with 183 tenants. 36 tenants are currently engaged in learning. 53 clients have completed courses incl. Basic Skills Course, ECDL courses and 4 instances of a University Foundation degree taster course. Provision of 15 computers to tenants who were digitally excluded via 'Computers in the community scheme'. 35 volunteering placements (16 internally within MHA and 19 externally). 19 tenants have gained jobs. 22 young NEETs have gained jobs via our award winning Employment programme for NEETS. 4 tenants completed the Active for Learning - Chartered Institute of Housing's Level 2 Award in Community Participation. 23 tenants have been completed various training courses run by a number of providers including in-house, TPAS Cymru, Strong Training, CIH and CHC. Topics have been varied from upskilling Board Members to Equality and Diversity to the role of Scrutiny.</p>
<p>Newydd Housing Association/Integrate</p>	<p>Newydd has an extensive tenant training programme which throughout the year upskills their tenants in a range of areas, including governance, tenant committees, specialist courses such as food hygiene, protection of vulnerable adults and community development. A number of courses are accredited.</p> <p>Employment initiatives including job clubs in partnership with other organisations are available to tenants, and the wider community.</p>

	A number of work placements across all departments from school leavers to adults are available.
Seren Group	<p>Radiate Project: Training course consists of specialist energy efficiency awareness training sessions; How to fit products and carry out energy assessments with tenants. Practical sessions – Fitting radiator panels and power down saver plugs in tenants’ homes; Informal basic skills/employability training – NOCN level 2 in Team Work Skills qualification. Total Outcomes: 47 young people participated; 34 achieved 1 or more qualifications. 21 into further learning; 5 into employment; 9 into volunteering; 176 properties fitted.</p> <p>Go Girls Project: Delivery of workshops on safer relationships, positive mental health and women equality. These help participants to access further learning, education and employment, increase emotional competency, health and wellbeing and increase social competency, respect and understanding for others, their communities and the wider world around them. Participants learn from the workshops delivered, devise their own workshops and pass their knowledge onto others. Total Outcomes: 39 young women engaged; 21 achieved NOCN qualification; 22 into further learning; 9 into employment; 17 into volunteering; 10 into formal education (4 into university).</p> <p>Tuned In - An intergenerational skills development course which uses radio as a creative medium to informally improve participant’s basic skills. In partnership between Newport City Radio and more recently Newport City Homes. Participants who complete the course gain an NOCN Entry Level 1 – 3 credits in Group Work and Communication and the opportunity to continue learning skills in Radio by volunteering at the station. 12 sessions held over two courses running simultaneously. 11 young people took part in course A and 13 young people took part in course B.</p> <p>VIY - 13 Sessions held (up to the 23rd Oct). A construction skills development course for young people aged 14-25. Participants gain vital work experience, a basic qualification in construction skills and health and safety training. Mentoring support from tradesmen enabled young people to renovate a community space. 14 young people participated; 7 achieved City & Guilds basic construction qualifications; 4 achieved CSCS Card; 1 into full time employment; 12 into further learning. 1 went on to take up work experience as a carpenter with CBM.</p>

	<p>Challenge Wales 5 Day Sailing Residential - 3 young people attended</p> <p>Digital Inclusion - during the year continued to work directly with tenants to help to get them on line, and reviewed digital inclusion strategy to focus on a 3 step approach to focus activity:</p> <ol style="list-style-type: none"> 1) work with tenants to demonstrate benefits of being digitally included and support them to achieve this 2) Access to affordable kit (including recycled PCs etc. 3) Access to more affordable connectivity options <p>This resulted in an increase of Charter tenants on line from 57% in 2012 (tenant profiling) to 72% by end 2013/4 – compared with an all-Wales figure of 54% for social housing tenants (CHC All Wales)</p>
<p>United Welsh</p>	<p>Through the Together jobs and training initiative, 26 tenants have gone into paid work. There are 352 members of the Together scheme who are tenants or neighbours and this gives access to volunteering, placements, apprenticeships and paid work.</p> <p>9 digital champions - volunteers trained up in digital media who then champion its use amongst their neighbours.</p> <p>Members of the Together Panel (tenants who have expressed an interest in engaging to help shape services) have received training to enable them to understand the work of the HA and to enable them to participate fully.</p>
<p>Valleys To Coast Housing Limited</p>	<p>'Get Bridgend Online' project is in its second phase and run in partnership with third sector, delivering training/support in ICT to 346 individuals, including sheltered schemes, job-seekers, TRA's/community groups and young people.</p> <p>'Streetvibez' is V2C's youth inclusion roadshow where young people learn skills in free-running, digital animation, MC-ing and film-making - 36 young people took part in 2013-14 with a previous year's participant in a mentoring role.</p>

	V2C co-funded 2 tenants taking p/t Youth Work Degree courses in return for their continued involvement in V2C community youth groups and 'Streetvibez' project, one receiving a letter of commendation from the examining board.
Wales & West Housing	During the period the HA has delivered a wide range of training to resident groups in response to group requests. Examples as follows: Committee and meeting skills Team building Food Hygiene – levels 2 and 3 Dealing with difficult people First Aid (for Parents Groups and for Retirement Scheme Groups) Gardening Essentials; Growing Fruit and Veg; Gardening for Health; Gardening for Wildlife Benefit Changes Developing a Social Media Strategy for Resident Participation TPAS Courses – Monitoring and Outcomes; Understanding Information; Disability Network Many of the courses have been grant-funded.
Pembrokeshire Housing	Scrutiny and audit for tenant-led quality assurance team. Financial training for tenants and residents groups. The Big Day Out. Recruitment and Selection training and interview experience. Contractor selection/appraisal for new catering contract. IT skills delivered through inter-generational events Instances of apprenticeships and paid work experience.
Pennaf Housing Group	See Wales and West
Cynon Taf Community Housing	2 tenants undertook Tenant Assessor Training along with tenants from Merthyr Housing. This training enhanced their skills and knowledge and increased. HA now have a team of 8 trained assessors who are regularly involved in reviewing, monitoring and assessing services.

<p>Cymdeithas Tai Clwyd</p>	<p>Establishing a 'Maintenance Group' – TPAS Cymru. 5 tenants. Tenant Inspector refresher Training – TPAS Cymru - 6 tenants Tenant Inspector Information Exchange – TPAS Cymru – 4 tenants Awel Y Coleg - weekly digital inclusion sessions. Develop a website Training - 5 young people</p>
<p>NPT Homes</p>	<p>Tenant Board member Training 3 trained in Board's role as an employer 2 Welsh tenants federation conference 2 Away day for Corporate Plan 2 Appraisal framework for executive team 1 Bedroom tax (welfare reform) 1 Influencing skills, inquisitorial challenge & brave conversations 2 Media training 1 NVQ level 7 in management Other tenant training 2013/14 2 Welsh tenants federation conference 9 RNIB assessors - delivered by a member of the RNIB and included 3 members of the POWER group (responsible for the delivery of WHQS improvements in sheltered accommodation), 5 residents in sheltered accommodation, and the Board Champion for Older People 650 Get NPT Online - joint project between NPT Homes, Coastal Housing and Melyncryddan Community Conference, participants undertook '5 steps to getting online', aimed at improving the skills of those at risk of digital exclusion. These include NPT Homes' tenants, residents and community members. 5 Prepare for Childcare- youth committee by Communities First, signposted as a result of their involvement on the Youth Committee training 3 Film Editing - members of the Youth Committee. As a result 4 short films have been completed – 'The Truth About Youth', 'NPT Homes Community Challenge', 'Youth Volunteering showcase' and 'The Demolition of Old Furnace House' 8 Self Esteem and Confidence -delivered by Dynamix as a result of £6k funding received from Gwirvol</p>

	<p>(WCVA). 1 new person joined the Youth Committee and is still involved. 5 Personal Development - 8 week course jointly delivered by Neath YMCA and NPTCVS. 50 Planting Delivered over 6 weeks as part of a series of diversionary activities in an area of Briton Ferry which had reported high levels of ASB. Participants of the project made bird boxes and plant which were donated to sheltered schemes in NPT. 11 ICON Project - by NPTCBC, delivering digital film editing training and skills enhancement for young people. 14 Code of Conduct - Training was delivered by the Training officer, based on the content of the revised Code. Work place opportunities for tenants 2013/14 1 School placement, 1 Shared apprenticeship and 4 Pathways to apprenticeship in Property & Maintenance</p>
<p>Cymdeithas Tai Eryri</p>	<p>12 people have received Essential skills training - 1 of whom is a tenant of the Association 6 have achieved the City & Guilds qualification 6876/6176 (one of whom is a tenant) 13 have completed training in health and safety, fire safety and use of ladders to inspect attics. 6 have achieved City and Guilds level 1 qualification to Introduction to Energy Efficiency.</p>

Appendix 3 Energy Efficiency Activities and Outcomes 2013/14

Housing Association	Energy Efficiency
Bro Myrddin Housing Association	Replacement Heating programmes. Installation of new gas condensing boilers and new electric heating systems - leading to lower energy bills for tenants. Programme to begin installing showers over baths to properties.
Bron Afon Community Housing	EWI has been completed at the Tower and Monmouth House, reducing fuel poverty. EWI is on-going on 10 blocks of flats in the Thornhill area. A sheltered complex comprising 25 units (Riverside Court Pontypool) received EWI, part funded by an ECO grant. Green Deal Cash Back scheme in relation to 80 low level flats (of which 5 were leaseholders).
Cadwyn Housing Association	Llys Pum - this is a Cat 1 sheltered scheme designed for older people. In consultation with residents unused guest bedroom converted to an electric scooter store. Communal lounge/kitchen and laundry revamped. Gas c/h installed – reducing heating bills. Photo-voltaic panels installed in 2012 saved tenants approximately £290.00 on their electricity bills last year. New printers use 20% less energy than previous and new print management system has costs by 20%. CO2 emissions down by 2.18 CO2 tonnes from using pool car. The MoneySmart project was created for Lloyd’s Banking Group’s Money for Life Challenge. The MoneySmart team used a range of resources to learn about services that provide the most appropriate advice or support for saving, budgeting and loans. They made a short film to be able to share this information with other young people in their communities and beyond via social media.
Cartrefi Conwy	Boiler replacement programme- 110 homes were upgraded to energy efficient boilers, resulting in an estimated annual savings of £65 per tenant.
Coastal Housing Group	Small amount of Arbed funding and some Green Deal funding received in 2013/14, spent on external wall

	insulation. Some Green Deal spend with SSE, some with the Mark Group. About 54 units (flats in converted houses) benefitted
First Choice Housing Association Ltd	Duffryn, RCT. Changed heating system to energy efficient boiler with solar heated hot water cylinder, with an estimated saving of £70 per annum per tenant. Cwrt Swswen, Mid Wales. Changed to natural gas-fired central heating. New A rated boilers coupled with the change in fuel are expected to provide an annual saving of £300 per property.
Hendre Group	
Linc-Cymru Housing Association Ltd	As part of our Money Advice Service to tenants, one-to-one financial assessments are carried out with tenants and this includes advice on how tenants can save money by changing energy suppliers and become more energy efficient. All staff work hard to encourage tenants to budget effectively and use more energy efficient measures in their homes, and this helps to reduce rent arrears, which are low.
Merthyr Tydfil Housing Association	28 homes have benefited from new central heating boilers and upgraded radiators and controls. New boilers are high energy efficient (SEDBUK A) rated, and with upgraded heating controls will improve energy efficiency within homes. 22 Properties have new uPVC double glazed windows. 53 homes have new door sets manufactured in accordance with secure by design standards. 30 + tenants were helped with applications for the 'warm home discount' equating to over £4000 in revenue for tenants MTHA facilitating access to grant funding has resulted in 10 Fridge freezers, 16 cookers, 8 washing machines and 1 under the counter fridge, equating to £9000 in tenant revenue.
Monmouthshire Housing Association	Money Wise service offers face to face financial inclusion advice on debt, benefits, budgeting and energy advice our outcomes are as follows: 379 tenants were provided advice, 266 tenants received benefit and energy advice,

	<p>205 tenants were entitled to extra benefits, all 379 tenants offered budgeting advice and 266 had budget sheets completed £22,928 was saved by directly supporting tenants to switch energy suppliers, and £1,215 was saved for tenants via the Warm Home Discount scheme. Total welfare benefits gained for tenants was £359,649.54</p> <p>MHA carried out phase 3 of the PV installation programme. This was the largest property and solar panels were installed on 738 properties between July and December 2013. MHA monitor the solar panel performance at each property with access via an online portal using remote metering. Defects are dealt with promptly. PV user guide booklets have been provided to ensure the tenant is aware of how to maximise the benefits of PV</p>
<p>Newydd Housing Association/Integrate</p>	<p>During 2013/14 the following projects were completed:</p> <p>14 properties were connected to gas mains so that gas central heating can be installed. 4 properties have been insulated utilising new insulation material. 4 tenants in the RCT region completed energy efficiency champion training raising their awareness of energy efficiency measures and qualifying them to offer advice to fellow residents. 87 properties received new boilers. 7 properties had double glazing installed. Newydd have also promoted the Cyd Cymru – Wales Together. Collective energy switching events have been held.</p>
<p>Seren Group</p>	<p>Radiate Project - Trained 47 young people to give basic energy saving advice and fit energy efficiency measures into tenants' homes. Potential energy saving benefit of products combined with promotion of the warm home discount = average monetary saving of £186 annually per household with project total saving of £32,736 from 176 homes.</p>
<p>United Welsh</p>	<p>United Welsh have worked collaboratively with Caerphilly and Blaenau Gwent councils for joint bidding and installation of energy efficiency measures to enhance tenant's homes: Over the last 5 years United Welsh have installed PV systems to 975 properties (this represents 23% of total stock), over 700 were installed by utilising the FIT system as United Welsh borrowed the money commercially to improve the housing stock. Solar water heating has been installed in 670 properties (16% of total stock) many via Heads of the Valley funding and 531 properties have had external wall insulation (13%) using both ARBED and CESP funding. Properties receiving energy efficiency enhancements have an average SAP score up from 69.52 in May 2010 to</p>

	80.97 in May 2014. In 2013 there was a total 1,212,831.37 KWH generated by the PV systems on UWHA properties. Assuming OFGEM energy usage with an energy price of 16.5p per KWH, savings from solar PV programme alone is more than £100,000 per annum. United Welsh have since circulated leaflets to tenants advising them how to get the most from their PV systems so that they can benefit from a bigger proportion of the energy produced. Have also developed an environmental strategy and measured their carbon footprint
Valleys To Coast Housing Limited	Energy Elements: 16 Solar Panels; 3 Doors; 3 Windows; 240 Loft; 52 Cavity; 24 EWI; 575 New Boilers. Average SAP has now increased to 74.4.
Wales & West Housing	259 properties converted to gas central heating year with a further 206 properties by year end. Installed 26 Air Source Heat Pumps in combination with solar panels (electricity) and solar thermal panels (hot water) in Mill View, Howey. External wall insulation project at Caerau Ct Rd with replacement of inefficient boilers, window replacement and roof replacement. These works have been undertaken on around 100 properties in total.
Pembrokeshire Housing	Planned replacement of boilers and old electric heating systems. All new homes have solar panels. Planned upgrading of insulation. Planned replacement of doors /windows. All homes have showers. Many homes in Pembrokeshire do not have access to mains gas and tenant using off grid forms of heating have less consumer protection or access to social tariffs
Pennaf Housing Group	See Wales and West
Cynon Taf Community Housing	Window replacement and boiler upgrade contract undertaken. Continuation of Eco Tce refurbishment scheme on properties within Penrhiwceiber. Warm Home Discount applications where completed for tenants at sheltered schemes in 2013/2014. Discounts awarded March 2014 @ £140 per flat applied.

	<p>Age Cymru also gave informal chats on keeping warm, handed out thermometers to all tenants and information leaflets. Water meters were applied for and granted/ fitted in various flats at one of the sheltered schemes.</p> <p>A tenant at one of the sheltered schemes was helped to receive the water assist fund.</p>
Cymdeithas Tai Clwyd	<p>Bus Stop - Energy Best Deal - delivered 13 sessions with approx. 8-12 in each. Evaluation forms noted that tenants were going to switch energy providers as well as put into practice advice given and handy tips of how to reduce living costs.</p>
NPT Homes	<p>During the year the organisation spent £0.3m on SAP/CESP related works to improve the energy efficiency of properties by putting in place additional layers of external wall insulation. Spent £3.7m in the year on updating the heating systems of properties. Spent £1.3m on updating windows and doors of properties. The financial inclusion team work closely with engaged tenants to improve tenants' knowledge of the options available to them on areas such as energy costs etc. Tenants are often guided to/through energy comparison services but tend to keep to the pre-paid meters for their associated budgeting and control benefits.</p>
Cymdeithas Tai Eryri	<p>Air Source Heat Pump visits were made to 33 properties and 109 properties were connected to the mains gas. Project provides guidance and advice on how to use the new energy systems effectively, and how to save money on bills. Tenants were also helped to apply for the Warm Home Discount where appropriate. The Energy Wardens Project completed 53 Warm Home Discount applications with a value of £4707 savings to residents. The Association has been collating billing information where possible (from approx. 20 tenants from those connected to the mains gas), but this work is ongoing as savings incurred will not show for a period of around 12 months. 54 homes have been fitted with draught proofing, low energy light bulbs and radiator reflective foil via the energy Wardens project also.</p> <p>The Tai Eryri Community Energy Warden is an innovative project to address fuel poverty, economic inactivity and carbon reduction. It provides 6 month work placements to people who are outside the labour market, and who then work with residents in deprived communities to reduce energy costs and carbon emissions. The project outputs to date include:</p> <p>500 residents have received advice from the energy wardens</p>

	Since 2011, 12 placements have been completed, 6 are ongoing. Of the 12 wardens who completed their placements, 4 have gone on to further employment, 2 to further education, 1 has set up his own business and 4 returned to the Work Programme
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Appendix 4 Community Improvement Activities and Outcomes 2013/14

Housing Association	Community Improvement
Bro Myrddin Housing Association	Installation of CCTV to two schemes, covering the car park and communal entrances – creating safer environment
Bron Afon Community Housing	<p>The Tower created a usable community space/office/meeting area in the basement, plus secure garden space for the residents.</p> <p>Baker Street House Blaenavon Garden design planning meeting was held and design for garden drawn up. Rain water harvesting kit, lock up storage for tools, new garden bench and cover, new tools, raised bed planters, bird feeders and bath and a selection of seeds (plants and vegetables) and a wild flower meadow have been delivered. Residents also provided own plants and veg linked to a 'planting day' in March 14. Investigating provision of raised beds to the wider community and a small scale vegetable growing co-operative. Liaising with Communities First officer. Outcomes are improved bio diversity, healthy living through outdoor activity and provision of fresh veg for all residents. Also potential for greater community cohesion if plans for further stages of projects go ahead.</p> <p>Riverside Court Garden Pontypool Garden design drawn up, with gardening day involving residents and staff; replanting pots, repairs and creation of raised beds and planters and the introduction of wild flower meadows to the grounds. Small garden of climbers and wildflowers was also created for a housebound tenant.</p> <p>Glanwern House Pontypool New shed to store garden furniture and creation of a wildflower meadow next to seating area. General repairs to fencing and tidying up shrub beds.</p> <p>Brookland House Garden Pontnewydd Redesign of garden space around the complex. Residents now growing own vegetables and have new Greenhouse.</p> <p>Talygarn Commemorative Garden Panteg Joint project to create a garden at Talygarn Hospital in Panteg in memory of Councillor Cynthia Beynan. Community team painted benches; Garden opening was attended by</p>

	Mayor of Torfaen, councillors and Torfaen play service, and local school children.
Cadwyn Housing Association	<p>Havelock Place Following resident consultations, obtained funding from 'Tidy Towns' for electric gates to control entry to the parking area. CCTV cameras and recorders installed, leading to better tenant relations and estate safety.</p> <p>In 2013 spent £1,512,901 on improving over 469 properties. 97% of tenants surveyed were very satisfied with the work carried out at their property.</p> <p>With the help of Keep Wales Tidy, over 70 members of staff tackled 4 environmental improvement projects across Cardiff including planting trees and creating habitat piles in Bute Park, clearing vegetation at Llandaff Cathedral Cemetery, building a composting area and bird boxes at Glyncoed Primary School and improving the fencing, planters and school shed at St Patrick's RC Primary School.</p>
Cartrefi Conwy	<p>Parc Peulwys Major Environmental Improvements, Llysfaen- £1.1M scheme targeting nearly 40 individual projects on estate including reconfiguring roads, new paths, new parking spaces, Entrance feature, communal seating feature, human sundial, landscaping and trees, enhancement of play areas including skate park and toddler area, creation of woodland, nature trail, creative space, new bins, street signs, fingerpost signs, dropped kerbs and coordination with County council to resurface roadways.</p> <p>Esplanade, Penmaenmawr- communal open space improvement 3 areas of wasteland around the estate, providing communal creative space, enhanced entrance, drying space, and growing plots</p> <p>Llwyn Ysgaw, Llanfairfechan- enhancing a previous grot spot into a communal space with drying lines, sheds, artificial grass creative space, landscaping</p> <p>Marl Crescent, Llandudno Junction- enhancing an overgrown wasteland in a sheltered complex by removing a large willow tree, relaying paths, creating paved seating area, growing plots, bin enclosure areas, and drying lines</p> <p>Ffordd Pandy, Colwyn Bay- provision of benches around the flatted accommodation</p> <p>Peulwys Community House, Llysfaen- creation of low maintenance communal garden space in the community house including seating, landscaping (planted by community), paving</p> <p>Bryn Difyr, Penmaenmawr- provision of bin store enclosures and communal meeting space for resident gardening club</p> <p>Chester Avenue, Kinmel Bay- provision of new wheelie bin enclosures, drying spaces, and low maintenance shared</p>

	<p>gardens for all the flatted accommodation. Churchill Close, Old Colwyn- wheelie bin enclosure spaces for eyesore bins at front of flats Llys Gele, Abergele- revamp of rear garden space of flatted accommodation to include bin enclosures, scooter stores, and new drying and communal space Llys Madoc, Old Colwyn- sheltered accommodation revamp to include new paths, wheelie bin enclosures, drying spaces. Llys Parc, Rhos on Sea- new wheelie bin enclosures, scooter stores and drying lines Lon Cymru, Llandudno- new wheelie bin enclosure and drying lines Bryn Castell, Llanfairfechan- sheltered flats- new planters and tables for communal space Maes y Felin, Llanfairfechan- revamp of communal space, resurfacing of area, installation of railings, landscaping Environmental actions days- various locations, multi agency tidy up of whole estates</p>
Coastal Housing Group	<p>Area around entrance at Ynys Lee, Cwmafan converted into children's garden. Raised beds installed for residents of flats with no garden space; now a thriving gardening community. Consultation ongoing to construct nature trail and tree house. Nature trail constructed in woods at the Group's Cwmfelin site. Consultation in progress with residents into tree planting and children's space at Bron Allt, Crynant. Swan y Nant, Blaengwynfi - Budget being prepared to improve green areas to make them more child-friendly. Also part-fund the post of waste enforcement officer at NPT council. Officer can be called specifically to Coastal sites as and when issues arise. 'Get On Your Bike' events in central Swansea to encourage sustainable transport and to raise awareness of local cycle paths for pleasurable cycling and improvements to health.</p>
First Choice Housing Association Ltd	<p>Payment for 2 tenants to attend the Learning Disability Wales Conference - £500 Autism Puzzles Calendar launch (provision of buffet) - £350 Vale People First 'Like to meet' project which brought groups of people with learning disabilities together - £350 All Wales forum of parents and carers, support for meetings throughout Wales - £300 Support for Cartrefi Cymru Friendship Festival which sought to increase friendships for people with a learning disability £100 On-going servicing of changing table for use by disabled visitors to Carmarthenshire town centre - £55. This is</p>

	<p>linked to the installation of the table in previous years which was funded through a 50% donation by the association.</p> <p>Highway improvements - Increasing a turning circle to a private access road in Maesteg, Bridgend.</p> <p>Pedestrian / highway improvement - New crossover and pavement improvements to a development in Lougher, Swansea.</p>
<p>Hendre Group</p>	<p>FIR TREE CENTRE With Hafod's support the Fir Tree Community Association based in Treharris has secured £371,200 of external funding to build a new centre & community cafe. Holbrook Construction started on site at the beginning of April and the building is due to be completed by mid-October. In addition, a further grant of £15K will enable Fir Tree CA to employ a PT Social Enterprise Manager in the first Year. Project will replace the existing portacabins with a purpose built community centre. New venue will include IT suite, training & meeting rooms, a community café and will showcase eco-friendly features to reduce running costs.</p> <p>It will enable the Fir Tree CA to expand its programme, targeting 'hard to reach'/vulnerable groups including disaffected young adults, the frail elderly, people with disabilities, lone parents, as well as families on low incomes. Planned activities include (1) pre-school activities (2) social activities, especially for the elderly (3) sport, keep fit and well-being classes (4) activities for children & young people and (5) formal & informal learning.</p> <p>FIR TREE COMPUTER SUITE With a grant of £9500 from Santander, and the support of Hendre IT, the Fir Tree CA has installed an IT Suite with 5 computers, internet and WiFi access.</p> <p>Santander Grant has also enabled the group to employ a tutor to run an after school Homework Club twice a week during term time. 19 children and young people have taken part. 32 sessions have been delivered with a further 25 planned during 2014/15 100% of children and young people reported positive learning outcomes 100% of children and young people reported satisfaction with training delivery</p> <p>GREENSTREAM FLOORING (HARDSHIP FUND) helps tenants who are unable to afford flooring in their homes, either at the point of letting or throughout their tenancy. The hardship fund enables reclaimed carpet tiles to be purchased from Greenstream Flooring, a Social Enterprise based in Porth. 69 Hafod households benefited with 95</p>

	rooms being carpeted.
Linc-Cymru Housing Association Ltd	<p>In Neath Port Talbot, blocked off a lane that was making residents feel unsafe. Redesigned physical landscaping to reduce local nuisance at night. Youngsters helped to design a mural. Solar panels installed.</p> <p>In Bridgend (Brackla) participate in a Tenant Compact, and support a Youth Project (Brackla Live - providing transport to enable children to access activities safely). The Compact works with local agencies to bring wider community benefits. Also support the local TRA with funds to purchase a bench - the second supplied by the Group and constructed with the support of Bad Bikes, an organisation that works to engage young people.</p> <p>In Cardiff, converted a large garden into a community garden space and gained funding to support residents with their gardens. Residents also received a small amount of funding to kick start a fruit and veg co-op run by volunteers. In one of the Linc care homes tenants have successfully campaigned for a bus stop outside the scheme. PACT meetings are held on site and there is now more active monitoring of inconsiderate/illegal parking.</p> <p>HA has supported tenants' participation in events by paying for transport. Many care schemes now benefit from changes to how their restaurant is run. New serveries have been developed, which have improved choice. Nutritional advice has been provided by our Facilities co-ordinator. The fire services visit tenants to advise them on safety, and the doors system was upgraded. Care schemes are also able to access funds to support projects of their choice (up to £500, via Community Grants funding stream) and projects which they fund themselves such as Yoga, Zumba and bingo, carried out in a safe and accessible environment.</p> <p>Community Days bring together a range of partners – the Caerphilly event was shared with partners in Healthcare, the Fire Service, the Ambulance Service, local Contractors who carry out repairs on the day', Shelter and local volunteers bringing a range of benefits to the community.</p> <p>Tenants are invited to Estate Inspections which have resulted in various improvements such as levelling out areas of ground, removal of greenery that blocks views, removal of rubbish, fencing repairs to tidy up the areas and general maintenance issues.</p>
Merthyr Tydfil Housing Association	<p>MTHA staff have carried out community investment days where staff and tenants work together to improve the local environment. 2 community investment days have been completed; providing planters and associated materials to improve the appearance of 2 estates.</p> <p>MTHA staff completed a community investment day at a sheltered housing accommodation scheme where garden items such as benches and bird boxes were sanded down and re varnished in order to improve the appearance of</p>

	<p>the area. An area in Treharris which is not covered by a communal service charge was tarmacked. 5 trees were felled; several areas have been sprayed for Japanese Knotweed.</p> <p>Merthyr Housing's staff employer partnership group made charitable donations to support Zoom Cymru's film festival, a donation to a local bowls club and karate club, a contribution of £500 towards a local boys & girls club; new roof and sponsorship of a college group in an entrepreneurship competition which they went on to win!</p> <p>The Association has also taken the lead in an £8million refurbishment of 'The Old Town Hall' situated in the heart of the town. This creative arts facility opened in March 2014 and has welcomed over 20,000 visitors.</p>
Monmouthshire Housing Association	<p>MHA have carried out a number of Environmental Improvements to their communal, including car parking areas, seating areas, and footpaths. Residents are consulted from pre-design to construction. Contractors are required to commit to MHA's Work and Skill Wise initiative which offers unemployed tenants the opportunity to undertake voluntary work experience under the guidance of the main contractor. MHA in partnership with 'Keep Wales Tidy' have introduced new raised planters and planting areas that can be adopted by residents/communities. Residents are consulted on this and can assist. A final consultation is then undertaken to assess the success of the scheme and its outcomes.</p>
Newydd Housing Association/Integrate	<p>£45,000 from the Community Partnership budget in 2013/14 was allocated in grant funding to local community groups and tenants to bring new initiatives into their estates, which would include estate improvements such as gardening projects. £10k was spent on renewing boundary fencing and balconies in Newtown Powys. £2k on DDA compliance for the Aberaman community flat. £6k spent to provide non slip flooring to communal areas of a scheme in Cadoxton. £600 spent to replenish sand bag store in Rhydyfelin providing residents with increase peace of mind in terms of flood prevention. £1.5k spent on improving the communal grounds of Dunlin Ct with shrubbery and flower planting. £5.5k on Cadoxton facelift renewal scheme for 2 properties. £1k on improving communal grounds of St Baruch's Ct Barry with shrubbery and flower planting. £200k invested on fire upgrades to scattered properties through the Vale, Valleys and Powys, improving residents' safety in relation to the risk of fire. A total of £6.5k invested in 5 sheltered schemes to provide residents with access to camera view of front entrance, through TVs.</p> <p>£63k spent on upgrading play equipment in play areas in Newtown Powys.</p>
Seren Group	<p>St Faiths Estate in Llanfoist:</p>

	<p>Youth enterprise project - children selling hanging baskets which neighbours put up in the street. CCTV – joint working with Monmouthshire Council to improve security and reduce ASB School Project - working with students to raise their awareness of their social responsibility within their neighbourhood</p>
United Welsh	<p>The Association proactively improves the quality of housing stock through a planned maintenance programme which is supplemented by and responsive to tenant suggestions. For the last three financial years, they have ringed fenced £170,000 per annum for environmental improvements in addition to the funding of planned repairs of external elements such as footpaths, paving etc. Estates are selected for the programme following feedback from staff and residents, and projects are then prioritised against the matrix which identifies those estates most at risk from the multiple effects of a number of factors including environmental, social and economic issues. Work is targeted following detailed consultation with residents. The projects aim to not only improve the physical environment and appearance of estates, but also to engage tenants and residents in supporting and delivering this work, working in partnership with United Welsh, contractors, and other partners. This work is supported by its Time-bank scheme, recognising the contribution of tenant volunteers through the award of time credits. In some cases this has led to other engagement opportunities, e.g. a tenant estate inspector on one estate, as well as training and employment opportunities via partners. Following completion of the improvements, on-going feedback is obtained from residents to track satisfaction with, success and area of development, of the projects. Reported cases of anti-social behaviour on these estates have reduced over the last few years Commencing in 2010/12 UW has developed an estate services project. These maintenance services are targeted at external elements such as relaying uneven paving slabs, graffiti removal, repairing boundary walls, clearing blocked drainage gullies etc. This work is on-going in the Mornington Meadows estate in Caerphilly as the HA continues to develop its approach to estates work post WHQS. This work included fencing in communal areas, two new play areas: one for younger children and one for primary age, and a football kick wall. They have also piloted the planting of wildflower meadows to move away from a mono-culture of grass and to reduce grounds maintenance charges. In 2014/15 the HA is developing (with tenant consultation) a project in our Dinas Powy estate which may include allotments , a play area and wildflower meadows as well as replacing some communal fencing</p>
Valleys To Coast Housing Limited	<p>Trees planted and protective fencing to mitigate surface water issues in Caerau Park, Caerau. Installation of street</p>

	<p>art/entrance feature to Tudor Estate, Caerau. Installation of new and improved street and pathway lighting as part of major EWI and renewables programme in Tudor Estate, Caerau. Wildflower meadows and 'patches' of various size created across stock but mainly near Bridgend town centre. 'Safer Routes in Communities' - walking cycling routes crossing the whole estate completed and launched in Marlas, North Cornelly alongside the creation of 22 private gardens. Improved safety fencing around an electricity sub-station on V2C land in a Pencoed estate to make safe an area in which children play, in partnership with Western Power. In conjunction with the Sarn Community Council, reinforced some grass verges that had been damaged by use as parking. Consultation with community on a design-from-scratch, natural play area in a new housing development where V2C partnered with Bellway Homes, to the west of Bridgend town centre. Installation of various small features: seating benches, trees flowers generated by working with various communities across the county.</p>
Wales & West Housing	<p>'Have We Listened' approach allows front line staff to 'do the right thing' and brings together all front line staff in a patch to work together with residents. Staff regularly engages with residents to share findings and understand residents' perspectives and their desired outcomes. Findings are collated and staff and tenants agree on how to progress what matters to residents. Progress is recorded on the 'How have we listened?' intranet location. The process is regular and cyclical. Work and improvements undertaken as a result of this approach include:</p> <ul style="list-style-type: none"> Setting up regular litter picks Arranging regular Police street surgeries Joint work with the Local Authority to combat fly tipping Estate newsletters Engagement with young people Removal of bin store canopies, shrubs and installation of fencing and CCTV (in partnership with South Wales Police in an area with high incidences of street prostitution) Regular scheme events (street play; family fun-days) Consultation with Police Architect to review a scheme to make is safer for children Upgraded street lighting in partnership with the Local Authority Skip / Bulky Waste Amnesty Improvements to car parking facilities due to use by nearby businesses
Pembrokeshire Housing	<p>Vineyard Vales Community Play Area –designed by the children with 2 play areas. Project led by tenants and</p>

	<p>residents and part-funded by charities. Cody's Copse – a community woodland project at Freemans View Haverfordwest (supported by the Woodland Trust) Community Allotment Scheme – Pembroke.</p>
Pennaf Housing Group	<p>During 2013-14 Pennaf worked with residents and partners on a wide range of initiatives to improve the communities. For example: Transformed previously derelict land in Garden City, Flintshire into an attractive green space which now has: communal seating; raised flower beds; native trees and picnic tables/benches Also secured grant funding for local children to work with an artist to create an attractive, professional mural of their neighbourhood which is now displayed near Kingsley Park. Events over the school holidays helped to bring communities together and also served as ASB diversionary activities. Community Halloween parties were set up as an alternative to children trick or treating around the streets. Improving biodiversity - through community planting days (i.e. in Treuddyn) and intergenerational initiatives that involved young and old residents planting flowers to attract pollinating insects (i.e. in Abergele). Activity days involved children learning how to make: butterfly feeders; bird feeders; bee hotels and bird/bat nesting boxes Reducing crime and the fear of crime: for example in Princes Street, Rhyl street lighting; replacing bin crates and reinforcing letter boxes. Organised multi-agency community safety days in a couple of sheltered housing schemes during 2013-14 which helped to raise awareness amongst elderly residents on what steps can be taken to protect themselves from crime. Developing Community Growing/Planting projects giving access to low cost, healthy produce. For example , projects during 2013-14 involved: creating raised beds at Foyer (Wrexham) supported living project; Nant Mawr Court and Bro Trehinon sheltered housing schemes; CAHA also organised a multi-agency day to tackle overgrown allotment plots in Garden City so that these could then be re-leased back to local residents.</p>
Cynon Taf Community Housing Group	<p>Cynon Taf Community Housing Group raised over £10,500 for their chosen charity -2 Wish Upon a Star throughout 2013/14. The organisation has given £800 to other causes during the year. 21 employees at Cynon Taf Community Housing Group volunteered their time at a 'Give and Gain' Day 2014 for a second year running. Personnel from Cynon Taf and the RCT Care and Repair agency, worked with the community</p>

	<p>group TTEG at Brodeg Nature Trail in Cwmbach. The aim of the day was to clean up Brodeg and help make it safer. At the sheltered accommodation complexes they have added additional seating areas as well as providing notice boards. These improvements were made as a direct result of feedback received from tenants at each complex.</p>
Cymdeithas Tai Clwyd	<p>Grow Your Own Initiative - worked with tenants to put planters in their back gardens. Felin Uchaf Community Garden - continued support to maintain and improve Y Gamer - developed green space into a more user-friendly area where children on the estate could play New seating in Sheltered Accommodation £10,400 grant donations made to voluntary organisations Annual Gardening Competition</p>
NPT Homes	<p>Since the stock transfer from Neath Port Talbot County Borough Council in March 2011 have invested £61m to improve properties and communities largely through raising housing stock to WHQS. Includes investment in improving communal areas, paths and other environmental works - the spend on this activity amounted to £0.2m in 2013/14.</p> <p>A significant amount of consultation has been on-going and continues between the Regeneration team and their communities to understand how best to invest resources for their benefit. The budget allows for a significant level of investment over coming years to ensure communities are safe, attractive and well-maintained places to live through further improvements.</p> <p>In addition to these, a number of community challenges have been held where the organisation and its partners devote a day's time and resources (up to £5,000) to successfully bidding tenant, resident or community groups. To date a local play group, church, scout hall and a primary school have benefited from the initiative and this year's successful groups have recently been announced being Llansawel Primary School and Dan-y-Coed Community Centre.</p>
Cymdeithas Tai Eryri	<p>A community improvement project was undertaken to improve a small piece of land on an estate in Amlwch</p>

Appendix 5 Tenancy Sustainment 2012/13

Housing Association	Tenancy Sustainment
Bro Myrddin Housing Association	75%
Bron Afon Community Housing	74%
Cadwyn Housing Association	100%
Cartrefi Conwy	76%
Coastal Housing Group	77%
First Choice Housing Association Ltd	94%
Hendre Group	83%
Linc-Cymru Housing Association Ltd	70%
Merthyr Tydfil Housing Association	91%
Monmouthshire Housing Association	91%
Newydd Housing Association/Integrate	81%
Seren Group	74%
United Welsh	79%
Valleys To Coast Housing Limited	82%
Wales & West Housing	89%
Pembrokeshire Housing	87%
Pennaf Housing Group	89%
Cynon Taf Community Housing Group	84%
Cymdeithas Tai Clwyd	77%
NPT Homes	94.5%
Cymdeithas Tai Eryri	86%

Appendix 6 Additional Homes Survey

Table A1 Additional Homes provided 2013/14 by Tenure (Source: CHC)

LOCAL AUTHORITY AREA	Rented	LCHO	Total
Isle of Anglesey	22	15	37
Gwynedd	32	13	45
Conwy	85	10	95
Denbighshire	5	4	9
Flintshire	85	8	93
Wrexham	103	26	129
Powys	11	2	13
Ceredigion	16	0	16
Pembrokeshire	80	0	80
Carmarthenshire	60	6	66
Swansea	203	11	214
Neath Port Talbot	104	0	104
Bridgend	115	6	121
Vale of Glamorgan	98	2	100
Cardiff	201	5	206
Rhondda Cynon Taf	75	5	80
Merthyr Tydfil	19	0	19
Caerphilly	93	24	117
Blaenau Gwent	31	6	37
Torfaen	90	26	116
Monmouthshire	59	4	63
Newport	70	20	90
WALES	1657	193	1850

Table A2 Additional Homes provided 2013/14 with and without grant (Source: CHC)

LOCAL AUTHORITY AREA	SHG	Non-SHG	Total
Isle of Anglesey	26	11	37
Gwynedd	41	4	45
Conwy	89	6	95
Denbighshire	5	4	9
Flintshire	90	3	93
Wrexham	102	27	129
Powys	8	5	13
Ceredigion	9	7	16
Pembrokeshire	76	4	80
Carmarthenshire	56	10	66
Swansea	194	20	214
Neath Port Talbot	88	16	104
Bridgend	88	33	121
Vale of Glamorgan	46	54	100
Cardiff	166	40	206
Rhondda Cynon Taf	65	15	80
Merthyr Tydfil	19	0	19
Caerphilly	42	75	117
Blaenau Gwent	22	15	37
Torfaen	56	60	116
Monmouthshire	35	28	63
Newport	60	30	90
WALES	1383	467	1850

Table A3 Number of additional homes which were built, renovated or acquired in the financial year 2013/14 (Source: CHC)

LOCAL AUTHORITY AREA	Built	Renovated	Acquired	Total
Isle of Anglesey	24	2	11	37
Gwynedd	40	0	5	45
Conwy	84	0	11	95
Denbighshire	1	5	3	9
Flintshire	89	0	4	93
Wrexham	127	0	2	129
Powys	13	0	0	13
Ceredigion	4	8	4	16
Pembrokeshire	76	4	0	80
Carmarthenshire	7	10	49	66
Swansea	161	4	49	214
Neath Port Talbot	69	4	31	104
Bridgend	100	13	8	121
Vale of Glamorgan	35	5	60	100
Cardiff	174	5	27	206
Rhondda Cynon Taf	68	9	3	80
Merthyr Tydfil	18	0	1	19
Caerphilly	79	3	35	117
Blaenau Gwent	21	0	16	37
Torfaen	75	6	35	116
Monmouthshire	13	0	50	63
Newport	40	3	47	90
WALES	1318	81	451	1850