

# Self Evaluation Report 2014/5

A summary of how our Tenant Forum, Board and Staff have assessed our performance against Welsh Government's key regulatory outcomes. For the full report please visit our website at [www.cynon-taf.org.uk](http://www.cynon-taf.org.uk) or call us on 0345 2602633



**1** We place the people who want to use our services at the heart of our work – putting the citizen first

## ✓ How did we do?

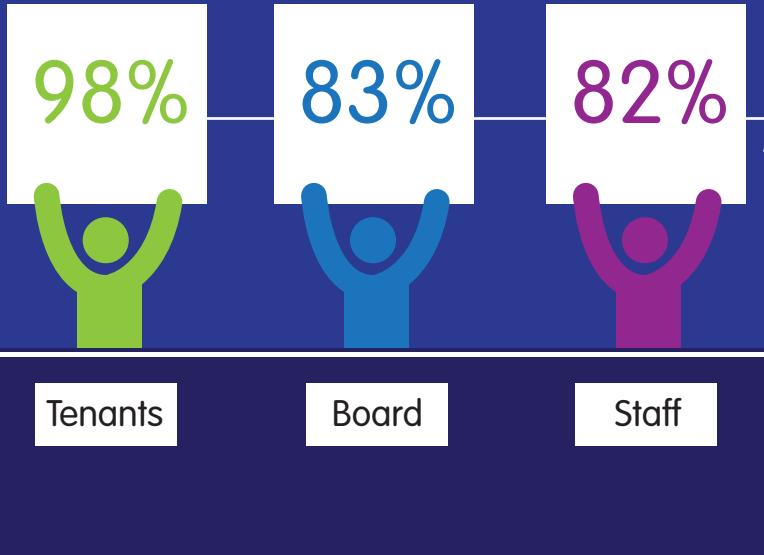
**87.5%**

We know our tenants well and regularly ask their views

Great outcomes for older tenants as we use information to tailor our services (Independent Living Service)

Working in partnership with our involved tenants to assess services

We use complaints to improve services and inform tenants what we have done as a result



◀ What we are doing well

What we can improve on ▶

Make sure we improve the use of our tenant profiling information for all our tenants particularly around language and communication

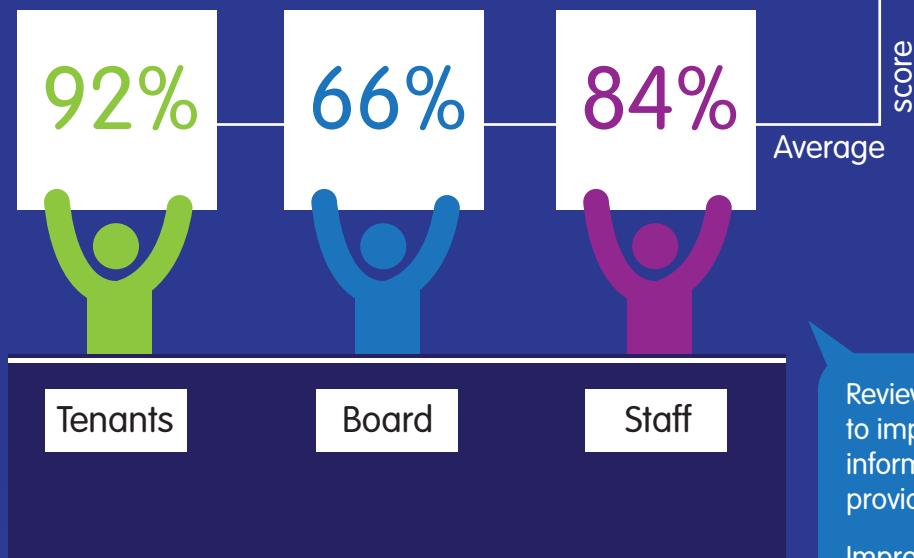
Introduce tenant scrutiny

Improve our service standards with tenants

**2** We live public sector values, by conducting our affairs with honesty and integrity, and demonstrate good governance through our behaviour

## How did we do?

81%



We work hard to make sure our information is easily understood by everyone

Our Money Matters Team and Project 43 have had brilliant results, reducing rent arrears and other debt, saving tenants money and encouraging saving



Review our website to improve the information we provide

Improve the way we demonstrate our services are fair and equal for everyone

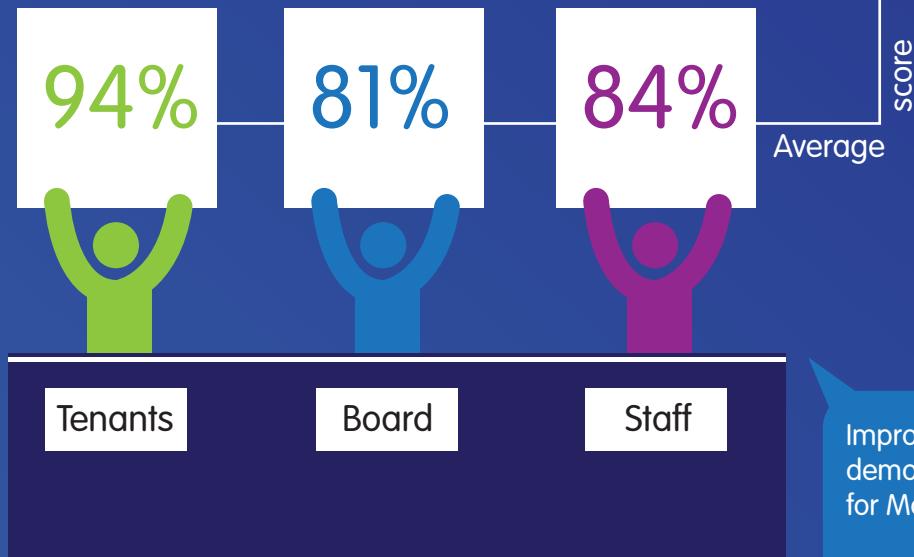
◀ What we are doing well

What we can improve on ▶

3 We make sure our purpose is clear and we achieve what we set out to do – knowing who does what and why

## How did we do?

86%



We have clear, well developed business and operational plans with six clear priorities

Our regulator has told us our governance is robust

We invest in our staff to help us to achieve our goals



Improve the way we demonstrate Value for Money

Improve the way we measure our success throughout the year

◀ What we are doing well

What we can improve on ▶

# 4 We are a financially sound and viable business

## How did we do?

88%

score

Average

95%

87%

81%

Tenants

Board

Staff

✓  
We provide information annually to Welsh Government on our financial health

They have assessed us as having adequate resources to meet our current and future business and financial commitments

We are using our new IT systems to better understand and manage risks

◀ What we are doing well

What we can improve on ▶

🎯  
Continue to improve the way we manage risks

**5** We engage with others to enhance and maximise outcomes for our service users and the community



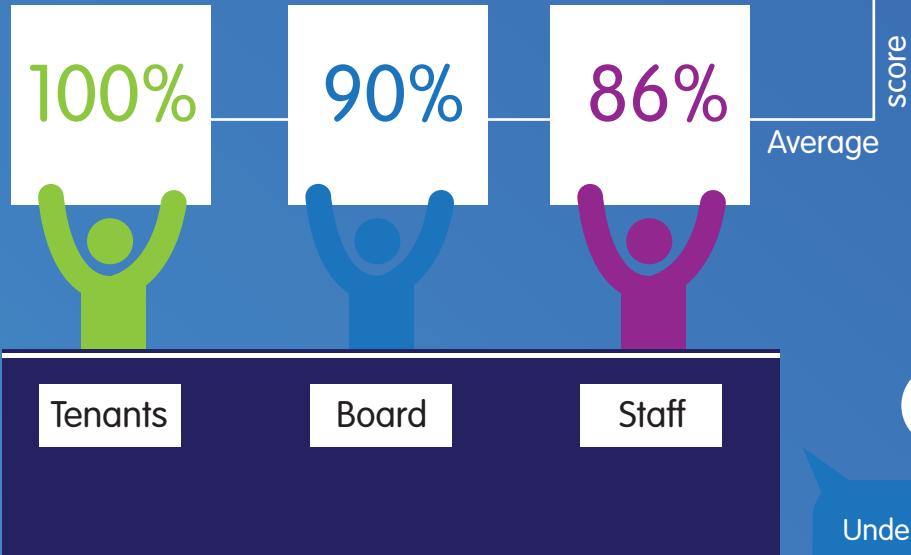
# How did we do?

**92%**

We really value working with partners for the benefit of our tenants

Some of our most successful projects are delivered in partnership  
Eg Project 43, the Common Housing Register, supported housing projects

Partnerships enable us to develop housing that helps our Local Authority in its strategic housing role



◀ What we are doing well

What we can improve on ▶



Undertake a new survey with our partners to ensure that we are making the most of opportunities

# 6 We build and renovate homes to a good quality

## How did we do?

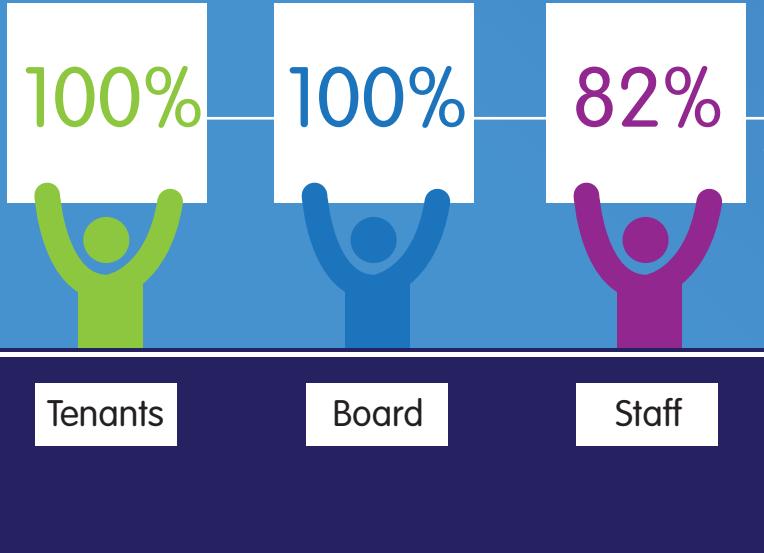
94%



We use excellent information from our Local Authority to build homes that meet people's needs

We make sure that our new homes are financially viable, good quality, and value for money

We know our properties well and make the right decisions about where we should prioritise spending



What we are doing well

What we can improve on



Continue to assess our renovations schemes as robustly as new developments

# 7 We let homes in a fair, transparent and effective way



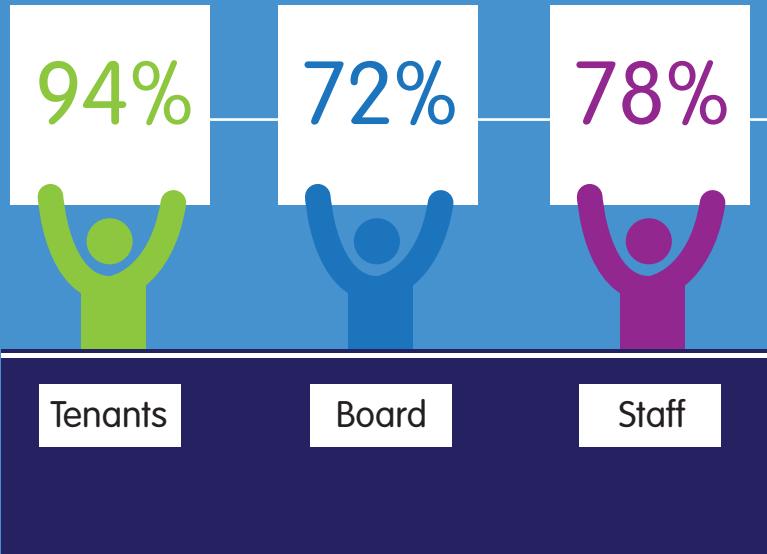
## How did we do?

81%

We make sure our homes meet the needs of our tenants

Our Money Matters Team work with our Local Authority to help young people prepare for moving into their own homes

We work with our Local Authority and other local housing associations to make sure that people have access to a home



score

Average



Decide quickly what to do with our homes that are difficult to let

Improve the standard of our homes where appropriate and the time it takes to repair our empty houses

Move to a Choice Based Lettings system to give more choice to applicants

◀ What we are doing well

What we can improve on ▶

# 8 We manage our homes effectively



## How did we do?

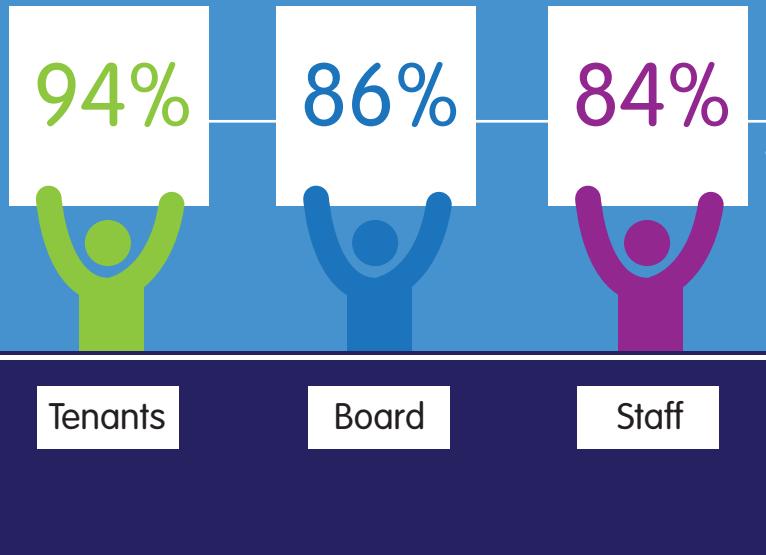
88%

We give clear and detailed information to our new tenants so they know their rights and responsibilities

Our tenants give us information to ensure we understand their needs and circumstances

We give tenants clear, easy to understand information on rents and service charges

We provide support to tenants to help people to sustain their tenancies



Continue to take more account of tenants' views when awarding contracts and purchasing services from others

We have started a Universal Credit pilot to understand the impact on our tenants and continue to support them

◀ What we are doing well

What we can improve on ▶

# 9 We repair and maintain homes in an efficient, timely and cost effective way



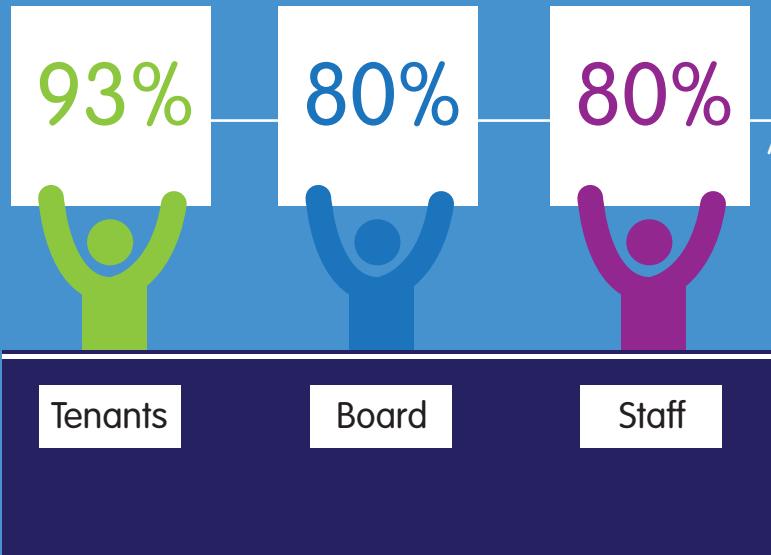
## How did we do?

84%

Every year we ensure that we can afford to repair our properties. Welsh Government assess this in our Financial Viability Judgement

Our tenant assessors contact tenants who have had repairs done to check that the service is efficient, effective and meets their needs

We brought our external repair contractor 'in-house' protecting local jobs and continuing to provide a good quality, highly valued service



We need to make sure that we keep the information we have on the condition of our houses up to date, to make the right decisions.

We need to constantly monitor value for money and keep up to date with new technologies

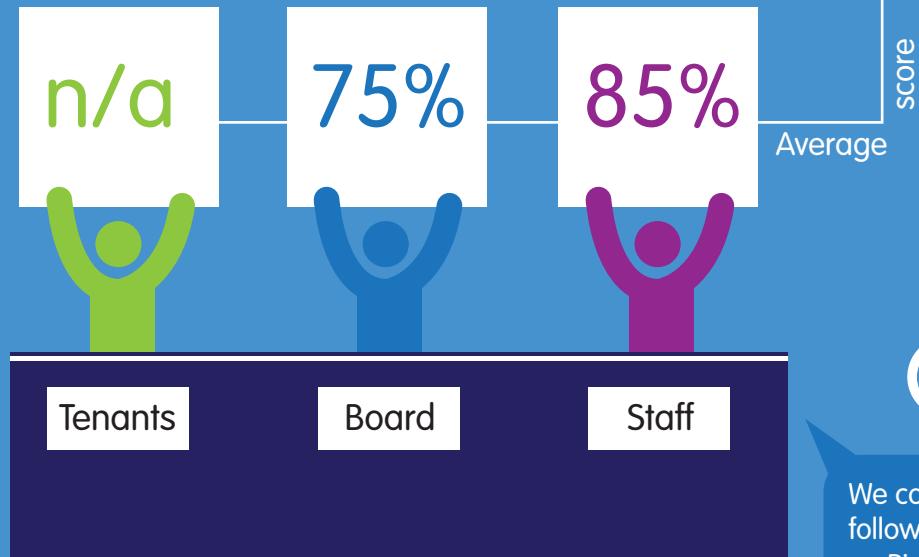
◀ What we are doing well

▶ What we can improve on

10 We provide fair and efficient services for owners

## How did we do?

80%



We sell a very small number of properties through Right to Acquire and also have very small numbers of leaseholders

What we are doing well

What we can improve on



We could introduce follow up surveys on Right to Acquire and undertake leaseholders surveys



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