



Annual Report

2022/23

Foreword

It feels like only yesterday that we were producing the Annual Report for 2021/22 and it's been another busy year. There has been a lot to get to grips with and as ever, we're extremely proud of and grateful for the Team Cynon Taf approach demonstrated across the Group.

This is my last annual report as Group Chair and we welcome John Chown, who has taken up the mantle and will continue to oversee the delivery of the key strategic initiatives established over recent years.

It has been a privilege to serve as your Chair and be part of the Group's journey through what has been a period of historic change and challenge. Over that time, what has remained constant has been the commitment of Team Cynon Taf to be the best it can be.

On behalf of the Board, both John and I would like to thank everyone in the Group for their commitment and dedication. It's through the team's drive and tenacity that we've achieved what is set out in this year's Annual Report. It's particularly edifying to see the support provided to tenants through over 1,300 examples of digital skills, learning and wellbeing engagements alongside the income maximisation work that has led to an additional £121,000 in people's pockets.

We are all aware of how the cost-of-living crisis is making it increasingly difficult for growing numbers of people to survive without this kind of support but we are so glad that it's something we've been able to provide. We've also welcomed tenants to new schemes in Treorchy and invested around £2.6m in new developments. Again, important work to have done when the economy is in the state it's in and the numbers of homeless households are at record levels.

Finally, we'd like to take this opportunity to thank everyone at the Group for welcoming both John and I into the fold all those years ago and for all the support you've given us both since. We've always both felt that one of the greatest strengths of the organisation is that the Group is truly from and for the community it serves. It is why John is the right choice to support the organisation as it goes from strength to strength and continues to focus on what the people of Cynon Taf want and need from such a community focused anchor organisation.



Joy

Joy Kent



John

John Chown

Welcome

The last year has been one of uncertainty for us here at Cynon Taf Community Housing Group and as interim chief executive, it has been an honour to play a role in making sure that our tenants, communities, and those that use our services, continue to thrive, and always receive excellence from the team.

This annual report sets out the achievements of the last year, which is down to the commitment and dedication of every single member of staff within CTCHG. They are the driving force behind our successes and have also kept their focus on what matters most, even when things haven't been easy. We are continuing to evolve as an organisation, exploring new ways of working and how we ensure that the Group is financially sustainable in the long term.

We all know that our communities are still facing challenges, with the cost-of-living crisis being a key focus for the way we support everyone that uses our services – from tenants and the wider community – into the next year and beyond. The fact that we have provided help more than 1300 times during 2022/23, and almost a third of that being financial interventions, shows that our services are needed now more than ever.

This report cannot let the biggest change in housing law go unnoticed. In December, the entire housing sector in Wales – private and social – saw the Renting Homes Wales Act (RHWA) come into effect and change the way we rent our homes. This has meant that our housing and communities team have been ensuring that the new contracts were explained and shared with existing and new tenants.

Over the last year, we have been developing our new Asset Management Strategy (AMS) which sets out our goals and aspirations for ensuring that our homes are safe and meet the needs of our tenants, as well as delivering against the standards set out by Welsh Government. What's more important is that the AMS was developed with the support of our tenants, ensuring that their voice was heard as part of those aspirations. However, we are also looking at how we can make the move towards a more digital approach to the way we do things, with a new website being launched at the beginning of the year and our tenant app (MyCynon) slowly building its use among our community, which is being used by more than 290 tenants. We have also seen our content reach more than 18,000 people on Facebook over the last twelve months which is fantastic, and we want to build on that momentum into the next year.

Down To Zero have carried out an assessment of our carbon footprint – from staff commuting to the office or meetings, to our maintenance team and their repairs appointments. So far, we have found that our emissions are 4,716.99 tCO₂eq/y (tonnes of carbon dioxide per year) and this gives us a great starting point to what we need to do to get CTCHG to net zero by 2030. It's an aspiration that I believe Down To Zero can really help us to achieve.

The incredible team at Cwm Taf Care & Repair continue to showcase how their work in the community is delivering excellence for their clients, meaning that they can live independently for as long as possible. Their achievements have been recognised with several awards in the last year, including one from the Welsh Housing Awards, but it's more than that, the work they are doing is making a difference and we are proud to have them as part of the Group.

It's not all about the outside world for us at CTCHG though, attracting the right people into the right roles, as well as having the systems and structure to ensure that they can do their jobs effectively. It is about ensuring that Cynon Taf Community Housing Group is fit for the future and that it is an organisation that is recognised as fair, equitable and inclusive employer. Our teams represent the communities we serve, and this will be something that we will look to strengthen as CTCHG evolves over the next few years.

With a new chief executive at the helm before the end of this financial year, I know that CTCHG can only go from strength to strength and my time here has been one of change, but also one of dedication, passion and a commitment to really deliver excellence for our tenants, communities and those that use our services. My thanks to everyone at the Group for their hard work in 2022/23 and here's to another year of making a difference.



Kath

Kath Palmer

Who We Are

We're proud of our community and its history, as well as of our organisation's long-standing commitment to provide housing and support for the people and communities where we work.

We are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.



Our vision

We want to be part of happy, healthy and prosperous valley communities where everyone has a chance to live well.

Our purpose

We're here to provide great homes and support for the people who make up our communities.



Our commitment to equality, diversity and inclusion

Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation. There is a strong and proven business case for creating diverse organisations.



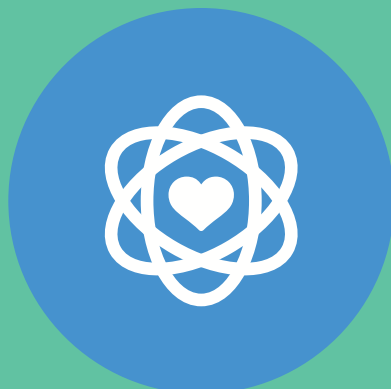
Our values

PASSION

We care passionately about what we do

RESPECT

We treat everyone with respect



INTEGRITY

We carry out our roles with honesty and sincerity

EXCELLENCE

We always do our very best

RESPONSIBILITY

We take responsibility for our actions

Our priorities



Support **resilient** communities

Deliver **excellent** services

Grow our supply of homes

Protect our **financial sustainability**

Invest in our governance, our people and our systems

Partner with others to **achieve shared goals**

Across all priorities are fairness and equality, value for money and reducing our environmental impact.

At a Glance

Our Tenants



3313

Total number of residents



56%

FEMALE



44%

MALE



37%

HAVE INTERNET
AT HOME

16% 0-16

12% 16-25

15% 25-35



34% 35-60

20% 60-85

2% 85+

1% Prefer not to say



32%

NO DISABILITY

28%

DO HAVE A
DISABILITY

Our Homes

Total properties = 1,908

General Needs = 1,500

Supported Housing = 165

Older Persons = 114

Adapted = 33

Supported Housing = 96



Supporting Resilient Communities

This year we have continued to work hard to support our tenants and communities through the ongoing challenge of covid recovery, an unpredictable employment market locally, as well as an increase in people struggling with their wellbeing and confidence as a result of these and other factors in their lives.

We have used our extended WCVA grant funding to continue to reach out to people in the community, supporting them to regain their confidence and connections with others as a result of lockdown and isolation. Our group sessions have engaged with a diverse range of people looking to get back into employment, increase their cookery, or digital skills as well as people wanting simply wanting to engage in something meaningful again.

We were able to internally fund our dedicated officers to continue this work once the external funding came to an end so that we build on the positive feedback from people who participated.

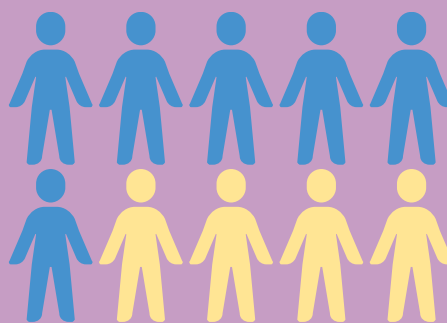
Our team provided group sessions on a range of employment, training and confidence building activities to **394 individuals** and digital advice and skills/access to equipment to **193 individuals**.

Our focus is to support people remain in their own homes, with equipment and adaptations that give them confidence that they can stay in their home for the longer term. We spent more than **£250,000 in grant** from Welsh Government which included us being able to **deliver works in 32 homes** ranging from stair lifts and showers to through floor lifts, new kitchens and soft play safe areas.

Our continued support and interventions have continued to help people to sustain their tenancies during difficult times and prevent legal action where possible.

Our team provided financial advice and support to 309 households, which **maximised income by more than £120,000**. We provided wellbeing related advice and support to 437 households and issued 45 Foodbank vouchers to struggling households.

544 referrals received core services and external funded projects



£121,000 total income maximised for tenants who accessed support

We supported tenants more than 1300 times...



193 times to improve their digital skills



394 times we helped with training or learning opportunities



437 times we've helped with wellbeing interventions

STAR Survey Results

In 2021, more than 620 tenants took part in the STAR survey, which looks at their satisfaction across a number of areas, and those results continue to help shape our services being used by our tenants and communities.

This research is undertaken every two years, with the 2023 survey being issued to tenants in Autumn 2023, and we will be looking to engage our tenants and communities to ensure that we can continue to build on the results from 2021 and wherever possible, improve our scores further.

81%

OVERALL TENANT
SATISFACTION

86%

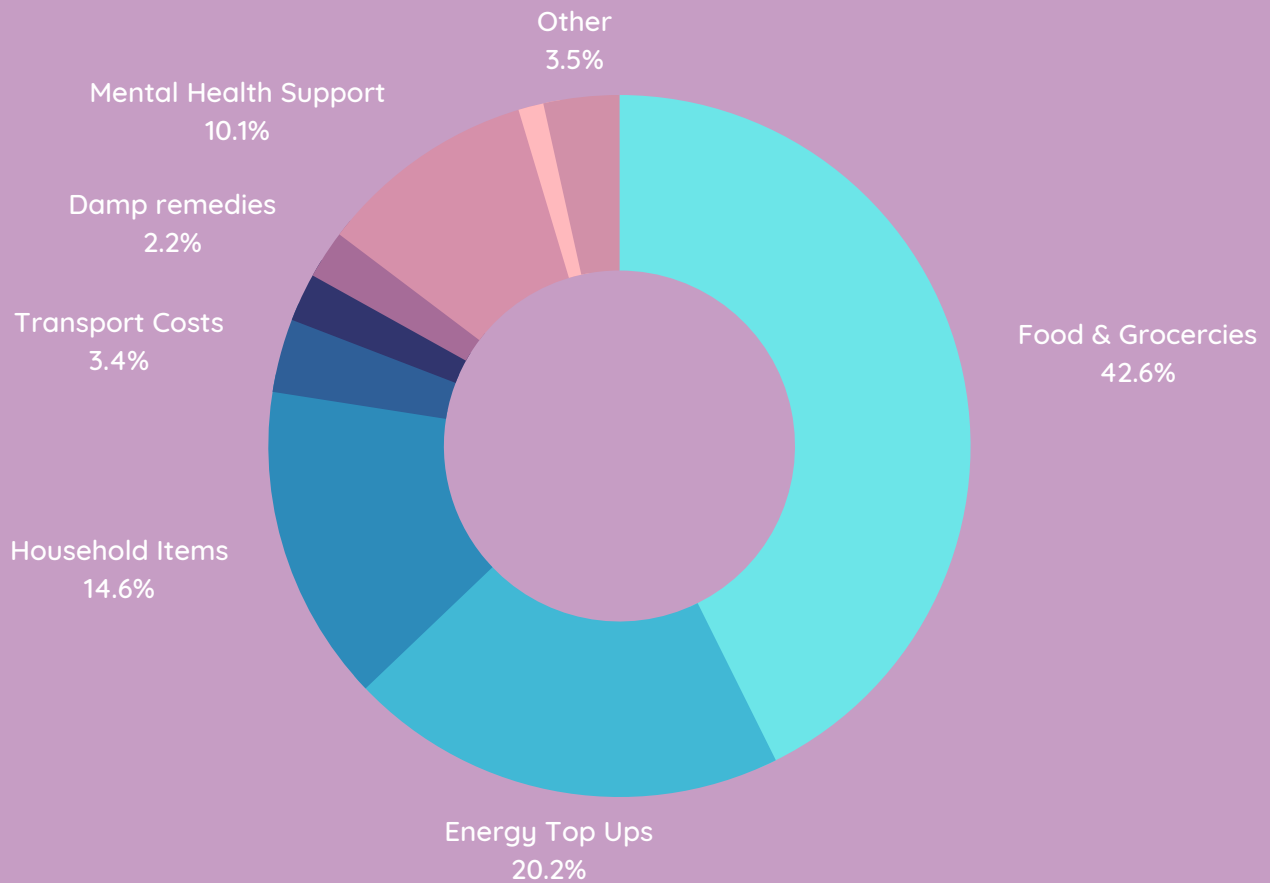
SAFETY &
SECURITY OF
THEIR HOME

82%

HOW ENQUIRIES
ARE DEALT WITH



Our Hardship Fund



Our Hardship Fund is available to our tenants if they reach crisis point or become in urgent need of basic items, such as food, gas, electricity or anything to keep them safe and well.

In 2022/23, we supported 86 tenants, spending £8,872.18



Delivering Excellent Services

We continue to have a focus on delivering excellent services, always being available to answer queries and deliver on tenant requests.

Our complaints are down from 2021/22, with a 31% decrease on the previous year and, our compliments are increasing, which is due to the hard work of the teams.

We have been working hard to prepare for the new Renting Homes Wales Act – and have formed a consortium to deliver value for money in this area and share good practice. The Act went live in December 2022, and all new contracts have now been distributed.

Our new asset management strategy

A big focus in 2022/23 was on developing a new Asset Management Strategy that will allow us to continue to invest in our homes at the levels needed to not only meet expected standards but the aspirations of our tenants.

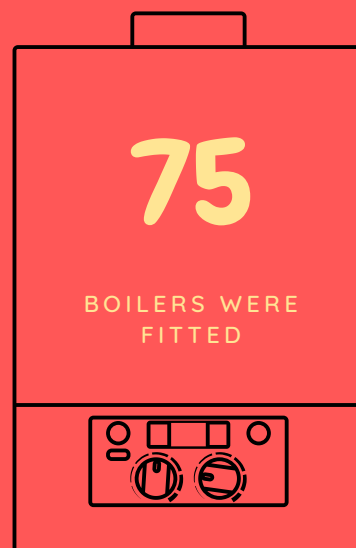
We involved a number of tenants in this process in order to gain views on what is important, what it feels like to live in a Cynon Taf property, and what would be their top priority. These views have largely formed our new strategic priorities and we look forward to sharing the strategy with you.



Investing in our properties



£1,082,993 investment**



ROOFS WERE FITTED

** This does not include reactive day-to-day repairs

Having #TheLastDraught on damp and mould

In March, we launched the first phase of our damp and mould campaign called #TheLastDraught which was shared across our social media and text messages. On Facebook and Instagram, we reached more than 2,800 people with our damp, mould and condensation tips. The second phase will begin in the autumn.



MyCynon app

The MyCynon app is slowly growing since its launch and we have 291 tenants signed up to the app. 176 have used it during 2023 and we will be looking to further promote it across our social media and in our communities, to encourage more tenants to download and use the app.



The new website

At the beginning of 2023, we launched our brand new website for the Group. It has a different look and feel to the old site and the new website aims to make everything easy to find, as well as being accessible.



Growing our supply of Homes

We have had a really busy 2022/23 in development, with 29 homes being completed across three sites in Treorchy, Rhydyfelin and Aberdare.

Across the three developments, we have invested in excess of £2.6 million to ensure that our homes can be affordably warm, energy efficient and deliver quality homes in line with the Welsh Housing Quality Standards (WHQS).

We work with a number of construction partners, and during 2022/23, this included:

- Willis Construction
- ASD Build Ltd.
- Cartrefi
- Kingfisher

We have already started work on two new developments in Penygraig and Porth, which will see another 25 homes being made available to our communities in the next year.



Nant y Glo, Treorchy

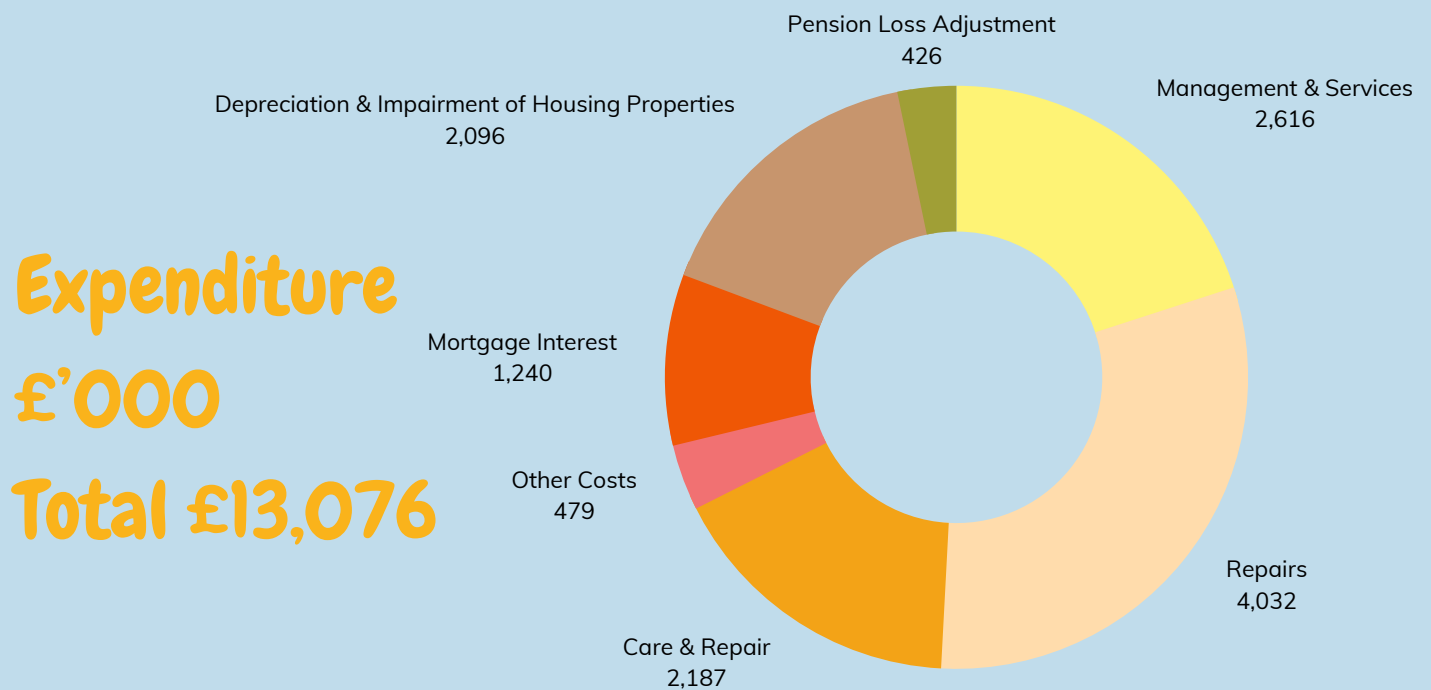
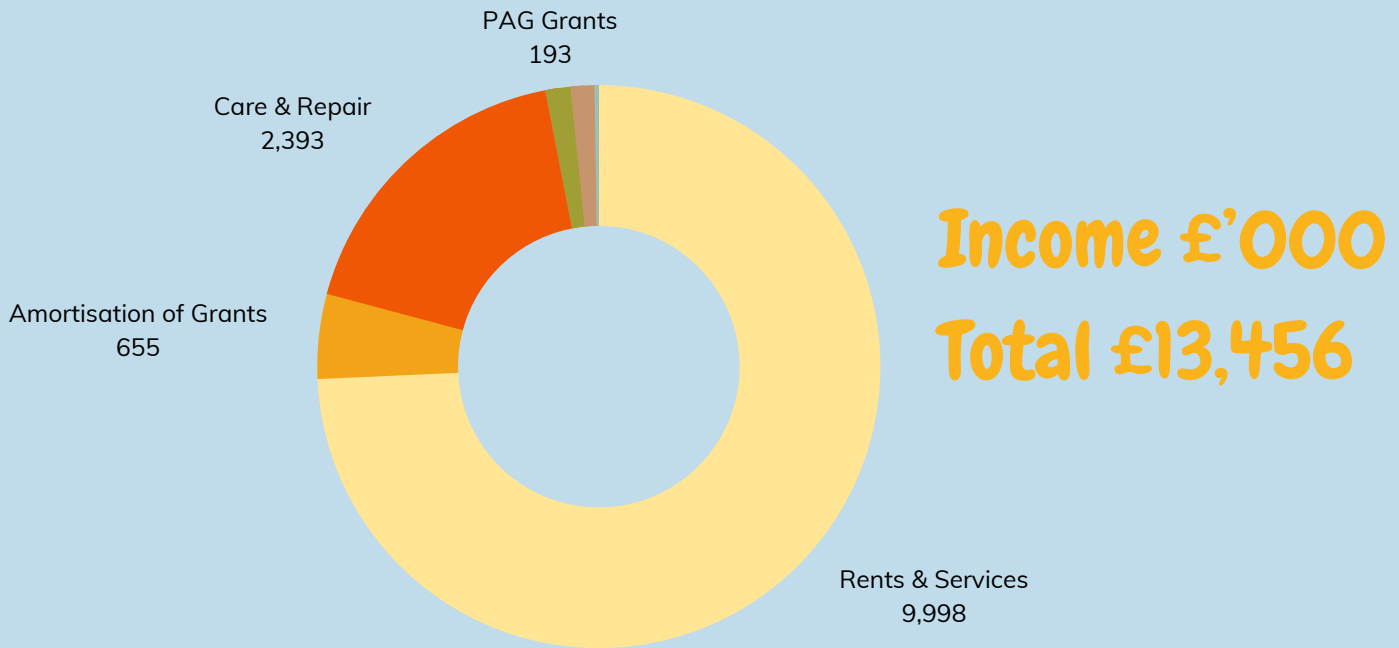


In March 2023, we completed our latest affordable housing scheme in partnership with Willis Construction at the former Abergorki railway line, with the development providing 13 new homes to support the Treorchy community.

The scheme, which has now been named Nant-y-Glo, includes a three-bedroom home, alongside six two-bedroom homes, which will give seven families the opportunity to thrive in brand new properties, that are energy efficient, safe, and affordable.



Protecting our Financial Sustainability



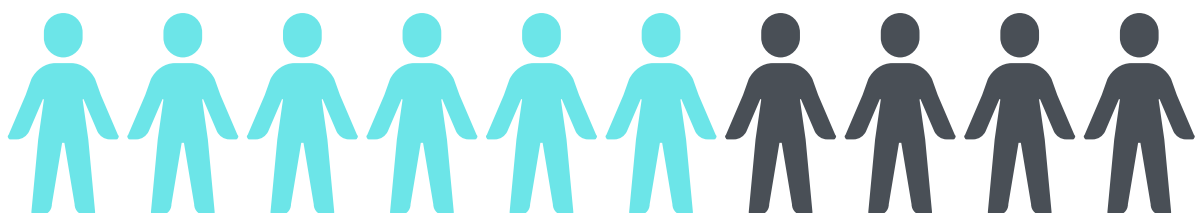
Investing in our Governance, People and Systems

Our people matter and we have seen a few changes in 2022/23 with 24 new starters. However, we know that it is important that our people are able to explore career opportunities elsewhere and 22 people have left to join other organisations, as well as three of #TeamCynonTaf retiring.

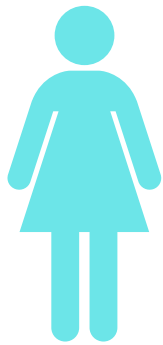
It's about making Cynon Taf Community Housing Group an employer of choice and we know that training is a big part of that.

In 2022/23, we invested more than £15,900 in training for our staff. From essential safety training to professional development, we want to make sure our staff have the support they need to hone, enhance and build skills to do their jobs.

We also hosted six internal lunch and learn sessions for our colleagues, so that different departments had the chance to share success, deliver updates or provide training.



Gender



60%

FEMALE



39%

MALE

Caring Responsibility



68%

No caring responsibilities

Yes, 1-19 hours a week

21%

5%

Yes 20-49 hours a week

Sexuality

82.8%

Heterosexual

5.2%

Bisexual



2.6%

Lesbian



Our Systems

The IT department continue to be a core support function with the team, through its support desk resolving 1540 help desk tickets raised for 2022/23. As a Group function, 43 of these tickets were for Cwm Taf Care & Repair.

However, it's not just the help desk that the team has been delivering on. The department has invested a total of £69,000 into the Group's digital infrastructure in 2022/23, which includes hardware for new starters and replacing older equipment.

The infrastructure work in 2022/23 has put in place the building blocks we needed to now deliver two major projects in 2023/24 to further enhance our digital capability.

Partnering with Others to Achieve Shared Goals



CWM TAF
Care & Repair

The agency supported 7,627 clients during 2022-2023. With more than 6,100 jobs completed on behalf of clients across Cwm Taf to ensure they are able to remain living at home independently at a value of over £2.3 million.

Their case officers and technical officers completed more than 4,360 visits to older people across Cwm Taf, supporting them with our services.

Cwm Taf Care & Repair were delighted to receive continued funding from Rhondda Cynon Taf County Borough Council and Merthyr Tydfil County Borough Council Housing Support Grant to provide their dedicated Dementia Service to clients, who live with dementia, and their carers.

135 clients were referred to the service requesting support, with their Case Officers completing 170 visits to clients across Cwm Taf.



Down To Zero



It's been a busy year for Down to Zero, the organisation was created in August 2022 to support local communities to tackle climate change and help Cynon Taf Community Housing Group reach Net Zero by 2030.

Down To Zero signed a lease for the Mwyndy site in October 2022 and planted their first trees in November. In January 2023, they were awarded funding from the Moondance foundation for the development of a wellbeing cabin, two polytunnels and further fruit and vegetable planting. Alongside substantial funding from the National Lottery Funding, which means that Down To Zero have recruited their first post in the form a green development officer and help CTCHG and its communities to move to a greener, more carbon friendly future.

Down To Zero have also been working in partnership with Cwm Taf Care and Repair to develop opportunities to keep bees. The organisation's volunteers have been busy making bee boxes under the guidance of a local bee-keeper who Cwm Taf Care & Repair have supplied with in kind match funding.

Seven Welsh housing associations form consortium



The consortium is a collaboration between seven Welsh housing associations, with all of us seeking to combine our resources, expertise and experience to improve the quality and capability of projects, so that we can all continue to provide excellent services in our communities.

The associations involved are:

- Newydd Housing Association
- Cadwyn Housing Association
- First Choice Housing Association
- Merthyr Tydfil Housing Association
- Cynon Taf Community Housing Group
- RHA Wales Group Ltd
- Caredig Housing Association

As like-minded community RSLs (registered social landlords), we all share common values and goals, but we also face similar challenges when it comes to key areas in procurement, health and safety, assets and legal, as well as consistency in how we communicate with our communities, as we share not just counties, but sometimes even streets.

Supporting our charity of the year

The organisation continues to support a chosen charity each year, which in 2022/23 was Macmillan Cancer Support. Across the year, we raised a total of £2,103 including staff salary deduction and the Group's donation. We also held fun activities such as...

£79.00 Tuck Shop



Our Board



John Chown
Group Chair



Nazia Azad
Vice Chair and Chair of
Governance Committee



Joy Kent
Former Group Chair



Clare Gunning



Jonathan Morgan



Anuja
Ramachandran Pillai



Huw Davies



Lindsay Murphy

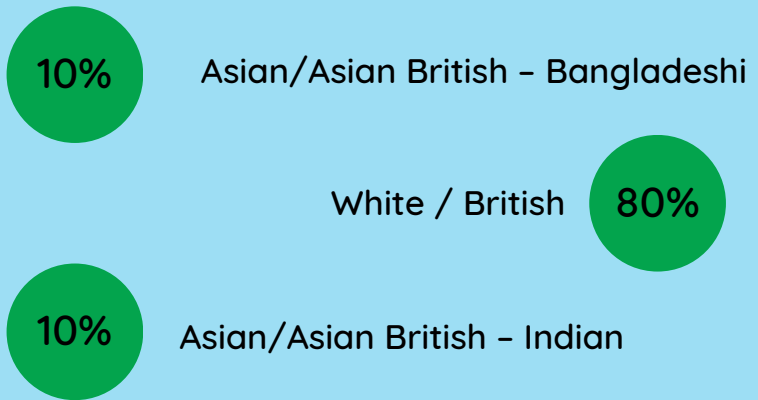


Paul Benson



John Evans

Ethnicity



Gender



50%

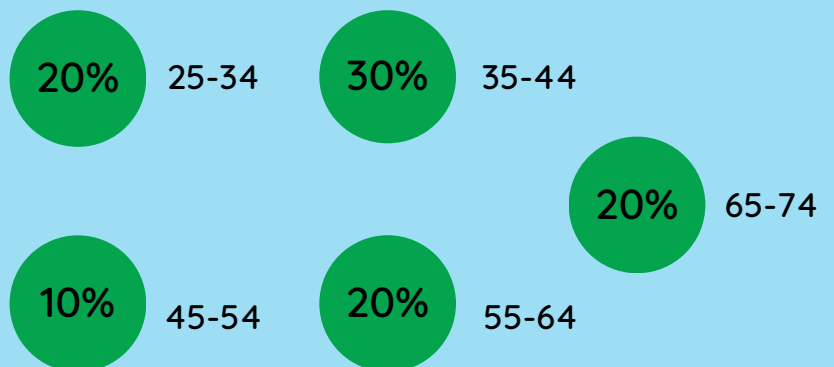
FEMALE



50%

MALE

Sexuality



Contact Us



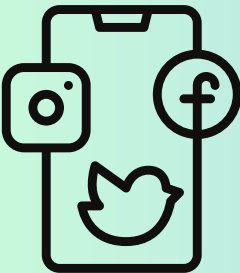
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