



# Annual Report 2023-24



# Chair's Foreword



John Chown Group Chair

**With the Welsh housing landscape continuing to change and evolve, delivering consistent, cost-effective and meaningful services and support to our tenants in what continue to be challenging times is more important than ever. As Chair, it is a privilege to see how #TeamCynonTaf continues to ensure that our tenants, as well as the wider community, receive excellent services that they themselves have helped inform and shape.**

In 2023-24, we have seen our Group grow and develop across the three organisations – Cynon Taf Housing Association, Cwm Taf Care and Repair, and Down to Zero – with new investors, funders and talented professionals choosing Cynon Taf Community Housing Group as their partner and employer of choice.

This year, we have supported more tenants to reach their potential but, as the cost-of-living crisis continues to impact on so many in our communities, we have also seen more tenants turn to us for help and support. Thankfully, we have an incredible team of people who are skilled, passionate, and committed to ensuring that we can deliver that support.

As an organisation, we strive to continually improve our services. This year, our housing association has committed to seek re-accreditation of its Quality in Equality and Diversity (QED) quality mark from Tai Pawb. We are proud to continue this investment

and determined that our organisation is known as an active ally for equality, diversity and inclusion.

As a Board, we welcomed Auriol Miller as our new Group Chief Executive in mid-February and Auriol's experience, leadership skills and extensive network brings stability and a fresh approach to the Group. We're excited to see where she will take the Group.

Of course, there are plenty of challenges ahead however, along with my fellow Board members, I am delighted to be part of the CTCHG journey. We look forward to supporting our talented team to deliver on the final year of our corporate plan and to shaping our shared future together with our tenants, communities and partners.



# CEO's Welcome



**Auriol Miller** Chief Executive

**Annual reports are a chance to review, reflect and celebrate the achievements of the past year, and for Cynon Taf Community Housing Group 2023-24 was a year that saw the organisation successfully navigate a period of considerable change.**

As the new Group Chief Executive, I am delighted to join #TeamCynonTaf. It is a privilege to lead the Group into the next stage of our shared future, together with our tenants, communities and staff team. We will ensure that the organisation remains devoted to its community-rooted, values-driven approach to supporting our tenants and the wider community.

This year, we reorganised our housing and communities directorate to ensure that we can deliver excellent customer services across all touchpoints, from first phone call to ongoing tenancy support and right through to end of tenancy. This is an exciting opportunity for the housing association and is part of our commitment to maintaining positive

relationships with our tenants, partners and the wider community. Our new team of seven customer services officers are taking around 1,300 calls a month, of which 700 are repairs calls. We are working hard to understand busy periods better, so we can manage demand more effectively.

We moved to generic working this year to build better relationships with our tenants and intervene early when tenants are struggling. Whilst our rent arrears have slightly increased this year, we are still operating around a 4% figure, as was the case last financial year. We hope that we can continue to see the benefits of working in smaller patches on our rent arrears as we move forward.

Alongside this reorganisation, our housing team completed a tenant profiling exercise which included more than 1,600 of our homes, which is 90% of our households.

According to the 2021 Census, 237,700 people live in Rhondda Cynon Taf (RCT), which is an increase of 1.4% since the 2011 Census. The new Census noted that 3,364 of residents (full households) live in Cynon Taf Community Housing Group homes which equates to 0.95% of RCT residents.

We continue to live in a cost-of-living crisis and our tenant profiling shows that while Rhondda Cynon Taf has Wales' joint third largest percentage point rise in people over 16 who were employed (51.9%), our data does not mirror this with only 20.16% in employment.

Our data also shows that 48.96% of our tenants are unemployed, while 30.88% are unable to work for varying reasons including ill health. 3.26% of our tenants are recorded as students compared to just over 6% more generally.

In 2023-24, we delivered almost 1,400 interventions for our tenants, with most requests

being for additional support to improve their wellbeing. These interventions include financial and digital inclusion, wellbeing activities, training and volunteering opportunities. The team have also done an incredible job in maximising income support, enabling tenants to access an additional £287,000 last year, more than double the amount we were able to access last financial year.

Playing our own part in contributing to delivering against the Welsh Government's commitment to building 20,000 affordable homes by 2026, we invested £3.3 million across three development sites which will provide 49 new high quality and energy efficient homes in Porth, Penygraig and Hirwaun.

With the new Welsh Housing Quality Standards (WHQS) 2023 coming into effect, we have a lot of work ahead of us to ensure that our homes are energy efficient, with the aim of delivering EPC-C rating by 2030 and our Optimised Retrofit Programme (ORP) will be key to delivering this.

Of course, maintaining our homes to a high standard is just as important as building new ones. In 2023-24, we invested £3.5 million in repairs and component replacement, installing 71 kitchens, 62 boilers and 39 bathrooms. However, we know that there is a significant backlog of improvements to address that were put on hold during the Covid pandemic so we are clear that continuing to increase our rate of investment into our existing properties will remain a priority focus for several years ahead.

The impressive team at Cwm Taf Care & Repair continue to deliver excellence for their clients, helping people resettle at home after hospital stays and installing adaptations to enable all clients to live independently for as long as possible. They have provided support for more than 8,300 clients in 2023-24, a 13% increase for the agency from 2022-23.

This work equates to a value of £2.6 million and highlights how their services are making a real

difference locally, with 81% of clients reporting that the support provided has had a positive impact on their confidence and wellbeing.

Down To Zero have had another great year, with the organisation seeing more than 150 participants getting involved at their Pontyclun site, from one-off visits to regular volunteering to enable the project to grow and flourish. They have also received almost £100,000 in funding to provide further employment opportunities with their beekeeping, as well as establishing their Llysh Bocs initiative, which I'm excited to see develop in 2024-25.

My priority is to ensure that the Group is fit for the future, that we are clear and consistent in all we do, and that we work in partnership with our tenants, clients and communities to shape that future together. A key ingredient in enabling us to deliver on our organisational priorities is 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. We will continue to work to be recognised as fair, equitable and inclusive. We will continue to support and advocate for the communities we serve, and this will be something that we will look to strengthen as CTCHG evolves over the next few years.

Over the course of 2024-25, I'll be working with tenants, staff, our Board and partners to shape our next strategic plan for April 2025 onwards.

Meantime, I'd like to thank everyone in #TeamCynonTaf – tenants, Board, staff and partners – for their continued commitment, dedication and passion for achieving our vision of happy, healthy, and prosperous valley communities, where everyone has a chance to live well. We have plenty of work to do as we continue to provide great homes and support for the people who make up our communities and I know that, together, we can make a real difference.

# Our Year at a Glance

**434** referrals into our support services

**£287,809** income maximisation

**2**  
new developments started

**£3.5**  
million invested in maintenance

**81%** tenant satisfaction score

**295** components replaced across our homes

**49**  
New Homes

# Supporting Resilient Communities

It has been a turbulent few years with the Covid-19 pandemic and the cost-of-living crisis having a huge impact on many lives. New housing legislation has changed what our tenants need, and all of this means we need to ensure that our services are both fit for purpose and more bespoke than ever.

Our aim is to front load the support we provide for people during really challenging times and, of course, continue to provide value for money as well as affordable rent.

related advice and support. We also partner with other support services, if tenants need specific support, such as Mind Cymru, Citizens Advice, mediation and other statutory services like the Police and Social Services.

## Our new housing structure

The Housing and Communities team lead on customer facing services and is vital to delivering excellent services such as housing management support, tenancy sustainability and meaningful engagement with our tenants. This is all so that we can succeed in our objective to support resilient communities.

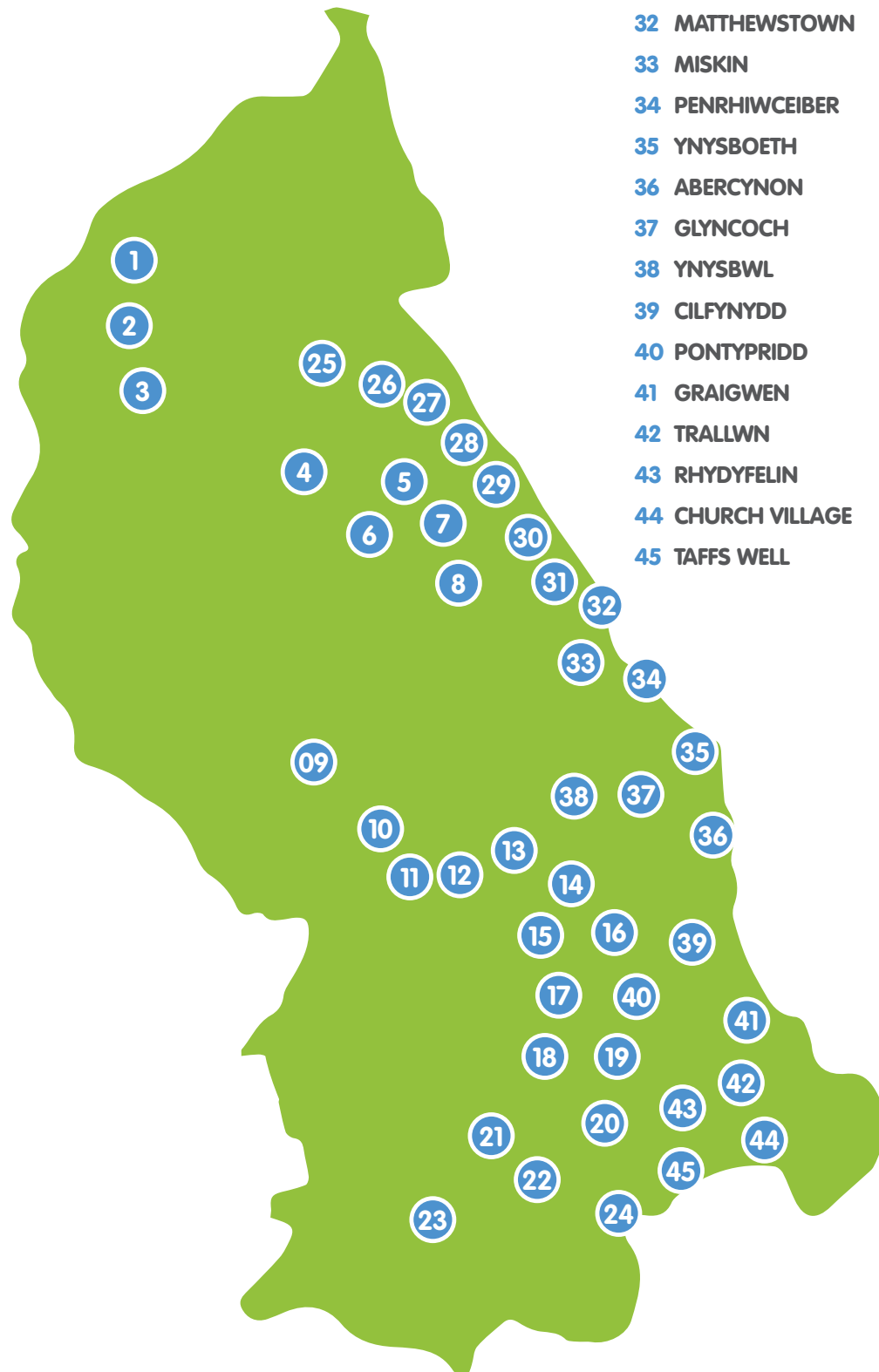
We now have a new Housing Services Manager and a Customer Services Manager who are leading and supporting the team to deliver excellent services and ensure that not only do we hear our tenant's voice clearly, but we clearly reflect it through the way that we work.

The switch from specialist services to a generic housing officer role with smaller patches will mean that the team can spend more time getting to know tenants and supporting them to sustain their tenancy. Our aims are to:

- Build lasting and trusting relationships with tenants and communities
- Deliver excellent customer service
- Be easily contactable and able to provide advice on a range of subjects
- Provide value for money.

Our officers are multi-skilled and can support tenants with all aspects of their tenancy whether it be rent advice, dealing with Anti-Social Behaviour (ASB) or general housing-

- 1 RHIGOS
- 2 PENDERYN
- 3 HIRWAUN
- 4 GADLYS
- 5 GODREAMAN
- 6 CWMAMAN
- 7 ABERAMAN
- 8 ABERCWMBOI
- 9 TREORCHY
- 10 TONYPANDY
- 11 PENYGRAIG
- 12 PORTH
- 13 TREHAFOD
- 14 HOPKINSTOWN
- 15 PWLLGWAUN
- 16 MAESYCOED
- 17 GRAIG
- 18 TREFOREST
- 19 GLYNTAFF
- 20 LLANTWIT FARDRE
- 21 BEDDAU
- 22 TYNANT
- 23 PONTYCLUN
- 24 LLANHARRY
- 25 LLWYDCOED
- 26 CWMDARE
- 27 TRECYNON
- 28 ABERDARE
- 29 CWMBACH
- 30 CEFPENAR



- 31 MOUNTAIN ASH
- 32 MATTHEWSTOWN
- 33 MISKIN
- 34 PENRHIWCEIBER
- 35 YNYSBOETH
- 36 ABERCYNON
- 37 GLYNCOCH
- 38 YNYSBWL
- 39 CILFYNYDD
- 40 PONTYPRIDD
- 41 GRAIGWEN
- 42 TRALLWN
- 43 RHYDYFELIN
- 44 CHURCH VILLAGE
- 45 TAFFS WELL

Our new customer service team will also help with delivering an excellent customer service that allows us to engage better with tenants and the wider community, to listen to their concerns and to tailor our services. The customer service team will be the first point of contact for our tenants and key in creating great first impressions, fostering excellent trusting relationships and ensuring our tenant satisfaction increases.

### Our Hardship Fund

In 2023-24, we received 115 referrals into our Hardship Fund, with more than £11,000 paid out to support our tenants across a wide range of areas including:

- Damp and mould remedies
- Energy top-ups
- Food and groceries
- Household items
- Domestic violence and home safety
- Training
- Mind Cymru referrals.

### Helping our communities find their potential

Through our Potential Project, we have been able to deliver several initiatives that support both our tenants and the wider community.

In total, we delivered 1,395 interventions in 2023-24, across the following themes:

- 357** Financial
- 553** Wellbeing
- 386** Training, Learning & Volunteering
- 99** Digital Skills

We have also delivered tenant-focused sessions, funded through key organisations such as the National Lottery Community & Places Fund, which provide those attending with new skills and the opportunity to meet new people.

### Healthy Lifestyles

In August 2023, the Potential Project ran a walking group for tenants at Aberdare Park. There were four sessions in total.

The group was an opportunity for people to get together to benefit their health and wellbeing. The walks were relaxed and aimed at all ages and abilities – people could do as many or as few laps as they liked, and we got everyone a tea or coffee at the end.

Our tenant Anne came along as she lives alone following the death of her husband two years ago, so she wanted to get outside and meet people.

She said that during the pandemic she walked every day, however as her friends went back to work this habit slowed down and walking became more of an occasional activity for her. She said that she tried to carry on, but it was hard as she needed others to motivate her.

She told us that she thought the group was great as it offered companionship, interaction and it made her feel good that she was doing something.

She exchanged phone numbers with other members of the group and hoped to keep the habit going after the group finished.





## Digital Inclusion

In 2023-24, we held four 'Connected Together' courses at Cwrt Alun Lewis in Cwmaman. Across the four weeks of each course, we helped residents become more digitally included and confident with their devices.

We ran sessions covering using their phone camera and device, backing up data to the cloud, entertainment and the use of the self-help resource Learn My Way, which enables users to do modules at home on subjects such as online banking, shopping and security.

Using National Lottery funding we were able to get a Chrome Cast for the TV in the lounge so residents could watch films or stream music together.

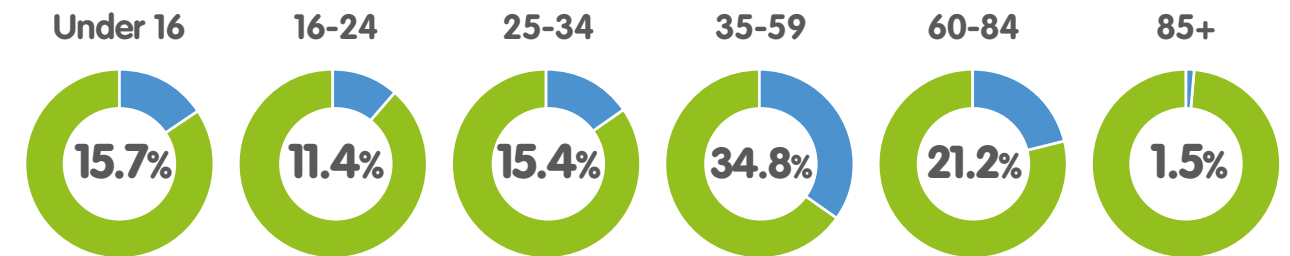
Cwrt Alun resident George, who had recently bought a Samsung smartphone and tablet, came along as he was very nervous about using them due to both his lack of knowledge and his tremors.

We were able to help him make the phone easier to operate by showing him how to access and adjust the accessibility settings. Through the sessions we also taught him how to use Google Assistant, so he could use voice controls for searching the web, accessing menu options or writing messages – making communication with friends and family much easier.

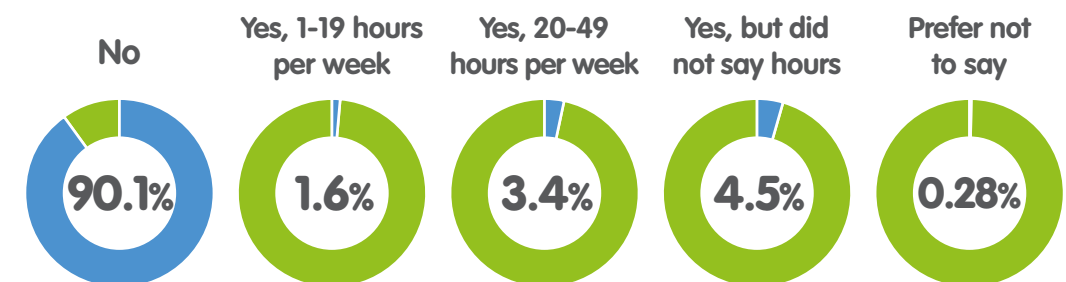
George is a big music fan, so we helped him sign up to the free Spotify service. He said that this is one of his favourite things about being more connected to the internet and now he enjoys walking for hours at a time listening to songs, which has the added benefit of helping to keep him fit and healthy.

# Our Tenants

## AGE



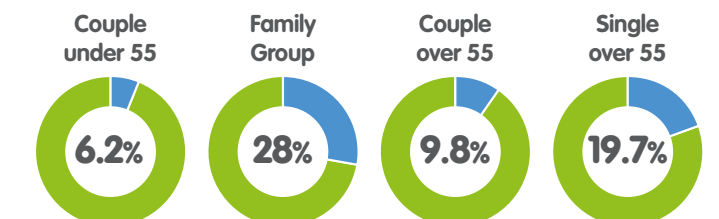
## CARING RESPONSIBILITIES



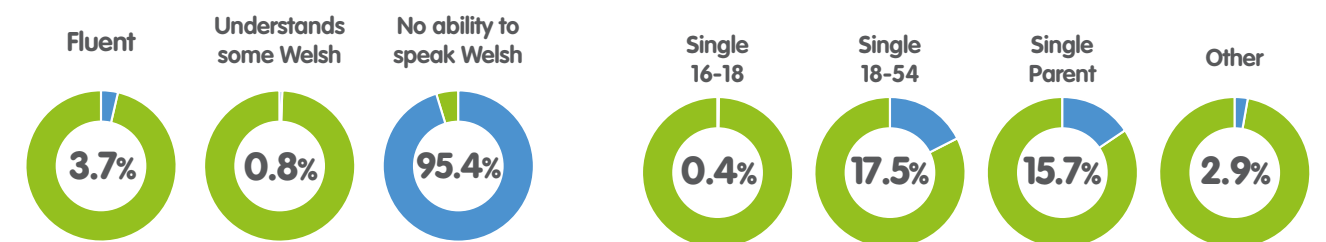
## DISABILITY



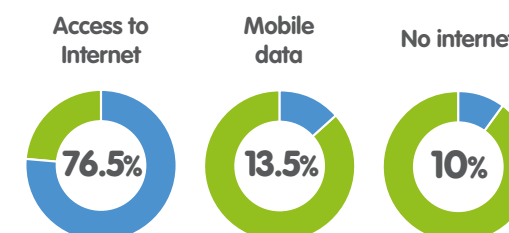
## HOUSEHOLD TYPE



## WELSH LANGUAGE



## ACCESS TO INTERNET



# Delivering Excellent Services

**Delivering excellent services is a key priority for our organisation. It means that we are committed to exploring and developing and implementing new ideas and initiatives and services that support our tenants, as well as the wider community.**

In 2023-24, we received more than 430 referrals into the team. We're really proud that the team has maximised maximising income in relation to welfare support for our tenants worth £287,000, more than double the amount we secured last financial year.

## STAR Survey

In Autumn 2023, through our partnership with ARP Research, we issued our biennial STAR survey, which looked at tenant satisfaction across several key areas, and those results continue to help shape our services.

We sent a survey form to more than 1,900 households, and we received a 32% response rate, meaning 623 households shared their views on our service delivery. This response rate matches that of 2021.

We look forward to building on these results and, wherever possible, improving our scores further:

**81%** overall tenant satisfaction

**82%** quality of our homes

**85%** rent value for money

**88%** easy to deal with

**84%** kept informed

## Rent Setting Consultation

Every year, we undertake a consultation campaign with our tenants encouraging them to share their views on our rent setting. We want to ensure that we deliver value for money in terms of their rent.

In 2023-24, almost 200 respondents completed the consultation survey, a 10% increase on 2022-23. The survey focused on understanding priority areas and the services we deliver.

**47%** of respondents said that our highest priority focus should be on keeping our rents affordable.

**42%** of respondents placed property maintenance costs as their second highest priority for us to deliver against when it comes to rent.

**Only 3%** believed that taking action against climate change should be a priority for the organisation.

## Complaints handling

We have worked hard to improve our complaints handling and avoid our tenants having to make a complaint in the first place.

During 2023-24, we received 54 complaints, a decrease from 66 in the previous financial year.

Whilst we still have a lot to do, we have significantly improved the way that we deal with complaints so that tenants have several different ways they can make a complaint, and we are clearer at communicating both the process and timescales.

If we've received a complaint, tenants will receive an acknowledgement of their complaint and we will appoint an investigating officer. We aim to resolve all complaints within 20 working days.

During 2023-24, the main complaint themes covered:

- Failure to resolve a repair
- Contractor performance
- Failure to resolve anti-social behaviour
- Standard of property/repair
- Handling of rent arrears

Over the course of this year, we have made some changes to our systems and working practices to enable us to respond more effectively to these issues and we hope to see the trends continue downwards.

During 2023-24, the percentage of complaints upheld was 45%, with a further 9% being partially upheld. This tells us that we still have a lot of work to do around both the quality of our work, and our customer service.

As a result, we are making the following improvements:

- Creating a new, integrated customer service team
- Moving to generic housing officer roles
- Ensuring the patches that our surveyors cover mirror those of our housing officers.

We are determined to deliver impressive customer services and will be monitoring our performance closely.

## Tenant Trips

**Each year, we organise two trips – one summer, one winter – that provide our tenants and their families with an opportunity to get out and about, to spend time together and to meet new people.**

These trips are very popular and are a highlight of our tenant engagement calendar.

## Folly Farm

Our annual May half term trip to Folly Farm and Adventure Park is always well attended and, in 2023, more than 120 tenants and their families joined us. The trip is an excellent opportunity for us to listen closely in a relaxed environment and understand the services tenants need from us and how we can better support their wellbeing.

In 2023, our trip survey found that the biggest thing our tenants wanted was hope. While this could be seen as a potential area of concern, what it did was give us the opportunity to ensure that we targeted our services to give hope, to give support and show that we are here to help.

## Christmas

With so much about the festive period being the most wonderful time of the year, we also know that it can also be a difficult period for our tenants for lots of reasons. So, each year, we visit different Christmas markets to bring that festive magic to our tenants and their families.

In 2023, almost 100 tenants joined us to visit Bristol and explore the city, enjoy the sights and Christmas activities.

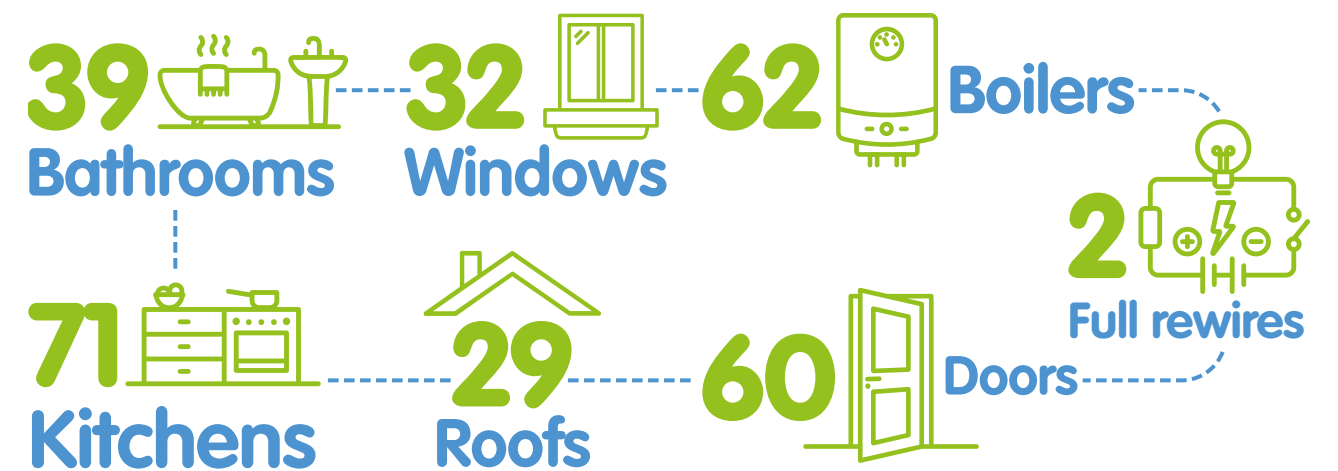




# Investing in our Homes

We have continued to invest in our homes, particularly the works required to bring our properties up to Welsh Housing Quality Standards (WHQS), as well as our reactive and responsive repairs and works required as a responsible landlord in terms of health and safety.

In 2023-24, we invested a total of £3.5 million across our homes so that our tenants' homes are safe. This included £1.3 million in component replacements:



We have spent over £1 million on responsive repairs and maintenance, mainly by using our in-house team. This means that we not only complete works to a high standard and in good time, but that we are a trusted and familiar face for our tenants.

We have changed how we refresh and upgrade empty homes when tenants move out (our voids) and we have changed our voids standards too, to reflect what tenants really want. We have created three geographical patches for our surveyors, so that we are able to do more voids works on time.

We have improved our value for money by working more closely with contractors,

which has meant that over the year we have been able to bring costs down. This will mean that our voids budget can be used across a range of priorities in future.

Landlord health and safety remains a priority for us, and we continue to work well with our trusted contractors across a range of important property compliance areas.

We have also been able to support the local authority with their out of hours calls and repairs service in their private lettings scheme. This has meant that we have been able to deliver repairs at short notice for a wider range of people across Rhondda Cynon Taf.



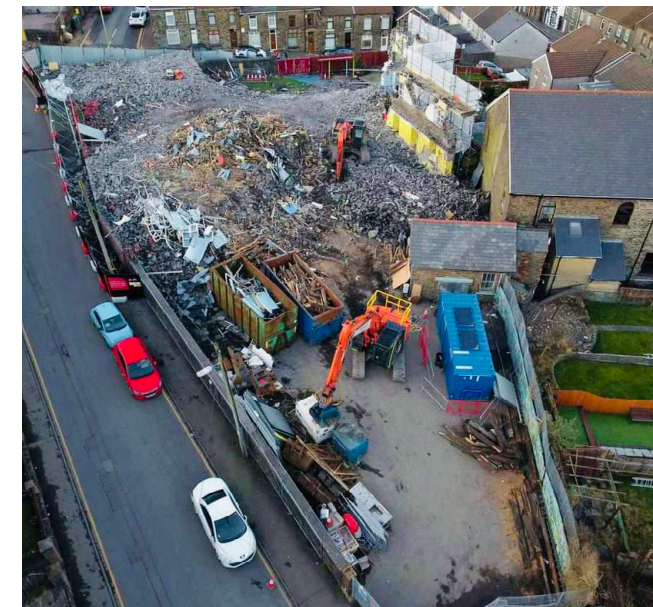


# Growing our Supply of Homes

**In 2023-24, our development activities continued, working with our partner contractors ASD Build, Pendragon Design and Build, Kingfisher Developments, Willis Construction and Cartrefi Ltd.**

Work on our three main sites in Penygraig, Porth and Hirwaun, continues and collectively will deliver 49 new homes in 2024-25, an investment of more than £3.3 million pounds. We have also been finalising and handing over Well Place, Cwmbach and Treorchy schemes to general maintenance.

At our Penygraig site, which will be known as Clos Graigwen, the works continue with internal fit out and external hard landscaping to deliver these new homes in Autumn 2024. The 12 new homes will be EPC-A energy efficient homes, with no fossil fuels, and with sustainable urban drainage. The scheme consists of eight 1-bed flats, two 2-bed flats,



one 3-bed adapted flat and one 3-bed adapted bungalow.

Our Porth site, which will be called Trem y Cwm, progresses following difficult ground conditions. This will deliver six 2-bed houses and nine 1-bed flats built on a split-level site to accommodate the ground topography. All of them will be EPC-A energy efficient homes, not heated by fossil fuels, and will be built with sustainable urban drainage. Handover is expected early 2025.

Our Nidum Engineering site in Hirwaun work continues, requiring ground remediation works and diversions to gas and electric supplies before we can start building the

new homes. This scheme will deliver two 4-bed houses, twelve 2-bed houses and eight 1-bed flats for the Hirwaun community. All of them will be EPC-A and non-fossil fuel energy efficient homes.

In 2023-24 we also saw the final handover of the last properties of Cwrt y Gamlas in Rhydyfelin. We continue to seek out new opportunities to continue to deliver new homes as we know housing supply is such a key issue locally.



# Investing in our Governance, People and Systems

In 2023-24, our development activities continued, working with our partner contractors ASD Build, Pendragon Design and Build, Kingfisher Developments, Willis Construction and Cartrefi Ltd.

## HR

We recognise that our people are our biggest asset, and we have seen a number of changes to our staffing structure over the course of 2023-24.

We were pleased to appoint a new, permanent, Group Chief Executive following an extensive recruitment process that involved our staff, tenants and Board Members.

We aspire to be an employer of choice locally and we know that Learning and Development is a big part of that. In 2023-24, we invested more than £46,000 in developing our team. From completing essential safety training to stretching professional development, we want to make sure our people have the support they need to hone existing skills as well as develop new skills to do their jobs to the highest standard.

We also hosted six internal lunch and learn sessions for our colleagues so that different departments had the chance to share lessons learned as well as successes or raise awareness of important topical issues.

## Equality and Diversity

In February 2024, we began the process of QED re-accreditation with Tai Pawb, involving our staff, tenants, Board and key stakeholders. This means that we'll take a hard look at our systems, processes and outcomes and continue to challenge ourselves to do better.

## Staff EDI stats

We undertook an internal audit on staff wellbeing, where we were awarded reasonable assurance. The recommendations will inform the development of our new People Strategy in 2024-25.

## Health and Safety

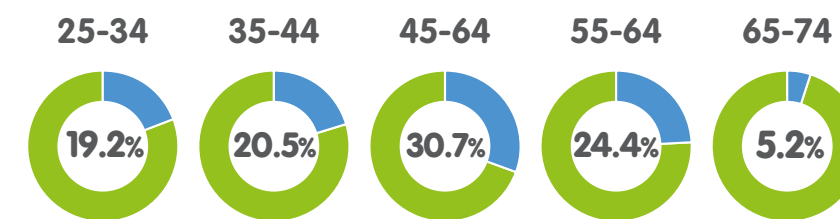
We have focussed on Health and Safety this year, carrying out a review of our Health and Safety structures and reporting mechanisms during the year and creating a new role of Group Health and Safety Manager. We worked with a consultant to establish a new Health and Safety working group that drives our Improvement Action Plan. We have improved our approach to carrying out Risk Assessments and considerably strengthened our approach to reporting on Health and Safety issues. We established a new, dedicated Health and Safety area on our intranet which has digitised and streamlined our process for reporting accidents and near misses.

We also had an internal audit on compliance with Employee Health and Safety practices and were awarded reasonable assurance. Its recommendations have also informed the development of our Health and Safety Improvement Action Plan.

## Attracting and retaining great people

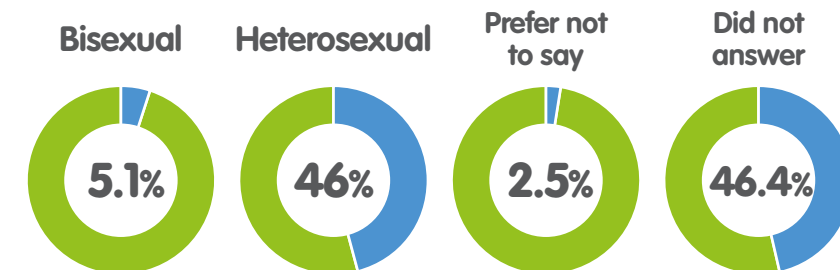
We implemented the final outcomes of a job evaluation exercise over the year, to ensure that we remain competitive as an employer and to help us to attract and retain great people. We also developed a Pay and Benefits Strategy that will be implemented in 2024-25.

## AGE (Based on total of 78 employees)

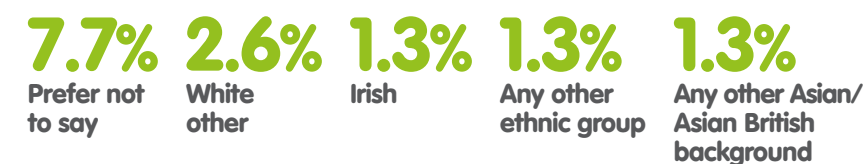


## Based on total of 52 employees...

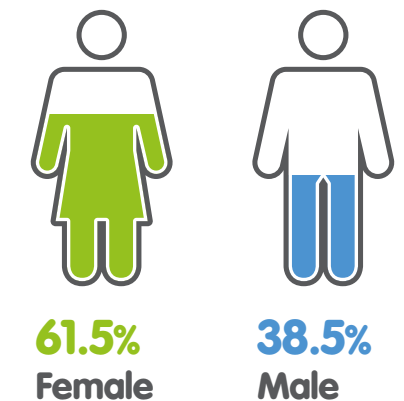
## SEXUAL ORIENTATION



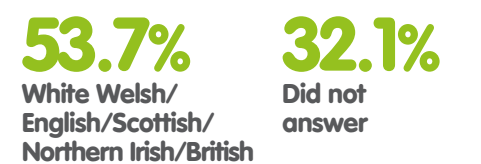
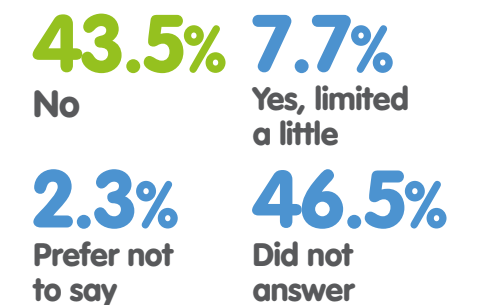
## ETHNIC ORIGIN



## GENDER



## DISABILITY





# Our Governance

We want to be an organisation that sets the standard in governance, and we have worked hard over the last year on key governance issues. We implemented a combined risk register and assurance framework which strengthens our risk management and streamlines processes.

We also implemented changes to our organisational rules, which ensured that the Group is in line with other housing associations and the wider sector. At the 2023 AGM, we formally adopted Community Housing Cymru's Model Rules and Code of Governance.

Following our Board's adoption of the Code, we reviewed our existing practice against the Code, the results of which will inform the development of a new Governance Action Plan. We also had an internal audit on compliance against the CHC Code of Governance and were awarded reasonable assurance and we implemented the recommendations from the audit during the year.

We strengthened the skill set and diversity of our Board during the year through a robust recruitment process which resulted in the appointment of three new Board Members and two co-optees.

We completed an external review of Board skills and Learning and Development needs which will inform our Learning & Development plan for 2024/25.

There have been several development sessions held for Board Members over the year, covering topics such as Development and Construction, Governance, Risk, Health and Safety and Anti Racism.

## Our Board

**John Chown** (Chair)

**Nazia Azad** (Vice-Chair and Chair of Governance Committee)

**Jonathan Morgan** (Chair of Audit and Risk Committee)

**John Evans**

**Clare Gunning**

**Lindsay Murphy**

**Huw Davies**

**Barry Stephens**

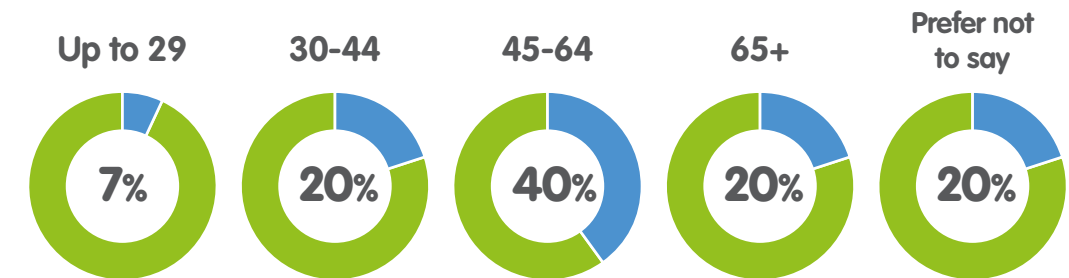
**Brendan D'Cruz**

**Richard Tallamy**

**Peter Tyndall**

## Our Board

### AGE



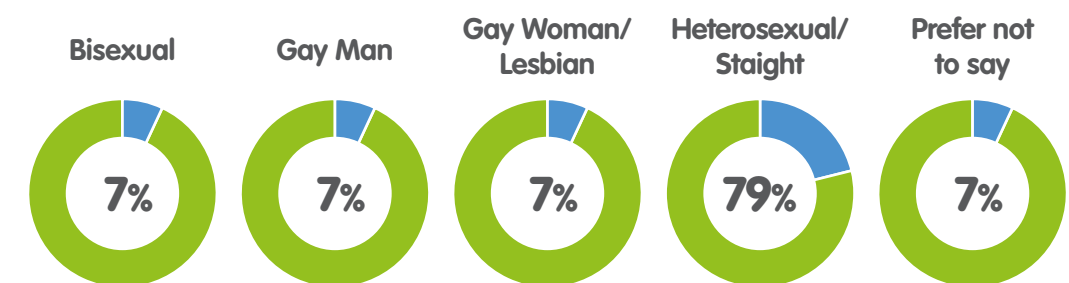
### GENDER

**27%**  
Female

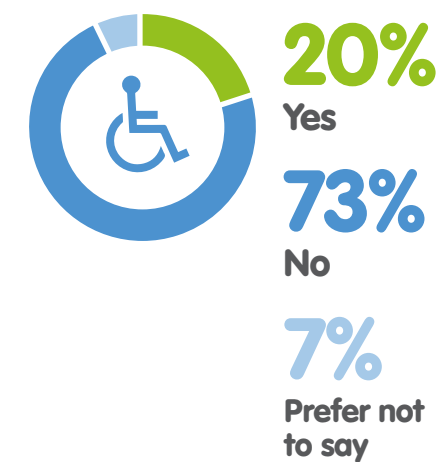
**66%**  
Male

**7%**  
Prefer not to say

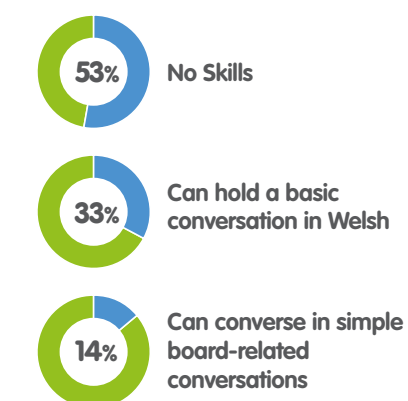
### SEXUAL ORIENTATION



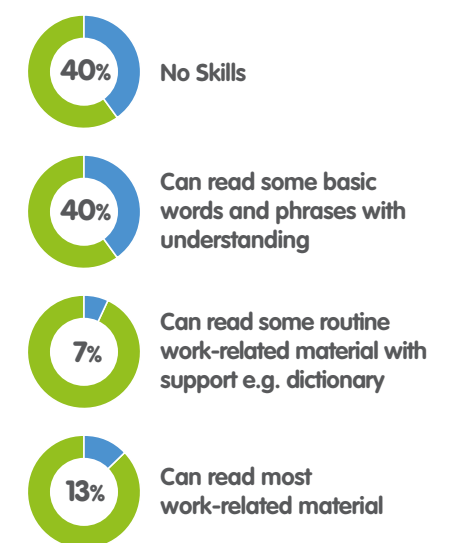
### DISABILITY



### WELSH LANGUAGE (Speaking)



### WELSH LANGUAGE (Reading)



### ETHNIC ORIGIN



# Our Systems

Over the course of 2023-24, we have been working hard on delivering business critical infrastructure and system updates to ensure that we protect our data, increase our efficiency and support our organisational growth.

## Telephone system

We implemented a new telephone system in January 2024, to improve our abilities to provide a quality telephone service for our tenants. Some of the improved functionality includes making it easier for our staff to work in an agile manner, enabling users to take landline calls through their mobiles and the transfer calls whilst working remotely. All users now work without a physical phone and use high quality headsets that improve the sound quality for our tenants. We are also able to record all calls and learn from them, using them for quality control and training purposes.

The system improves our business continuity position as it is remotely based, flexible and can be adapted to grow with our business.

## Document management system

As part of our ongoing drive to ensure a seamless, joined-up service for our tenants, we have started a major new project to digitise all our housing records by procuring a new document management system. We are currently in the early stages of implementing it.

We have built the new servers required to service it, installed both 'test' and live environments and agreed the property and tenancy document structures with

our Housing and Asset teams. We have also agreed the retention policies to ensure that we can continue to comply with our data protection policy.

The next phases will be to test upload processes, create procedure documents and then transfer our current document stores into the structures. Once we have then trained our users, we will be ready to put this system into live operation.

The new system will ensure our documents are held securely, are easy to find and access, and provide facilities that aid us in adhering with our Data protection obligations. Holding our documents electronically also improves our business continuity position so that we can be confident of serving our tenants well in any crisis.

# Cybersecurity and Infrastructure Improvements

## Ransomware

With the constant threat of cyberattack, we have added a ransomware containment system to our layered network security. This new system protects our Group's systems and, in the event of any malicious activity, would shut down an offending machine and stop the attack providing our IT Team valuable time to investigate the attack.

## Backup Systems

We have also updated both our Cynon Taf backup systems so that they are better protected and more efficient.

# Supporting our Subsidiaries

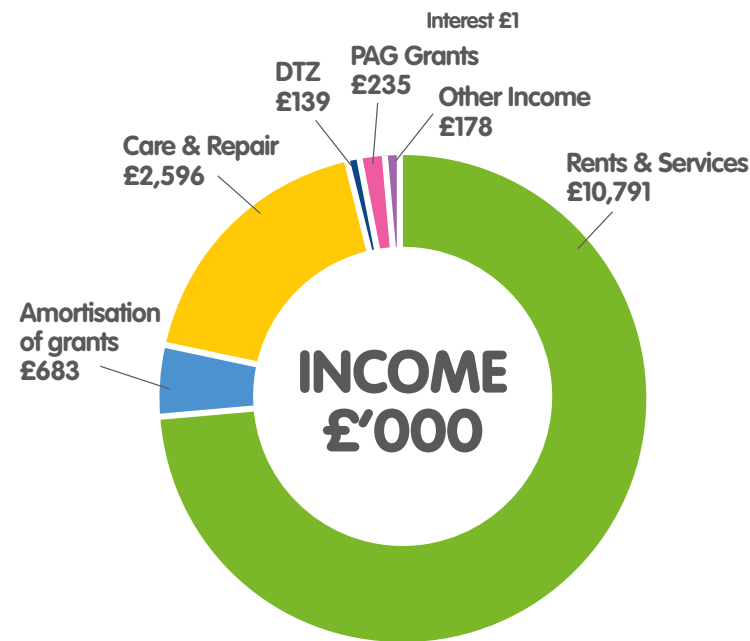
For Cwm Taf Care & Repair, we have:

- Implemented a new internet line that will improve their internet service and their telephone system performance. This is a far more consistent and resilient service than the line that it is replacing.
- Implemented the new Ransomware protection that is being used in Cynon Taf and this increases the protection for their files.
- Implemented the same new backup system as Cynon Taf which again improves Care & Repair's own business continuity position.

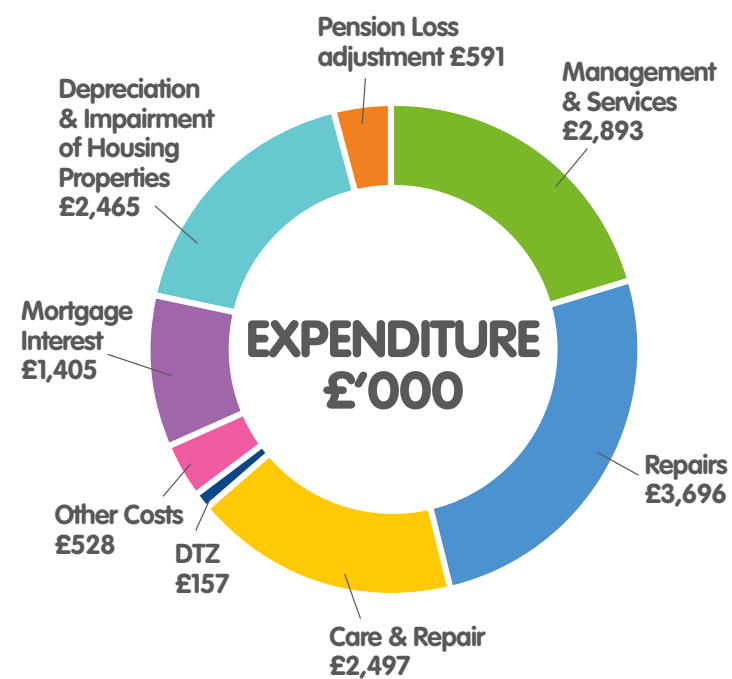


# Protecting our Financial Sustainability

	2024
Income	£'000
Rents & Services	10,791
Amortisation of grants	683
Care & Repair	2,596
DTZ	139
PAG Grants	235
Interest	1
Other income	178
Asset Disposals	
Inter Company Trading	-64
<b>TOTAL</b>	<b>14,559</b>



Expenditure	£'000
Management & Services	2,893
Repairs	3,696
Care & Repair	2,497
DTZ	157
Other Costs	528
Mortgage Interest	1,405
Depreciation & Impairment of Housing Properties	2,465
Pension Loss adjustment	591
Inter Company Trading	-64
<b>TOTAL</b>	<b>14,168</b>



# Partnering with Others

Part of our ethos is working collaboratively with other housing associations, sharing learning and maximising the impact of our collective work so that tenants benefit from a shared approach to key issues, no matter who their landlord is.

## Always There to Help campaign

We worked as part of a consortium with six other organisations – Newydd, Cadwyn, Caredig, First Choice Housing Association, Merthyr Tydfil Housing Association and RHA Wales – to increase tenant knowledge and understanding around damp, mould and condensation.

The campaign sought to encourage and influence our tenants to make informed decisions as to how they can keep their homes safe from damp and mould, especially during the winter and given the cost-of-living crisis.

As part of the consortium, we developed a series of bilingual animations for use across the seven organisations, which were shared across our social networks, reaching over 4,500 people, with Facebook being the most popular social media platform.

## Our Knowledge Transfer Partnership

The Knowledge Transfer Partnership (KTP) will see academics at Cardiff Met University, from Research and Innovation Services (RIS), share their expertise with CTCHG to help the organisation reduce our carbon emissions, with long term benefits for our tenants.

In 2023-24, Cardiff Met carried out extensive research into how CTCHG's existing dwellings could achieve a net zero carbon balance by 2030. This work enabled the university to recommend a range of sector leading methods, such as earth tubing, to reduce carbon across our homes. These recommendations have been incorporated into our ORP plans, which are being delivered through 2024-25 and beyond.

## Cwm Taf Care & Repair

The agency has had an incredibly busy 2023/24, supporting 8,581 clients, which is a 13% increase from 2022/23. We completed 6,318 jobs at a value of over £2.6 million on behalf of clients across Cwm Taf to ensure that clients can remain living at home independently.

Case Officers and Technical Officers completed 4,109 visits to older people, an increase of 10% more than in 2022/23 to discuss feedback on our services.



We are proud that our feedback survey found that:

**81%** of clients confirmed that our interventions had improved their confidence, independence and wellbeing

**99%** of clients said they were satisfied with services received from Cwm Taf Care & Repair and would recommend us to others

**99%** reported they were satisfied with the standard of work completed in their homes.

In 2023-24, Care & Repair supported clients in Rhondda Cynon Taf with Maintenance Repair Assistance Grants to the value of £284,000 on behalf of the local authority. We also supported clients with private and benevolent funded works to their home to the value of £151,781.

## Down To Zero

During 2023-24, Down To Zero successfully delivered year one of the programme funded by Welsh Government funded Sustainable Steps and administered by the National Lottery. These projects have resulted in considerable community engagement, learning and development in the environmental, climate and carbon agenda.

The site in Pontyclun has undergone major transformation thanks to the efforts of staff and volunteers. This has included creating a low impact sustainable food system based on three large scale polytunnels and rainwater harvesting systems set up to support the organisation's home-grown sustainable food objectives.

- Down To Zero have planted more than 100 fruit trees, shrubs and bushes at their Pontyclun site.
- They have built and established 5 beehives to increase pollination and biodiversity around the Pontyclun site.
- The project received £9,920 Awards For All funding which enabled them to employ two part-time beekeepers.
- Down To Zero also received £95,000 of funding from the National Lottery Heritage Fund and the UK Government's Shared Prosperity Fund via Rhondda Cynon Taf County Borough Council, to establish its Llysh Bocs initiative.





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