

Ensuring Value for Money 2021/22

Newydd has adopted the Sector Scorecard to benchmark performance.

The Sector Scorecard is an annual exercise to benchmark housing associations' performance and check they are providing value for money. It helps us to compare our performance to others and challenge those things we need to improve.

The scorecard is grouped into five areas, these are:

- Business Health
- Development (Capacity and Supply)
- Outcomes Delivered
- Effective Asset Management
- Operating Efficiency

Business Health



Financial robustness and efficiency indicate organisational health. Operating margin demonstrates profitability and interest cover is a key indicator of liquidity and investment capacity.

	Newydd Target	Newydd 2021/22	UK Median* 2021/22
Operating Margin Overall	30%	29.6%	20.2%
Operating Margin Social lettings	30%	33%	22.2%
Interest Cover	130%+	169%	181.9%

We have a healthy operating margin and are using this to build more affordable homes.

*Source is Sector Scorecard Analysis Report 2022 produced by Housemark.

Development (Capacity and Supply)



This demonstrates how we have used our balance sheet to build and acquire new homes.

The gearing measures the degree of dependence on debt finance and can be an indicator of appetite for growth.

	Newydd Target	Newydd 2021/22	UK Median* 2021/22
Units Developed	100	89 including 17 market rent to own	—
Units Developed as a percentage of units owned	3% +	2.2%	1.2%
Gearing	41.1%	35.2%	35.8%

We had **118**
new homes on site
as of 1st April 2022.

*Source is Sector Scorecard Analysis Report 2022 produced by Housemark.



Outcomes Delivered



Tenant satisfaction is a key measure that we are doing the right things and doing them right.

This also measures how successful we are at delivering our vision of affordable homes and sustainable communities with excellent services to tenants and customers.

	Newydd Target	Newydd 2021/22	UK Median* 2021/22
Customer Satisfaction	90%	80%	84.7%
% invested in new housing supply for every £ generated from operations	not set	6.3%	5.7%
% invested in communities for every £ generated from operations	not set	£42.29	£58

Investment in
existing and new
homes continued
through lockdowns.

*Source is Sector Scorecard Analysis Report 2022 produced by Housemark.

Effective Asset Management



Percentage return on capital employed is a common measure to assess efficient investment in capital resources.

Occupancy rate demonstrates how efficient we are at keeping properties tenanted.

Effective planning based on stock condition surveys can reduce spend on responsive repairs in favour of planned which is the more cost-effective way of maintaining properties.



	Newydd Target	Newydd 2021/22	UK Median* 2021/22
Return on capital employed	not set	2.2%	2.8%
Occupancy	98.9%+	98.9%	99.5%
Ratio of responsive repairs to planned maintenance	43%	77%	70%

Issues with
void turn around times
have been resolved
and some properties
that had been difficult
to let have been
repurposed.

Operating Efficiencies



This measures how well we are delivering value for money through our strategic choices.

	Newydd Target	Newydd 2021/22	UK Median* 2021/22
Headline social housing cost per unit	£3,579	£3,500	£4,230
Rent collected	100%	100.6%	100%

We are
investing more
in maintenance
when able to.

*Source is Sector Scorecard Analysis Report 2022 produced by Housemark.

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