

How do we meet our aims?

Newydd is regulated by the Welsh Government and must demonstrate how it meets 10 delivery outcomes covering everything from how we make decisions, financial performance and how we deliver services to our tenants. This summary sets out our Boards assessment of how we are meeting our aims and what further steps we are taking to continuously improve.

We place the people who want to use our services at the heart of our work - putting the citizen first			
What have we done?	How are we doing?	How do we know?	What are we doing?
Collected information on household composition and needs	Achieving our standards	Tenant satisfaction is broadly in line with Wales benchmarks	Evaluating impact of changes to service delivery
Developed robust tenant engagement and scrutiny arrangements		We deliver tailored services based on household need	Developing our tenant engagement model to include more tenants
Reviewed and improved customer services		Recognition by TPAS Cymru in 2013 as Best Landlord in Wales	Supporting tenants who are interested in a governance role
Learnt lessons and made changes as a result of complaints		Call waiting times have been reduced	Developing more frequent tenant feedback methods
Have a strong presence on social media, produce videos and publish a tenants' newsletter		>1,000 people following our Facebook and >4,500 following our Twitter pages	
		Our Board review all complaints and help identify improvements we need to make	
		Evaluated the effectiveness of tenant scrutiny after seven reports	

We live public sector values, by conducting our affairs with honesty and integrity, and demonstrate good governance through our behaviour			
What have we done?	How are we doing?	How do we know?	What are we doing?
We have clear policies regarding use and sharing of information		Our tenants tell us they like our website and the newsletter	Responding to the Welsh Language Commissioner's enquiry into the sector
We publish information about our performance on our website and in our tenants newsletter		Our arrangements for managing information have been subject to an internal audit review	Working with our tenants on equality impact assessments
We have a Welsh Language scheme and monitor compliance annually		We review feedback from Welsh language Commissioner on compliance with our Welsh Language scheme	Developing the measurement of community benefits and our approach to corporate social responsibility
We review our performance against equality strands	Achieving our standards	Our tenants have identified the performance information they require	We are working to deliver our equalities action plan
		We can demonstrate positive outcomes for the community	Reviewing with tenants the amount of performance information we publish
We evaluate the community benefits of our investment and work		We are actively promoting equality and diversity in our work	

We make sure our purpose is clear and we achieve what we set out to do - knowing who does what and why			
What have we done?	How are we doing?	How do we know?	What are we doing?
<p>We have a Corporate Plan which sets out our vision, values and improvement plans</p> <p>We have worked to adopt the Code of Governance</p>		<p>We have reviewed compliance with the Code of Governance</p> <p>Our internal auditors have reviewed governance and delegation</p>	<p>We are committed to increasing the diversity of our Board membership</p> <p>We are developing Board succession planning, appraisal and development</p>
<p>We ensure the work of all Group members is overseen by the Cadarn Board</p>		<p>Review of Board meetings for good practice</p>	<p>We are reviewing our Corporate Plan and use of performance information</p>
<p>We have a Value for Money Strategy</p>	Achieving our standards	<p>Regulator has attended some Board meetings</p>	<p>We will continue to benchmark staff engagement</p>
<p>We participate in Best Companies benchmarking</p>		<p>We can demonstrate how we are achieving value for money</p> <p>We have Investor in People Gold status and achieved 27th placing for not for profit organisations and 2* status in Best Companies 2015 listing</p>	<p>We will develop our value for money to identify future efficiencies and outcomes</p>

We are a financially sound and viable business			
What have we done?	How are we doing?	How do we know?	What are we doing?
We have a 30 year financial plan	Achieving our standards	We have received a Pass assessment in our Regulatory Financial Viability Judgements	We will keep our risk appetite under review
We have carried out an independent review of treasury arrangements		We have set our plans in line with our capacity and financial plans	We are reviewing the most effective way of arranging our treasury requirements
We have a risk management framework		Our Boards review risk management at their meetings	We are testing our financial plans to ensure we can cope in a crisis
We have clear policies and procedures to ensure probity		Our internal auditors test risk assurance throughout the year	
		Our Group Audit & Risk Committee review all irregularities	
		Our auditors review financial controls annually and we have received clear internal and external audit reports	

We engage with others to enhance and maximise outcomes for our service users and the community			
What have we done?	How are we doing?	How do we know?	What are we doing?
Carried out a stakeholder survey		We have received positive stakeholder feedback	Reporting on outcomes achieved from partnership projects
Set up the HAPI (health & wellbeing) and community gardening projects		We work collaboratively with other HAs and LAs through participation in strategic forums and working groups	Evaluating outcomes achieved with GAP grants
Provide GAP grants	Achieving our standards	Outcomes achieved from GAP grants	Aligning our Corporate Plan with our local authority partners' strategies
We work with support agencies to deliver specialist services to our tenants		Feedback from care & support partners	We will continue to maximise community benefits arising from our procurement and partnership arrangements
We work collaboratively with other landlords through common housing registers		Positive feedback from users of common housing registers	

We build and renovate homes to a good quality			
What have we done?	How are we doing?	How do we know?	What are we doing?
<p>We have aligned our building and renovation plan with our local authority partners' housing need assessments</p> <p>We review the sustainability of all schemes prior to approval</p>	<p>Achieving our standards</p>	<p>Positive feedback from local authority partners in our stakeholder survey</p> <p>New housing complies with Welsh Government standards</p>	<p>Reviewing our treasury arrangements to maximise our capacity to provide more homes</p> <p>Continuing to develop innovative schemes utilising alternative sources of funding and management arrangements</p>
<p>We are working with others to develop new models for funding and managing housing</p>		<p>Positive feedback from tenants of new homes</p>	<p>Planning to diversify current provision to include more housing for older people and housing for sale</p>
<p>We have exceeded our initial funding allocations by securing extra resources</p>		<p>Fast letting and sales of new homes</p>	<p>Reviewing the type of homes we provide in order to address the welfare reform agenda</p>
		<p>Our proposals for new housing are being prioritised for funding by our local authority partners</p> <p>Our internal auditors have reviewed our development arrangements</p>	

We let homes in a fair, transparent and effective way			
What have we done?	How are we doing?	How do we know?	What are we doing?
Participated in the development of common housing registers	Working towards our standards	We adapt homes to cater for tenants' changing needs	Developing a shared housing model to address the issue of welfare reform
We have increased staff resources for the lettings function		We have controlled the number of empty homes and have reduced the time taken to re-let	Continuing to work with partners to develop the effectiveness of common housing registers
We have introduced local lettings policies in agreement with local authority partners		Our Tenant Scrutiny Group have reviewed the way we let homes	Keeping our lettings standard under review to ensure new homes meet tenants' expectations within budget constraints
		We have evaluated the effectiveness of our local lettings policies	We are developing the monitoring of lettings to ensure fair access for all
		We monitor our performance to ensure tenancies are sustainable	

We manage our homes effectively			
What have we done?	How are we doing?	How do we know?	What are we doing?
<p>We have reviewed the former sheltered housing service and rebranded it to Independent Living</p> <p>We work closely with support partners to address individual tenants' need for support</p>		<p>Our Tenant Scrutiny Group have reviewed our provision of housing for older people</p> <p>We have listened to the views of our older tenants</p>	<p>We are seeking accreditation for our older persons housing</p> <p>We are making plans to minimise the impact of welfare reform</p>
<p>We assess our rent levels to ensure they remain affordable and compliant with Welsh Government requirements</p> <p>We have reorganised to provide a dedicated income collection team</p> <p>We provide independent money management advice and support</p> <p>We have strengthened our approach to anti-social behaviour with a dedicated members of staff</p> <p>We have introduced a Tenancy Ready Project to prepare and support those taking on a new tenancy</p>	<p>Working towards our standards</p>	<p>Our tenants survey provides feedback on satisfaction with homes and neighbourhoods</p> <p>We meet regularly with our support partners to review the service provided</p> <p>We review reasons for tenancies ending</p> <p>We have benchmarked our anti-social behaviour service and have demonstrated an improved service</p>	<p>We are introducing more regular surveys to obtain faster feedback for tenants</p> <p>We are tackling schemes and areas where tenant feedback has been less positive</p>

We repair and maintain homes in an efficient, timely and cost effective way			
What have we done?	How are we doing?	How do we know?	What are we doing?
We have reviewed our housing assets and have identified weak performers		We independently verify our WHQS compliance	We will continue to test the value for money of our maintenance service
We have achieved full compliance with WHQS		We monitor our performance and receive feedback from tenants on repairs completed	We will develop further opportunities for community benefits derived from the procurement process
We have allocated sufficient funds in our long term financial plan to keep our homes in good condition	Working towards our standards	We monitor gas servicing compliance and our internal auditors have reviewed our arrangements	We are reviewing the opportunities to develop the DLO team in order to further improve quality of service
Our tenants have been involved in the development of the maintenance service			

We provide fair and efficient services for owners			
What have we done?	How are we doing?	How do we know?	What are we doing?
Worked with owners and leaseholders to review services and charges		Our internal auditors have reviewed our compliance in respect of home owner and leaseholder obligations	Continuing to work with owners and leaseholders to ensure services and charges are appropriate
Clarified liability for service charges on one estate through the courts	Working towards our standards	We receive feedback from owners and leaseholders about our services and charges	We are planning to create more opportunities for people wanting to buy a home
Developed and agreed with community councils and local authority partners local sales policies for new homes			