

2020-2025

Our Plan



From the Chair



Created in 2011, we are one of the largest social landlords in Wales and, in less than a decade, we have made great strides in improving the quality of housing available in Wales. We have invested in our homes, our staff and our technology to create thriving communities and deliver services that exceed expectations.

Our vision by 2025 is to continue to build a better future for our communities of today and of tomorrow, recognising our role in contributing to the delivery of the Foundational Economy, we will ensure that our essential goods, services and products are sourced responsibly, efficiently and locally so that we can move ever-closer towards a circular economy for Wales.

Over the next five years, we will be focusing on three key strategic themes that we believe will improve the health, wealth and wellbeing of our tenants, communities and staff: Sustainable Homes; Sustainable Communities; and Sustainable Planet

Our plans are bold and exciting and I am pleased to set out here what our staff and stakeholders can expect from us over the next five years. Our mission is ambitious and we believe passionately in our social purpose. We look forward to working together to provide sustainable homes, build sustainable communities and drive change for a sustainable planet while continuing to deliver outstanding services.

Jonathon

Jonathon Davies





Sustainable Homes

Creating homes where people can thrive

- a. Affordable homes for our tenants
- b. Tailored services to support tenants in their homes



Sustainable Communities

Communities achieving their full potential

- a. Community partnerships delivering services that matter to our customers
- b. Tenants supported to be healthy and active within their communities through focused and targeted involvement and learning opportunities



Sustainable Planet

Changing our behaviours today for the generations of tomorrow

- a. Carbon neutral (net zero) by 2030
- b. Implement the principles of the circular economy and maximise any potential to invest and contribute to the Foundational Economy



Who we are

We are more than a housing provider

We want to have a positive impact on our communities and the people who live in them. We believe we can do this by providing high quality homes, building great communities and working to preserve the planet.

We are tenant focussed

Our tenants are at the heart of what we do. By treating everyone fairly and understanding their diverse needs, we can provide services that have a positive impact on quality of life.

We are forward thinking

We search for solutions and new ways of working that overcome challenges faced by our tenants, communities and partners.

We are well governed and financially strong

We aim to maintain the highest financial viability and governance rating from the Welsh Government, meeting the standards in all matters relating to careful financial planning, including financial control and risk management.

Our vision, mission and values

We provide over 9,000 homes and a range of services to tenants and their families across our local communities. Our money is reinvested so we can enhance our services and provide more homes and we are working to reduce our carbon footprint for the benefit of future generations.

Our vision

Making a Difference

Our mission

Great Homes, Great Communities

Our values

Our values underpin the work we carry out and our staff are committed to upholding them:

- **Teamwork** – working together by sharing information and supporting each other to achieve our goals.
- **Commitment** – working with enthusiasm and dedication to deliver high quality services.
- **Honesty** – being truthful, clear and transparent.
- **Professionalism** – making a positive impression through skills, behaviours and appearances.
- **Respect** – treating others as you expect to be treated yourself.

We are an ethical, responsible and accountable organisation and these values underpin everything we do.



Sustainable Homes

Sustainable Homes



Creating homes where people can thrive

Our priority:

Affordable Homes for our Tenants

Helping tenants make their money go further

We believe that we can help our tenants and their families to get the most out of their money - and their homes - by making sure our homes are affordable and energy efficient from the outset. Our aim is to support tenants to maximise their income and reduce costs, to make their homes affordable and tenancies sustainable.



Some of the things we will do:

- **Build up to 400 new, energy efficient homes and improve the energy efficiency of our existing homes**
- **Train our staff so that they can provide energy advice to our tenants to help them keep their energy bills as low as possible.**
- **Work with our tenants to ensure their rent is affordable**

Sustainable Homes

If it matters to our tenants, it matters to us

Our priority:

Tailored services to support tenants in their homes

We believe that information is key – both for us and for our tenants. By understanding what is important to our tenants, we can ensure that the services we deliver are supportive, accessible and fit for purpose. With digital advances, we have a real opportunity to enhance our customer relationship by providing easier access to online information and improved access to our services.



Some of the things we will do:

- **Have a meaningful conversation with all of our tenants to find out what's important to them**
- **Develop a Personal Housing Plan for every tenant, highlighting the support and services Tai Tarian and our partners can offer.**
- **Develop and deliver an inclusive digital strategy that works for our tenants and connects our communities**





Sustainable Homes

Sustainable Communities



Communities achieving their full potential

Our priority:

Community partnerships delivering services that matter to our customers



All for one... but not one for all

Tenants, community residents, service providers and partners, we're all in this together but know that all our communities are unique. We believe in different approaches for different communities and want our communities to feel valued, understood and empowered. By drawing together all of our partners we are confident that we can help communities and the individuals within them to make the most of all of the services and opportunities available to them.

Some of the things we will do:

- **Work with our communities and partners to understand the issues at a community level, develop and implement plans and seek to influence change**
- **Develop an annual asset map containing everything from resources and equipment to spaces, places and networks to help communities make the best use of everything available to them**
- **Work with partners to identify funding opportunities for the delivery of services that promote the sustainability of tenancies and the wider community**



Sustainable Communities

Sustainable Communities

Our priority:

Tenants supported to be healthy and active within their communities through focused and targeted involvement and learning opportunities

Having a say

As well as great homes, we believe that education, health and wellbeing are fundamental to happy and healthy communities. We are confident that by taking a co-design approach to engagement we can develop and deliver services that will positively impact our communities.



Some of the things we will do:

- Work with tenants to understand their aspirations regarding involvement and create opportunities for their voices to be heard and reflected in the decisions made and services delivered
- Contribute to the 'Foundational Economy' by working with tenants and partners to maximise the learning and employment opportunities available to tenants and members of the communities in which they live.
- Work with partners who are experienced in the role of Social Prescribing as a means of improving the health and wellbeing of tenants so that they can actively contribute to their communities





Sustainable Communities



Sustainable Planet

Sustainable Planet



Changing our behaviours today for the generations of tomorrow

Our priority:

To be carbon neutral (net zero) by 2030

Going Green

As an organisation we have our sights firmly set on playing our part in tackling the climate crisis. By ensuring our homes are as energy efficient as possible, we will reduce our carbon footprint and help improve fuel poverty within the Borough. We will practice what we preach, ensuring staff do their bit by looking at all parts of the organisation and reduce the carbon footprint of the transport and offices we use. We know this is something we can't do alone so will work closely with partners and local communities to help us achieve this.



Some of the things we will do:

- **Fully understand our carbon footprint and reduce our carbon emissions in our transport, offices and our existing homes by 2030**
- **All new homes to be built in line with A-Rating Energy Performance Certificate (EPC)**
- **Incorporate a carbon offsetting strategy to the carbon emission elements that we are unable to eliminate**

Sustainable Planet

What goes around, comes around

Our priority:

Implement the principles of the circular economy and maximise any potential for the foundational economy.

We believe there is a lot we can do to help the planet by looking at the products we select and buy to ensure they are environmentally friendly and where possible are locally sourced. We want to influence those around us to do the same and are confident that, together with our supply chain and partner organisations, we can help embed the principles of the circular economy.



Some of the things we will do:

- **Support waste prevention and resource efficiency by focusing on reducing, reusing and recycling and using influence with contractors and suppliers to do the same**
- **Develop an educational programme that engages with tenants, communities and staff on climate change and our carbon neutrality journey.**
- **Understand and improve Tai Tarian's ecological footprint**

Circular economy



Glossary

The following three concepts underpin our planning, priorities and purpose:

The Wellbeing of Future Generations Act

The Wellbeing of Future Generations (Wales) Act 2015 is legislation that requires public bodies in Wales to consider the long-term impact of their decisions from the outset. It sets out that organisations should work together with people, communities and other organisations to reduce societal issues such as poverty, inequality and climate change.

Circular economy

A circular economy is a system that aims to reduce and eventually eliminate waste and the continual use of finite resources, such as fossil fuels. As well as the obvious environmental benefits, a circular economy also brings financial savings and helps to make us more efficient in the way we do things.

Foundational economy

The foundational economy is made up of basic services and products that all people and communities rely upon to survive, thrive and stay safe. These include housing, energy, construction and health and care services, the food we eat, the homes we live in, the energy we use and the care we receive.

Key words and phrases

Asset Map

Assets are the resources that are available to us, as individuals, communities and organisations.

By keeping an accurate log ('map') of these, we can work out how to make the best use of what we have and address any gaps in provision.

Carbon Neutral

Carbon Neutral is the act of balancing the greenhouse gas emissions we use with positive actions to reduce the long-term effect or damage on the environment. It includes taking action to reduce our greenhouse gas emissions as close as we can to zero and then making up for any remaining emissions by doing things like tree planting.

Ecological Footprint

Ecological footprint is the comparison of the volume of resources we use (or plan to) to the volume of resources available. Its purpose is to assess whether there is enough 'supply' of natural resources to meet our 'demand' and to flag to us if we need to change our approach.

EPC – Energy Performance Certificate

An Energy Performance Certificate provides information on the current

and potential energy performance of a property. It grades energy efficiency from A (the most efficient and therefore cheapest to run) to G (the least efficient and most expensive to run).

Inclusive Digital Strategy

Digital inclusion is about ensuring people and communities are able to use the internet to do things that benefit them day to day, such as accessing online information. It includes both the skill-set of individuals and the availability of resources such as computers in the community.

Social Prescribing

Social prescribing is the method of referring people to other individuals and organisations that can directly help them to solve their social problems, such as debt and housing issues. It not only allows people to take greater control of their own situation, through greater access to relevant interventions and opportunities, but also relieves GPs and health care services from trying to deal with social problems as opposed to medical ones.

Sustainable

Being sustainable is the ability to maintain a state, service or process for as long as required, for example sustainable energy resources such as wind power in comparison to fossil fuels that will run out.



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