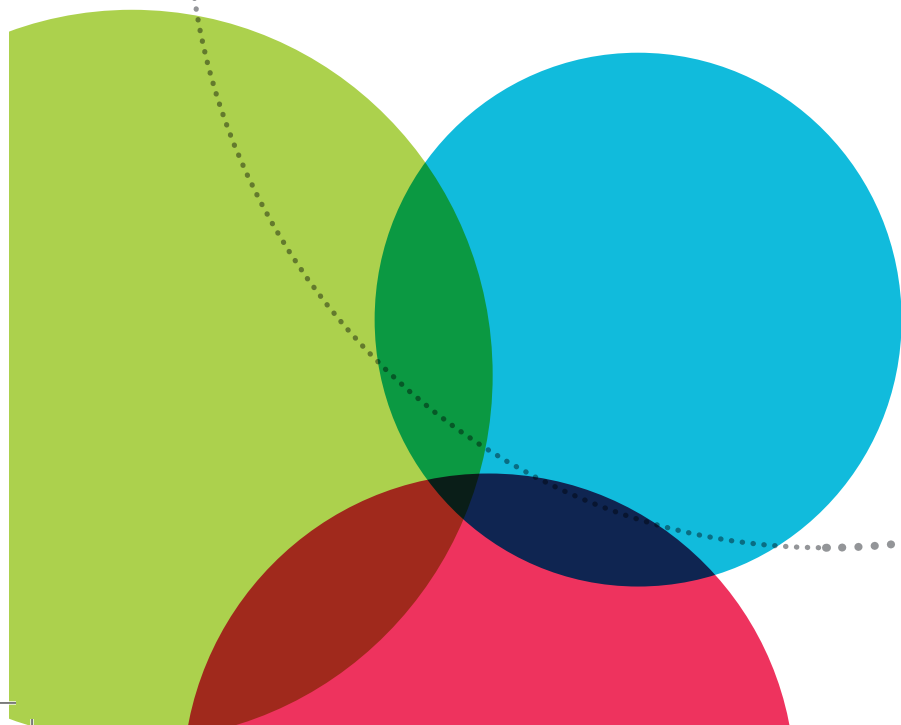




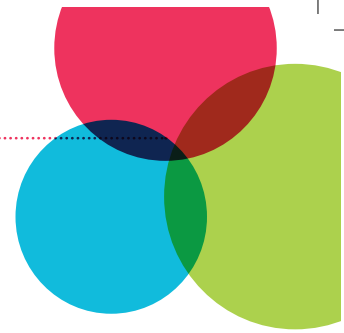
A look back on the last year

Annual Review April 2020 – March 2021



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Welcome from



*Jonathon
& Linda*



The last year has been like no other for our business, staff and most importantly our tenants.

The Covid-19 pandemic has not only meant people have lost loved ones or suffered ill health but many have experienced financial hardship, felt isolated or lonely and yearned for normality.

Our staff have shown huge resilience throughout the pandemic, adapting to a new way of working but always putting tenants and our communities at the heart of what they do.

Early on we formed a new Safe and Well team and made a commitment to call all tenants to make sure they were coping, had everything they needed and to offer our support to those who were struggling.

The pandemic didn't stop us launching our new Corporate Plan. Although it had to be done virtually it didn't curtail our huge ambitions.

The Plan sets out how we will help improve the health, wealth and wellbeing of our tenants, communities and staff, through focussing on three main themes: [Sustainable Homes](#); [Sustainable Communities](#); and a [Sustainable Planet](#).

As expected, building new homes has taken longer than usual but it has continued – five new houses at Llys Wern in Caewern, six new flats at Evelyn Terrace in Port Talbot and progress at several new sites across Neath Port Talbot that will be completed soon.

Our goal to become a carbon neutral organisation by 2030 has also progressed, with ambitious plans to build new, energy efficient homes, tree planting, biodiversity projects and the start of making our fleet of vehicles electric.

We have also been looking at our existing homes, working with a consortium of 68 other organisations to start making them more energy efficient for the benefit of our tenants and the planet.

We were deeply saddened to lose a much-valued Board member Steffan ap Dafydd in July.

Steffan had a wonderful personality, a real zest for life and all of these qualities made him a great asset to our Board. He was passionate about our communities and improving people's lives. He is missed by all of us that knew him.

We still have challenging times ahead but we won't stand still. We will continue to make progress with our ambitious plans for the future.

We hope you enjoy this brief look back at some of the things we've achieved during this past year.

Jonathon

Chair, Jonathon Davies

Linda

Chief Executive, Linda Whittaker



Our Highlights

Subsidiary Tirnod is Created

Tai Tarian has set up a subsidiary company called Tirnod. A not for profit organisation with ambitious aims to embark on a wide range of sustainable projects.

We are delighted this initiative will create employment and training opportunities for local people, a huge benefit to our communities. The company has entered into a collaboration with SevenOaks Modular Ltd, a Neath based business specialising in timber frame/modular manufacturing.

The partnership will allow the SevenOaks factory, on the site of the old Metalbox on Milland Road, to be up-scaled to allow the construction of a range of products.

As a result of the collaboration it is anticipated that almost 400 jobs will be created, 6000 quality sustainable homes and the opportunity to look at retrofitting existing homes with innovative products.

Jonathan Hughes Director of Tirnod said:

“The formation of Tirnod creates huge potential to create a genuinely sustainable product that could change the landscape of social housing in Wales, while contributing to the decarbonisation agenda.

We are delighted with this initiative and creating of employment and training opportunities for local people, a huge benefit to our communities.”

Turning 10



March saw us turn 10, which allowed us to reflect on the huge difference we have made in the last decade for our tenants and communities. We have built new quality homes and invested in our existing homes, our staff and our technology to create thriving communities and deliver services that exceed expectations.

The next decade promises to be just as exciting, challenging and ambitious as we focus on **continuing the great work achieved so far.**

Safe and Well

Once the pandemic hit and we were unable to see our tenants face-to-face, a team was quickly put in place to make contact with them. This was a huge undertaking and saw colleagues from many different departments come together to get in touch with all our tenants by phone initially but in person where necessary, to make sure they were okay. For those that were struggling, additional support was offered to ensure they had everything they needed.



Over the course of the project, we made **10,000 phone calls**. We arranged help for almost **1200 tenants with things like shopping, collecting medication or walking their dogs**. We also delivered **27 emergency food parcels** to those unable to leave their homes.



Act of Kindness

Even with our offices closed staff continued to pay into our office tea and coffee fund in a bid to raise money for good causes.

After seeing first-hand how demand had spiked for their services, staff were keen for their first donations to go to all of the local foodbanks who each received **£300** and **Neath Port Talbot Mind** who received **£500**.

As the fund built up again and lots of suggestions were made for good causes to support, a decision was made to set up an **“Act of Kindness Fund”** so that we could help as many people as possible.

Donations have been varied. Tenants who have had a tough time have been given **hampers** to cheer them up, our Haven residents, who have been without their communal lounge during the pandemic were given **daffodils** and **Welsh cakes** to mark **St David’s Day**, those affected by the Skewen floods have been given **vouchers** and **gifts**.

Donations have also been made to local fundraisers such as the Freya Bevan Fund, a little girl from Neath undergoing cancer treatment in America.

Aside from the Acts of Kindness fund, **1000 items of PPE** were donated to the local NHS in the early days of the pandemic and **300 iPads** to local schools to help their pupils continue learning from home and encourage the use of technology in our communities.



Community Benefits Continue



This year our communities have continued to benefit from the clause in all our contracts which asks our contractors to give something back locally.

Working with our main contractors we made over **£27,000 worth of donations of goods and services to local groups and good causes.**

Most notably, working in partnership with the British Heart Foundation and a local councillor, **three, 24 hour direct access defibrillators have been installed at Haven schemes in Tonna, Briton Ferry and Gwaun Cae Gurwen** for communities to use in the event of a medical emergency.

The programme also saw us make **Easter and Christmas donations to lots of worthwhile causes.**

We donated trees, plants, raised planters and gardening equipment to biodiversity projects, supported eleven different foodbanks to help them cope with the unprecedented demand caused by the pandemic and made monetary donations to good causes that will benefit people in our communities.

As an added boost, contractors have also **given job opportunities and work experience to local people.** Morganstone, CJ Construction and Joyners have been among the companies to do this.



More New Homes

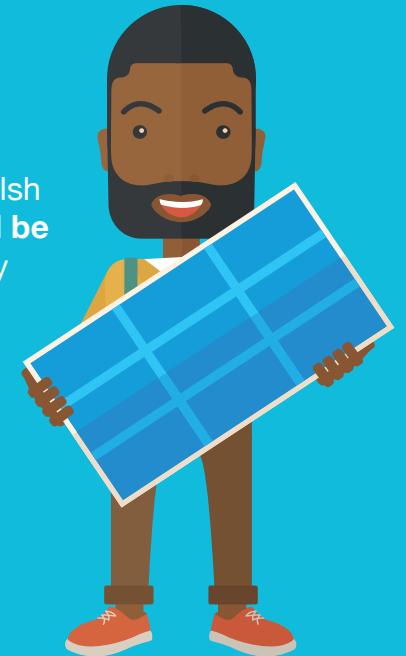


Despite restrictions, our promise to build new homes has been kept, with five new homes built at Llys Wern in Caewern and 10 flats at Evelyn Terrace in Port Talbot.

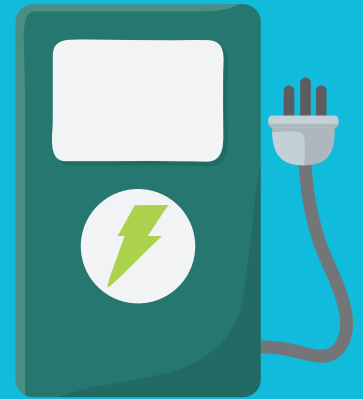
Work has progressed on rebuilding 20 flats at Melin Court Neath, 33 homes at Parc Newydd, Briton Ferry plus a further five new bungalows in Caewern, 10 new homes in Skewen, 10 flats in Neath town centre with planning permission granted to transform County Flats in Sandfields.

In keeping with our pledge to be carbon neutral by 2030, **all new homes will be highly energy efficient including integrated solar panels, more efficient combi-boilers and extra insulation.** They will also feature extra ventilation and LED lighting.

We are also collaborating with partners from across Wales on the Welsh Government's Optimised Retrofit Programme. As part of this, **we will be retrofitting over 100 existing homes** to create more environmentally friendly ways for tenants to live **by reducing their energy use and carbon footprint.**



Doing our Bit for the Planet



Our commitment to becoming a carbon neutral organisation by 2030 has gathered pace with the arrival of a small fleet of electric vehicles. We have also completed 19 biodiversity programmes around Neath Port Talbot, which has included the planting of over 1700 trees, supporting local projects through our community benefits programme and the gifting of 500 trees to our staff.

All of our new homes will be **built to EPC 'A' standard** and along with our **retrofit project to make just over 100 of our existing homes more energy efficient**, we will be helping our tenants to make the journey towards being carbon neutral.

Along with **27 other housing associations we are also part of the Carbon Literacy Cartrefi Cymru (CLCC) consortium**, which aims to increase carbon literacy within organisations.

The consortium, which is chaired by our Sustainability and Decarbonisation Manager Aled Guy, aims to **reduce the carbon footprint of organisations, staff and communities across Wales.**

Equipped with the facts on how human activity, climate and natural systems are inter-related, **individuals, communities and organisations will be helped to take action to reduce emissions of carbon dioxide and other greenhouse gasses.**



More Success for our Copper Foundation

Our Copper Foundation has taken on 15 new trainees this year, who have played a huge part in enhancing our communities through our external programme and special projects.

The team of six who completed their 12 months training in the last year, saw five of them joining local company, RT Contractors whilst the others secured employment at Tata Steel.

Des Golding who joined RT Contractors said:



“I’ve thoroughly enjoyed being part of the Copper Foundation. I have learnt so many new skills including bricklaying, concreting and woodwork and obtained many qualifications.”

“It has also helped me improve my confidence as I’ve been actively encouraged to give ideas and solve problems. Working outdoors, even in the snow and rain, has also been very beneficial for both my physical and mental health.”

“I am now confident in my abilities and I’m looking forward to continuing to develop my skills with RT Contractors. I’m very thankful for the opportunity the Copper Foundation has given me.”

More recruits will be taken on by the Copper Foundation in 2021.



Working with Schools and the Community



We've also continued to work closely with comprehensive age pupils at Ysgol Bae Baglan, encouraging them to embrace local arts and culture.



Launched last summer the **Local Heroes project** saw youngsters being set a series of weekly challenges focusing on local actors **Richard Burton, Anthony Hopkins** and **Michael Sheen**, and how these individuals have inspired people.

Later in the year, the project's attention turned to **local sporting heroes**, including former Wales rugby player, **James Hook**.

Year seven pupils at Ysgol Bae Baglan, as well as year six pupils at its feeder schools, **interviewed James and researched his career** in preparation for an online gallery.

The projects have been made possible thanks to the **Heritage Lottery Fund with support and advice from local author David Brayley**, who helped James write his debut children's novel, **Chasing a Rugby Dream**.



Top Marks – Interim Regulatory Judgement

During the year the Welsh Government confirmed that we continued to meet the standards expected in terms of financial viability, governance and services.

Each year Welsh Government carries out an assessment on how we're performing and sets out whether we're **meeting the standards expected**. This year the assessment was a little different due to organisations operating under very different circumstances due to the pandemic.

The outcome of this year's assessment confirmed that **our status of 'standard' would continue**. This provides assurance that **we are a well governed organisation**, we are **financially sound**, that we have **good levels of tenant involvement**, that we have **robust processes in place to assess our own performance**, that we **manage risks facing the business and are continually striving to improve the services we deliver to our tenants**.

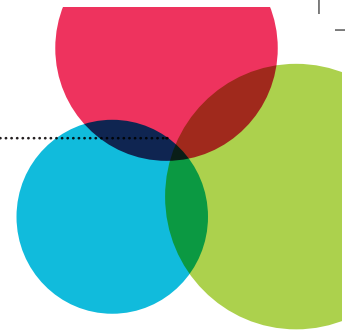


Our Performance

Community Reinvestment

Using the Welsh Government's Value Wales Toolkit we have been able to demonstrate that, **for every £1 spent on our major works programmes, £1.99 is reinvested in our local community out of a maximum £2 achievable.**





Financial Inclusion and Universal Credit

Our Financial Inclusion team provides help and advice to customers experiencing financial difficulties. **Working jointly with our Income Team they provide support on benefit changes, budgeting and digital support.** Tenants are also supported to claim and manage their Universal Credit claims.

During 2020/21



982 referrals to the team for benefit advice



158 tenants received digital support



1,133 tenants received Universal Credit claimant support



325 Food bank vouchers issued



2,595 telephone calls providing benefit advice



39 tenants supported with benefit appeals



2,037 successful benefit claims



94% benefit appeal success rate



£5,044,021.40 money raised in unclaimed benefits

Staff



76% of staff live locally



They receive **71%** of the wage bill



Turnover is low. **93%** of our staff stayed with us during the year compared to **88%** last year

Training



We are passionate about developing our employees **2,012 total training days** (Trainer led and e-learning).



We have undertaken over **1200 Health and Safety training days** this year.



152 staff members have undergone **i-act (mental health and wellbeing) training** to help them understand their own wellbeing and gain self-help to help themselves, colleagues and loved ones.



Spent over **£36000** on core mandatory training.






Through the development of our new training system **Skillbox** which was launched in 2020, we have created our own content and tailor made training which saves on costs of commissioning external trainers.



Tenant Feedback

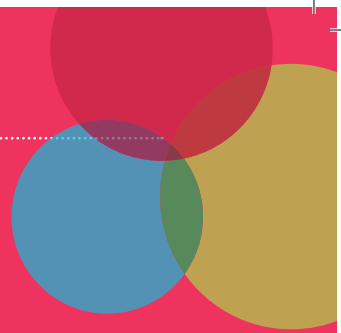
We want to hear from our tenants when things go wrong and aim to resolve problems as quickly as possible.

This year we **dealt with 98 complaints**. Compared to 100 the previous year. Of the 98 complaints, **26 were upheld and 20 partially upheld**. This year we **received 281 compliments** from our customers, here are some of the things they said:

 I'm just writing to let you know how pleased we are with our job that was completed this week. We are so happy in our home, and fixing the problem in the back garden has put the icing on the cake! They did a fantastic job. They finished the job neatly and cleared away after them which was very much appreciated. Thanks to you all again. 

 I wanted to feedback on the staff member that carried out a job at my home last Thursday. They were absolutely fantastic and couldn't do enough for me. They went above and beyond and I cannot praise them enough. Please can this be brought to the attention of their manager, as they were simply amazing. 

 I had a great conversation with the tenancy relations team leader today and to be frank, I'm happy with everything that we discussed. I felt they were transparent, impartial and most importantly honest. Additionally to this, I really appreciate the approach and help you've provided. So, thank you and please pass on my thanks to them for taking the time to call me and help resolve what I deem as a complex issue. 





I want to thank you for all the help I've had from my Independent Living Officer since I moved in. Covid-19 meant family and friends weren't able to visit but nothing was too much trouble for you and it was very much appreciated. Let's hope next year we can get the masks off and I can start to recognise everyone!

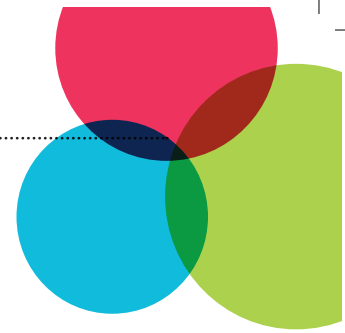


Communication with Tai Tarian was great, I couldn't have asked for better people to help me. The Lettings Officer was always happy to help and they were absolutely great with me. The Tenancy Relations Officer was also great, they both helped me mentally by keeping me updated. They helped me get my perfect property with an amazing garden which my children love and are safe and secure when playing in it as Tai Tarian put up a new gate.



I would like to thank all the staff who have contacted me over the lockdowns to make sure I had food and medicines. Thanks for the caring phone calls, it was nice to know someone was looking out for me. I had food delivered, I have a warm cosy flat, and feel very lucky to be a tenant of Tai Tarian.





Repairs

We want our tenants to feel proud of their homes and our dedicated staff and contractors are committed to delivering a high quality repairs service.

Despite the restrictions of numerous lockdowns we completed:*



14,174
repairs



99.85%
gas safe homes



99.78%
electrical testing completed



100%
Fire Safety checks completed on our communal areas and Haven schemes



100%
Asbestos checks completed on our communal areas and Haven schemes



*As at 31st March 2021.

We Completed



133
new roofs



61
rewires



150
external wall
insulation



47
new
kitchens



114
new heating
systems



47
new
bathrooms

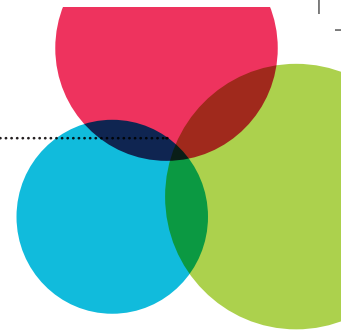


351 properties have benefited from
improvement works to their external areas



90% Overall customer satisfaction
with our repairs and maintenance service

254 tenants were surveyed during 2020-21



Procurement

Through the procurement process we have awarded 19 contracts to the value of circa £19,000,000.

All our contracts must maximise value for money and sign up to our community benefits scheme, **which this year has seen a £27,000 donation to local groups and good causes.**

Customer Satisfaction



95% would recommend us to family and friends



90% overall service satisfaction



95% satisfaction with the overall quality of their home



92% neighbourhood satisfaction



86% say our rent provides value for money



93% say we provide the service tenants expect



91% say we listen and act on tenant views



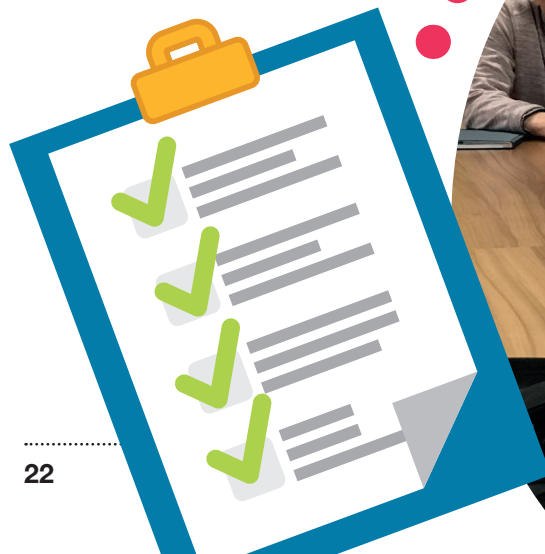
95% trust us

As we focussed on tenants' wellbeing at the start of lockdown we placed tenant satisfaction on hold and focussed on speaking to all tenants through our safe and well calls. However, during the latter part of the year we recommenced our surveys and **254 tenants were surveyed during 2020-21.**

Involving Our Customers

Our Academy, which is mostly comprised of our tenants, assist in assessing how we've performed. By working jointly with our staff and reviewing performance information, they helped us to develop a set of improvement actions, all of which are set out in our Making a Difference Storyboards. Our Academy also reported their findings to the Board for approval before the Storyboards are published on our website.

Our Academy plays an important role in our self-evaluation and we're delighted with their work, which helps us to continually improve services to our tenants.



Corporate Plan

In October we launched 'Our Plan', setting out what we want to achieve over the next 5 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 a **Sustainable Planet**.

- ▶ We are committed to creating homes where people can thrive so we will offer affordable homes and tailor our services to support our tenants.
- ▶ We want to see our communities achieving their full potential so will form community partnerships to deliver services that matter to our customers.
- ▶ We will support tenants to be healthy and active within their communities, through involvement and learning opportunities.
- ▶ We want to change our behaviours today for the generations of tomorrow so will be carbon neutral (net zero) by 2030.
- ▶ We will implement the principles of the circular economy and maximise any potential to invest and contribute to the foundational economy.

A very ambitious plan, but one we are confident we can deliver.



Corporate Plan Progress



Sustainable Homes

Build new energy efficient homes

In 2020/21 we built 15 new energy efficient homes.

All these homes have:

- ✓ A+ rated boiler
- ✓ Integrated PV system
- ✓ Additional insulation
- ✓ Improved air tightness/ventilation
- ✓ LED Lighting
- ✓ Heat Recovery System



Corporate Plan

Improve the energy performance of our homes

- ✓ 200 EWI (External Wall Insulation) fabric improvements to our properties.
- ✓ 188 properties have been completed with new UPVC windows and doors.
- ✓ 51 Switchee units are being trialled in our properties.
- ✓ 23 properties have received fabric measures through the Optimised Retrofit Programme.

Annual rent setting (co-design)

- ✓ Through a co-design approach we produced an information leaflet and an illustrated video outlining the rent setting process.

All tenants to have a Tai Tarian conversation by 2025

- ✓ During the first lockdown, we initiated a 'safe and well' conversation with all tenants. This exercise allowed us to contact over 8600 of our tenants.





Sustainable Communities

Identify all our communities

We have been able to identify 53 smaller communities which we will be able to work with to deliver our community plans and deliver services that matter to our tenants.

Develop an annual 'Asset Map'

Early into lockdown significant partnership work was undertaken with the Public Service Board to collect and understand socioeconomic data.

This work has enabled us and our community partners to gain a real understanding of our communities and the issues being faced by residents. This will provide a good foundation to work from when delivering existing services and developing new ones together with our partners.



Corporate Plan

- ✔ **Develop an external engagement strategy**
We have continued to roll out our six-stage community engagement process which is integral to our external work programme and new developments.
- ✔ **Develop a tenant involvement charter**
We published our tenant charter in 2020/21 which sets out how tenants can get involved as tenant and community champions, and to be at the heart of what we do.
- ✔ **Understand gaps in learning opportunities in our communities**
We have been working with NPTC Group of Colleges throughout lockdown to understand what training opportunities are available and what new training opportunities may be developed to address gaps.
- ✔ **Research the use of targeted learning interventions for tenants**
Through our Copper Foundation initiative, six employees have been successful in gaining full time employment in 2020-21, five with RT Contractors and one with Tata Steel.





Sustainable Planet

Establish the Tai Tarian carbon footprint by the end of 2020

We will use this information to track our progress in reducing our footprint year on year.

Establish a tree planting programme

Tree planting has begun and in 2020/21 over 1700 trees were donated to Tai Tarian from various sources.

The trees have been planted across our communities including in:

Glyncorrwg, Ystalyfera, Melin, Roman Way, Alltwen, Pontardawe, Skewen, Cwymblynnell and Port Talbot.



Who are the Board and Senior Management Team?

We are governed by a Board of Non-Executive Board members made up of tenants, Council nominees and Independent members.

The Board provides strategic leadership and has overall responsibility for:

- ✓ setting the direction of the organisation and ensuring the Organisation is accountable to tenants and stakeholders
- ✓ monitoring performance and ensuring the organisation is delivering the outcomes set out in our Corporate Plan
- ✓ ensuring the organisation is meeting all required Performance Standards to maintain high levels of governance and ensure ongoing financial viability

Our Senior Management Team



Linda Whittaker
Chief Executive



Claire Maimone
Director of Housing
and Corporate Services,
Company Secretary



Sian Ross
Director of Finance



Andrew Carey
Director of Assets

Non-Executive Board Members



Jonathon Davies

Chair of Board



Shelley Bosson

Vice-Chair of Board,
Chair of Remuneration and
Nominations Committee
and Chair of Operations Committee



Andrew Lycett

Chair of Audit and Risk
Committee



Mike Jones

Chair of Development
and Asset Disposal Committee



Samantha Jones



Denise Davies



Daniel Smith



Jonathan Hughes

Chair of Tirnod (subsidiary)



Samantha Taylor



Lisa Murray

Co-optee



Rachel Rees

Co-optee

Resigned Board Members

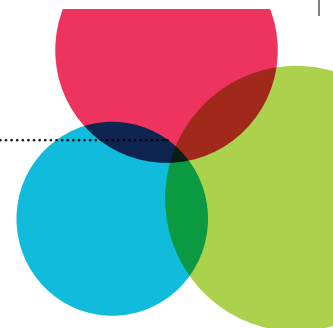
Sonia Reynolds – Council Nominee

Retired Board Members

Harry Lloyd after serving the maximum of nine years on the Board.

Steffan ap Dafydd – Council Nominee, passed away July 2020.

Our Money 2021



	£m
On 1st April 2020 we had total cash of	10.2
We had money coming in form...	
Rents	42.5
Service Charges	2.2
Grants from Welsh Government and Local Authority utilised within one year	7.1
Property sales – Right to Buy and other	0.4
Other income	0.8
Total	53.0
We spent it on...	
Improving and repairing your homes and communities	23.6
Buying and building more homes for rent	7.2
Service costs	2.5
Tenancy management and support services	10.6
Interest payments and finance costs	7.4
Total	51.2
To do this we had to borrow	8.6
this left us with total cash of	20.6



For our highlights video of our annual review visit www.taitarian.co.uk

