



Our Year

Annual Review April 2021 – March 2022



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Jonathon and Linda

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Welcome from



*Jonathon
& Linda*



The last year has been another challenging year, while we enjoyed many more freedoms than the year before, the pandemic continued to create challenges for us to overcome with changing levels of restrictions affecting the way we were able to work across our communities.

Despite these challenges it's pleasing to see how much we have achieved thanks to the adaptability of our staff and resilience across our communities. The County Flats re-development began to pick up pace and our contractor Hale moved forward with the development of the purpose built homes.

The homes are being built in situ at their SevenOaks Modular factory in Neath, where they will be transported by lorry to our site in Aberavon. It's such an innovative process and we eagerly await their delivery and completion of this phase of the project.

It is exciting to see so many new homes built across the Borough and plans for many more to come in the next few years. Each will provide a sustainable home to individuals and families across our communities. And it seems that our hard work hasn't gone unnoticed as we were recently recognised as Landlord of the Year at the Wales Energy

Efficiency Awards. Awarded to housing providers who have shown a genuine commitment to the green agenda and have gone above and beyond to improve the sustainability of their housing stock and their own organisation, this is something we can all be proud of.

Ensuring each of our homes is as sustainable as possible for generations to come is a key aim, and our Optimised Retrofit scheme is moving forward ensuring that every tenant has access to an energy efficient and comfortable home. Over recent months this has become more important than ever which is why we have stepped up efforts to make sure our staff can support tenants during these tough times.

Our 'Money Mentors' training programme is upskilling staff to enable them to help tenants who are struggling and have money worries. To date 20 colleagues have undergone the training with plans

in place to roll it out to more staff across the organisation over the next year.

Internally, we reached an important milestone, taking all of our managers through iAct training. The training gives practical tools and resources needed to step-in and help staff who may be struggling with their mental health. While our Act of Kindness fund and community benefits scheme continues to provide donations and goodwill gestures to tenants, community groups and local charities.

As ever, there is so much to celebrate and even more plans ahead. We hope you enjoy this review and welcome your feedback.

Jonathon
Chair, Jonathon Davies

Linda
Chief Executive, Linda Whittaker

Our Highlights

Doing our bit for the planet Launch of carbon literacy training for staff

Our ambition to become a carbon neutral organisation by 2030 has taken another step forward after launching a brand-new training course for staff in conjunction with the Carbon Literacy-Catrefi Cymru consortium.

The carbon literacy course aims to give all staff the opportunity to explore what the reality of climate change means for them, in both their home and work lives. Equipped with the facts on how human activity, climate and natural systems are inter-related, individuals will be

helped to take action to reduce emissions of carbon dioxide and other greenhouse gases.

Elsewhere our planet commitment was commended when we were named the most environmentally sustainable housing association in Wales, and the second in the UK by Housing Digital.

They champion those organisations doing the most to reduce their impact on the environment, a huge achievement.



Award win for Linda

Our Chief Executive, Linda Whittaker was named Influential Woman of the Year at the 2021 Women in Business awards.

Linda, who has been our Chief Executive since 2010, was nominated for her forward-thinking approach and for leading our work to create sustainable homes, communities and planet.

In particular, she was praised for her passion for ending high-cost credit and for creating the Copper Foundation employment initiative, which gives opportunities to those struggling to find work. She was also commended for leading the organisation's ground-breaking work to improve the sustainability of its homes and becoming carbon neutral by 2030.

Linda's work outside of Tai Tarian, sitting on the boards of various charities and voluntary organisations, was also commended by judges.



New developments continue apace

We continue to develop and build sustainable homes within our communities and this year saw a record number of new homes in planning and development.

From Margam to Neath to Sandfields we are continuing to develop and refurbish our homes across the Borough.

Developments are built with the locality need in mind, and consist of a variety of homes including flats, large family homes and bungalows.

All will be environmentally friendly, with features such as high levels of insulation, highly efficient heating systems and integrated solar panels. They will also feature extra ventilation and LED lighting.



Community benefits give back



Through our community benefits scheme, which sees contractors giving back to local initiatives and our staff's 'Acts of Kindness' fund we were able to provide many donations during the festive period including Christmas Day dinners, gifts, hampers, afternoon tea's, donations towards numerous local foodbanks plus financial donations totalling over £14,000.

Our community benefits scheme which included donations, projects, community challenges and sponsorships put £63,295 back into our communities.

This has gone a long way to help alleviate the burden on community services during this tough time.

Staff also donated gifts to over 100 Young Carers living in Neath Port Talbot at Christmas,

with selection boxes added by staff's 'Acts of Kindness' fund.



Others that have benefited over the year include The Bulldog's Club, RNIB Port Talbot, The Small Things, Me Myself and I The Christmas Child Appeal, and the YMCA Port Talbot, to name a few.



£63,295

Back into the community



All managers trained in iAct

In partnership with i-Act, the UK's leading provider of workplace mental health and wellbeing training, we have now trained all managers in how to look after the wellbeing of their staff and themselves.

The target has been reached in just under a year. The i-Act course gives managers the tools to recognise when a member of their team may be struggling, and the

resources needed to step-in and help, or sign post the colleague to others who can help bring them back to good mental health.

The training has been delivered by our organisational development and learning manager, Kelly Mordecai, who qualified as an i-Act instructor so she could deliver the course herself to colleagues.

Committed to staff development

We remain committed to the development and training of all of our staff and this year we **celebrated Candice Morgan, our customer service team leader, who was named Apprentice of the Year by Gower College.**

Candice joined Tai Tarian as a customer service advisor in 2019 before being promoted to team leader just 18 months later.

During the past year, Candice has been studying for a Level 3 customer service course at the college, and this award is recognition of her hard work and success.



52

**Apprentices
across the
business**

Partnership with Plattform benefits tenants

A Housing Support Grant has allowed us to partner with Plattform, an organisation that works with people experiencing challenges with their mental health. The partnership provides us with immediate access to mental health specialists, which in turn has helped to prevent homelessness and sustain tenancies for those with support needs.

Together with Plattform we visited a tenant who we had supported previously with a clean and clearance of their home. Their health had deteriorated, property condition was poor, and they were struggling to cope.



PLATTFORM

During follow up contact the tenant spoke about ending their life. Concerned staff made welfare calls to the Police, medical professionals and other agencies to try to help them.

Thanks to our partnership Plattform are now visiting the tenant on a weekly basis providing mental health support and ensuring they attend important appointments to keep them on track.

We have also created a Supported Tenancy Agreement with help from Plattform to ensure they receive all the support needed to help them sustain their tenancy.



Targeted Recruitment and Training

Despite Covid restrictions, our Targeted Recruitment and Training programme has been a great success over the last 12 months.

We have been able to work in partnership with our contractors and external partners to share a variety of employment opportunities on our website, complete virtual mock interviews, provide on-site work placements, and provide apprenticeship opportunities.

Working in partnership with the local authority and our contractor Morganstone, student Thomas Lewis received a six-week work placement at our Parc Newydd development site.

In the six-week period Thomas had the opportunity to learn and gain hands-on experience at a construction site.

Through our partnership with Cyfle Building skills, Jenson Williams and Ben Jones were successful in gaining an apprenticeship on our external works programme and new development site in Melyn Close with a view to full time employment after their two-year course.



10 Community Challenges completed

We completed 10 community challenges in Neath Port Talbot to mark our 10th year.

One project was completed in Ysgol Gynradd Gymraeg Trebannws by our Copper Foundation. The team worked with our reduce, reuse, recycle motto in the forefront on their minds, repurposing materials from day to day work to create a fun, vibrant area for the younger children's playground.

They made bird boxes and a bug hotel from old timber and reused old tyres to create a small racetrack. Keen to do their bit for biodiversity the team also planted flowers and wildflower seeds.

The whole project was a wonderful example of making a difference in our community, with sustainability at the heart.



Biodiversity at schools

We have continued delivering sessions with local primary schools on biodiversity and the importance of nature.

At Central Primary School, Port Talbot the talk was brought to life for youngsters with a visit to nearby Talbot Memorial Park for a scavenger hunt.

Pupils were encouraged to look, feel and listen for things within the park, including their very own bird boxes, 10 of which were gifted to the school through our contractor CJ Construction.

The children had a great time exploring the outdoors and learning more about nature along the way. Last year we also launched a competition with local primary

schools to design a sign for our open spaces where we want nature to have the chance to thrive.



Over 300 entries were received, and the winner was Cadi Penny from Ysgol Gynradd Gymraeg Cwmnedd, Glynneath.

We worked with our designers to transform her artwork into a vibrant sign which has been dotted around our land left for nature.



Top Marks Interim Regulatory Judgement

In 2021 the Welsh Government confirmed that we continued to meet the standards expected in terms of financial viability, governance and tenant services.

Each year Welsh Government carries out an assessment on how we're performing and whether we're meeting the standards expected.

The assessment confirmed that our status of 'standard' (the highest level of compliance) would continue.

This provides assurance that we :

- ✔ Are a well governed organisation
- ✔ Are financially sound
- ✔ Manage risks facing the business
- ✔ Have good levels of tenant involvement
- ✔ Have robust processes in place to assess our own performance
- ✔ Continually strive to improve the services we deliver to our tenants.

Our Performance

Community Reinvestment

Using the Welsh Government's Value Wales Community Benefits 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.**



Llywodraeth Cymru
Welsh Government

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.

The logo for Universal Credit, consisting of the letters 'UC' in a large, bold, blue font, followed by the words 'Universal' and 'Credit' stacked vertically in a smaller, blue, sans-serif font.

UC Universal
Credit

Support from the Financial Inclusion Team During 2021/22



1,630 referrals received
for benefit advice



31 tenants supported
with benefit appeals



1,126 tenants
received Universal Credit
claimant support



90% benefit appeal
success rate



97 tenants received
digital support



1,980 successful
benefit claims



366 food bank
vouchers issued



£4,464,332
money raised in unclaimed benefits

Our People

Turnover is low.

84%

of our staff
stayed with us
during the year



76%

of employees
live locally

They receive
71%
of our
wage bill



Training

We are passionate
about developing our
employees:

3272



Total training days
(face to face and eLearning)

2075



Health and safety training days -
spending over £105,000

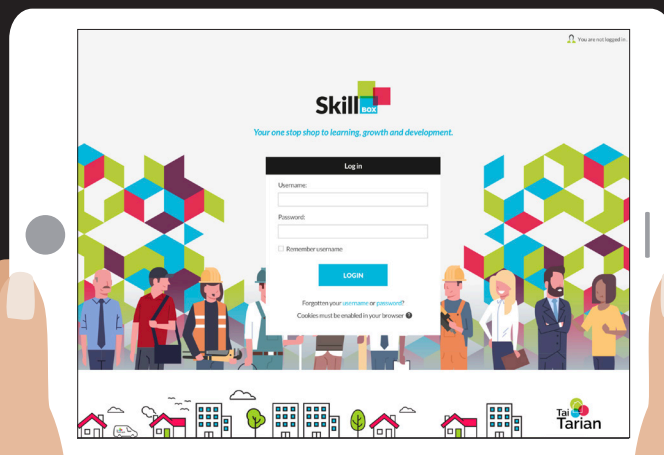
We have also supported a
number of staff to complete
further and **higher**
qualifications.

To support the launch of new IT systems all staff have also completed comprehensive Microsoft 365 and teams training this year.

Staff members have also undergone i-Act training to help them understand their own wellbeing and gain self-help to help themselves, colleagues and loved ones.



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.



Complaints and Compliments

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 **96** complaints - compared to 98 the previous year.

Received **262** compliments from our customers

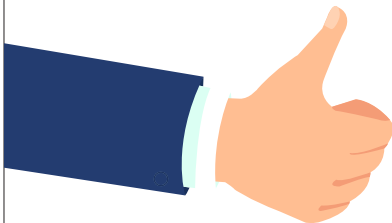
Here are some of the things they said:



“I would just like to say a big thank you to a member of your Financial Inclusion Team. **They have really helped me and I’m so grateful there are people like them who work for you.**

They have helped me through a very hard time and offered support and helped me filling in medical forms for my daughters autism...**so I would like to say it’s lovely that such helpful down to earth people work for Tai Tarian ...**

Thank you!”





“I don’t know what I would have done without your Intensive Housing Assistant, they have made a big difference to my life. I have been through difficult times over the last couple of years and to be honest, I could not see a future for myself. With Tai Tarian’s help, I now have a secure roof over my head and friends around me at the Haven complex I am in. I have a future. Thank you!”

“I cannot express how much we are indebted to your staff, for their superb work, diligence, and compassion they have shown during the adaption works they completed at our home. **We can only say thank you, but we would dearly like to do so much more.** From the care they’ve taken, their workmanship and their exceptionally well-presented conduct, they are excellent examples of Tai Tarian staff and have placed the bar very high for others.

We assume that their excellent work is due in part to the direction they receive from Tai Tarian management, and therefore we thank you so much. **As ambassadors of your association, they have really presented a wonderfully organised and caring organisation** and deserve every aspect of praise that can be afforded them. Once again our heartfelt thanks.”

“I have lived in this street most of my adult life and have never seen such behaviour from a family. **I can’t thank your Tenancy Relations Officer enough for what they have done.** They were there every step of the way and making sure we were looked after throughout the horrific ordeal. Even giving us details for victim support to help us further. My Tenancy Relations Officer has been simply amazing and thank you just isn’t enough to show our appreciation for what they have done.”



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. During this year we completed:



✓ **2956** emergency repairs, 100% were completed on time.

✓ **14,612** non emergency repairs 94% were completed on time.

✓ **87%** of tenants were satisfied with how we deal with repairs and maintenance
(1213 tenants were surveyed during 2021/22)

✓ **99.98%** gas safe homes

✓ **99.97%** electrical testing completed

✓ **100%** Fire safety checks completed on our communal areas and Haven scheme

✓ **100%** asbestos checks completed on our communal areas and Haven scheme

We completed:

 **90** new roofs

 **147** external wall insulations

 **67** new heating systems

 **239** rewires

 **83** new kitchens

 **83** new bathrooms

 **408** properties have benefitted from improvement works to their external areas

Procurement

Through the procurement process we have:

Awarded 17 contracts, a minimum of £4,600,000.

All contracts must maximise value for money and sign up to our community benefits scheme, which this year has seen a **£63,000 donation to local groups and good causes.**



Customer Satisfaction

95% would recommend us to family and friends

95% overall service satisfaction

92% satisfaction with the overall quality of their home

91% neighbourhood satisfaction

79% say our rent provides value for money

77% say we listen and act on tenant views

94% trust us

94% say we provide a safe and secure home

1,213 tenants were surveyed during 2021-22

Involving our customers

Our Academy, which is mostly comprised of our tenants, assisted 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, www.taitarian.co.uk/storyboards



This work undertaken by our Academy is an important part of our self-evaluation, we continue to be delighted with the work of the Academy as this helps us to continually improve services to our tenants.



Join our Academy

A unique opportunity for tenants to be at the heart of everything we do.



Corporate Plan



In October 2020 we launched ‘Our Plan’, setting out what we want to achieve in the next 5 years.

Our Plan focuses on three key strategic themes that we believe will improve the health and wellbeing of our tenants, communities and staff: **Sustainable Homes; Sustainable Communities; Sustainable Planet.**

We are committed to creating homes where people can thrive so will strive to provide 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 to become 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.



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 for the foundational economy.

Who are the Board and Senior Management Team?

We are governed by a Board of Non-Executive Board members made up of tenants 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

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 Asset Management
Committee



Matthew Jones

Co-optee



Samantha Jones



Denise Davies



Daniel Smith



Jonathan Hughes

Chair of Tirnod
(subsidiary)



Samantha Taylor



Lisa Murray



Rachel Rees

Our Senior Management Team



Linda Whittaker
Chief Executive



Claire Maimone
Deputy Chief Executive
and Company Secretary



Sian Ross
Director of Finance



Andrew Carey
Director of Assets



Clare Way
Director of Housing

Our Figures

	£m
On 1st April 2021 we had total cash of	20.6
We had money coming in from...	
Rents	43.5
Service Charges	2.5
Grants from Welsh Government and Local Authority utilised within one year	6.2
Property sales – Right to Buy and other	0.7
Other income	1.0
Total	53.9
We spent it on...	
Improving and repairing your homes and communities	24.8
Buying and building more homes for rent	11.5
Service costs	3.0
Tenancy management and support services	7.4
Interest payments and finance costs	7.4
Total	54.0
We received deferred development grant funding	10.8
this left us with total cash of	31.2



On social media?

Why not follow us, just search Tai Tarian



For our highlights video of our annual review visit www.taitarian.co.uk/2122

