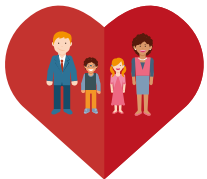


How are we doing?



Hello!

Putting residents at the heart isn't just something that we say, it's something that we do.

This is our opportunity to share with you the strides we are making towards meeting our ambitious plans to continuously improve. No matter how good our services are, we can always be better.

This is how we think we're doing. More importantly, how do you think we're doing? By listening to your views we know we can truly make a difference in our communities.

We'd love to hear from you.



Talk to us on

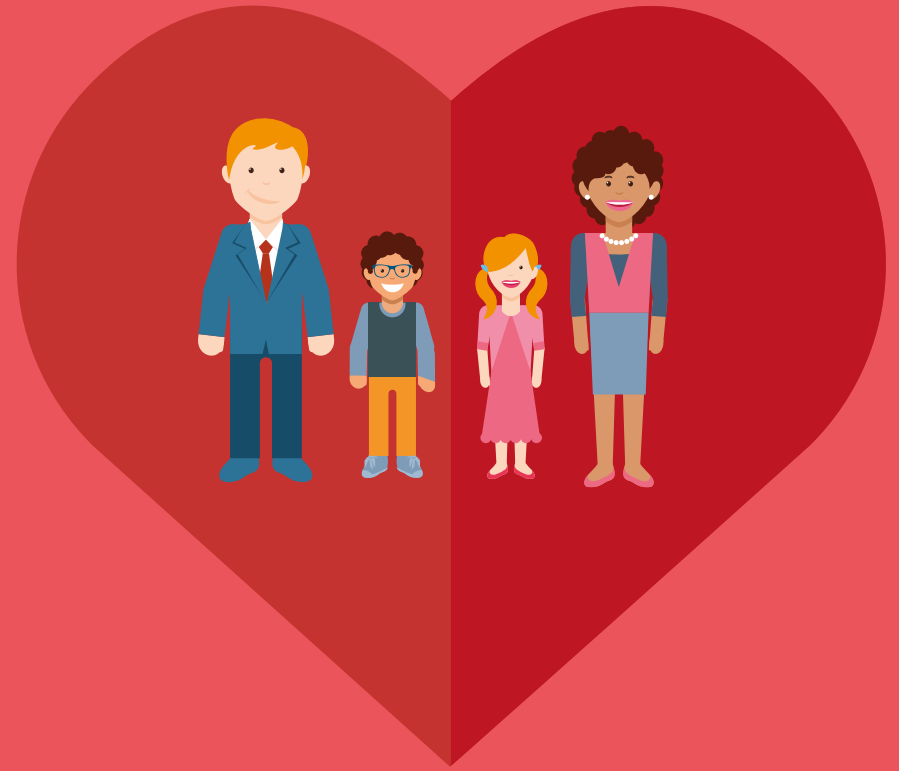
 NewportCityH

 @NewportCityH

 enquiries@newportcityhomes.com

 01633 38111

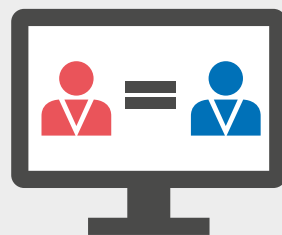
Residents at the heart



Residents at the heart

What have we done?

Satisfaction



We have new service standards that focus on putting residents at the heart.

These include:

Offering choice

Tailoring services

Actively listening and learning

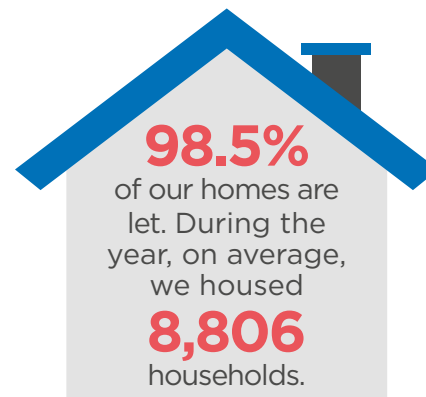
Acting on our promises

Almost **9 out of 10**

queries were answered in a timeframe that met our residents' expectations.

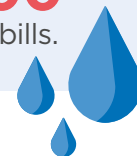


Support



We have supported our residents to reduce their rent debts by **£244,401** in the last 18 months.

During 2016, we helped our residents save **£170,000** on their water bills.



Engagement

In the last year, we have engaged with more than **1,000** residents, giving us invaluable information to help us make services better.



Our Community Voice panel has representatives from **16 out of 20 communities** in Newport.

We want to make sure we hear from residents across the city.



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What difference has it made?



Ringland residents Mr and Mrs Lloyd have saved about £200 a year after resident liaison officer Rebecca Sluman helped the couple get a gas combi-boiler and gas meter installed.

Mrs Lloyd said:
“Rebecca has done everything to support us, she’s marvellous. We used to have to put our hot water on overnight to heat up the water, whereas now we have instant hot water.”

We have engaged 16 young people in our youth forum UNITY, who represent future tenants on issues that could affect them in the home or their community. They are making a difference by helping us shape service delivery and giving us the views of residents who are traditionally difficult to reach.



“What I’ve enjoyed most about UNITY is the confidence boost.”
 Darcy Rogers, UNITY member



Ringland resident of eight and a half years, Janice Morgan decided to become an involved resident, and has helped us in major projects such as the interviews for the new resident portal and preparing our resident survey to ensure that they are designed with our residents in mind.

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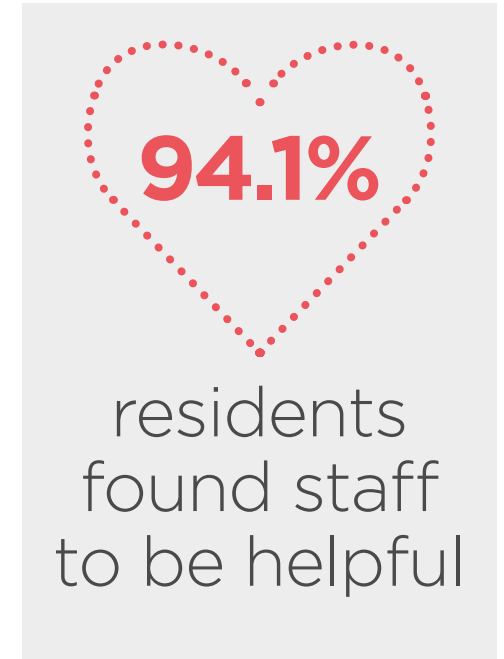
Our summary

We are **getting to know our residents better** by improving the quality of data we have. This will help us shape our services to meet their needs.

We are **working with our residents** to help them sustain their rent accounts and reduce their debt.

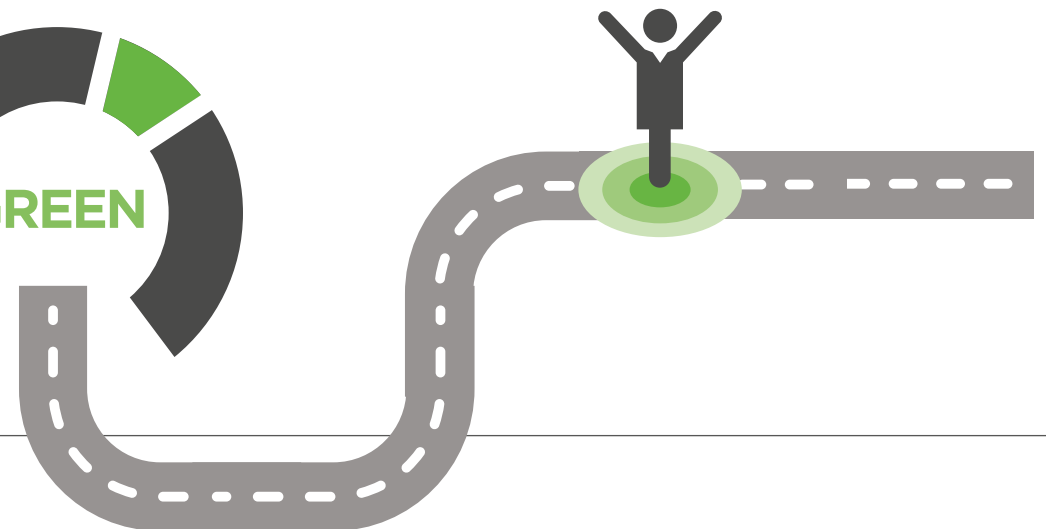
We are **engaging** with a more representative group of residents and they are regularly contributing to service improvements e.g. how we can make services accessible online.

We have worked with residents to design **new service standards** that truly put residents at the heart of service delivery.



Our rating:

Fully on track to achieve our goals of putting residents at the heart by 2020.



What next?

▶ We will continue to understand the **needs of our residents** to ensure we improve services year on year.

▶ We will embed our **new service standards** across all of our services.

▶ We will continue to improve the **resident experience** and focus on getting things right first time.

▶ We will **improve access to services** and launch an online portal.

▶ We will open a **city centre office** so residents can access us more easily.

▶ We will **enhance engagement opportunities** to ensure residents drive improving services.

▶ We will **maximise the occupancy of our homes** to meet housing demand.

▶ We will continue to **support residents** to meet the challenges of welfare reform.



Investing in our homes and neighbourhoods



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Investing in our homes and neighbourhoods

What have we done?

Quality



3 out of 4

residents are satisfied with their neighbourhood as a place to live.



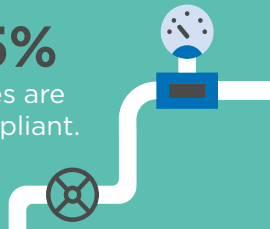
100%
of our homes have achieved the Welsh Housing Quality Standard.

Safety

In the last year we have carried out
8,000
gas safety checks.



99.95%
of our homes are gas safe compliant.



3 key management systems installed in flats to improve safety and minimise anti-social behaviour.



Energy efficiency

Invested
£4.2million
in homes in Somerton to install external wall insulation.

Our award-winning £4million Duffryn Biomass Boiler is up and running:

Providing heating and hot water to more than **900 homes** and **one primary school**.

More than **750 homes** have had Switch Enegy's G6 smart energy pre-payment meters installed. These provide users of the system with an opportunity to save money.

We have reduced energy consumption at the energy centre by **50%**.

Repairs



In 2016-17, we carried out more than
41,000
repairs.

70%

of our residents were satisfied with their repair.



9 out of 10
repairs were completed first time.
(2016-17)

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What difference has it made?



We have installed smart meters in our homes in Duffryn. This lets residents top up their meters over the phone, by standing order, using the internet, local shop or mobile phone app.

“I like the fact that I can be in control. I can put money in it when I want to and see how much I’ve spent.”

Pauline Woods, resident



In Bettws, Malpas and Old Barn, where our communities have been most affected by anti-social behaviour, we have installed a key management system into communal blocks. The system is a modern way of giving safe and secure access for residents into the communal block, through uniquely programmed fobs.

“I feel safer and more secure with the new doors and fobs. When I open my front door I know my children will still be safe as the doors are firmly locked stopping the local youths.”

Lucy Hunt, Old Barn resident

It has made a massive impact on our home. We have seen a huge improvement. It’s great. What a difference!”

Kevin Davies



We have been installing external wall insulation on properties in Somerton. We have also renewed roofline works, extracted old cavity wall insulation, cleaned the cavities and made internal repair works. The new external wall insulation makes homes more energy efficient, warmer in the winter, cooler in the summer, and improves their appearance.

Our summary

We have brought all of our homes up to the **Welsh Housing Quality Standard** with the exception of those units awaiting regeneration programmes.

We have started work on installing external wall insulation to homes in Somerton that will see residents benefit from **reduced energy bills, reduced heat loss, reduced noise, and a brand new exterior** to their home.

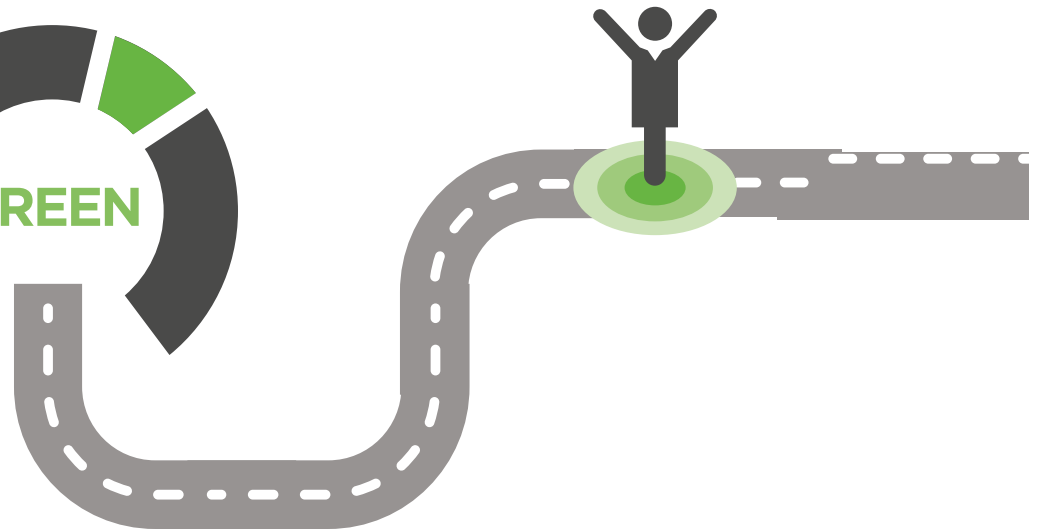
70% of our residents are **satisfied with our repairs service**.



Three quarters of our residents are happy with their neighbourhood as a place to live

Our rating:

Fully on track to achieve our goal of investing in homes and neighbourhoods by 2020.



What next?

▶ We will review our repairs service to **improve resident satisfaction** and the number of repairs completed first time.

▶ We will deliver an estates plan of work that will **improve the quality of neighbourhoods** and communal areas.

▶ We will deliver a plan of works to **maintain and enhance** the quality of our homes.

▶ We will continue to **improve** the energy efficiency of our homes.

▶ We will enhance the information we have on our housing stock. This will help us **deliver value for money** when maintaining our homes.



Provide new homes



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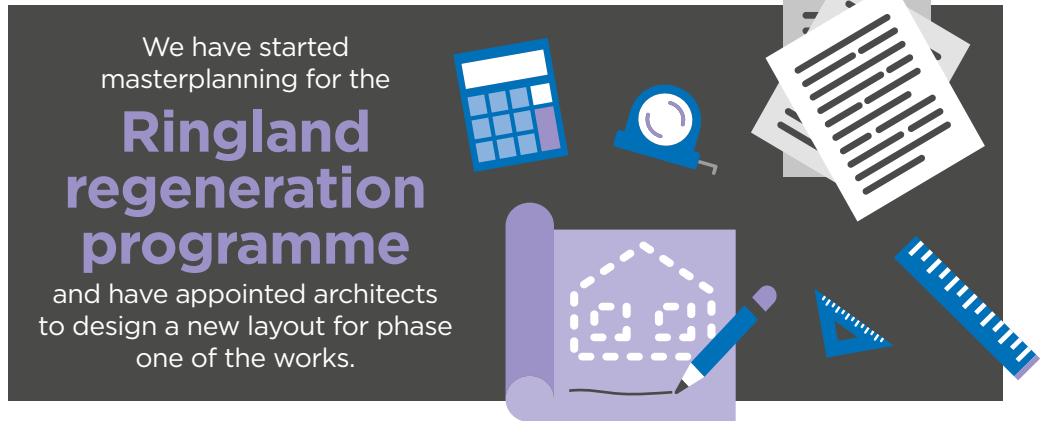
Provide new homes

What have we done?

New Homes



Regeneration



What difference has it made?

Julie Fowler has been a Ringland resident for 21 years and is working with us on the regeneration plans.



“As Ringland Community Association’s chair, I needed to put my foot forward so that we could have a say. I feel that we are being listened to. At the moment we don’t feel like Ringland has a heart. It would be nice to have that feeling.”

Julie Fowler, resident

Our major regeneration work in Pillgwenlly, estimated at £7.9million, has started. The finished works will include a new community hub and a new three-storey block containing six one-bedroom flats and two three-bedroom houses.



“This will be a great improvement and will help future generations.”

Jenny Powell, resident

To contribute to the growing need for housing in Newport, we are building new homes. We invested in a development team so they can focus on this.



“As a development officer, I am currently working on two large schemes, a regeneration project in Ringland and a new homes scheme on the former Glen Court site. Quality affordable housing is a key element of a strong, secure and sustainable community. NCH is planning to develop hundreds of homes in the next few years, through an effective relationship with Welsh Government, local authority, consultants, and residents.”

Pravin De Silva, development officer

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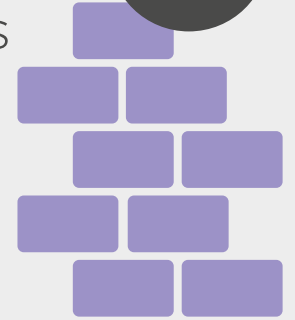
Our summary

We have started to develop new homes. Our first scheme in Bettws is now on site and will provide **11 new homes** and **1 wheelchair-accessible bungalow** in the area.

We have started a major regeneration programme in Pillgwenlly, **investing £7.9million**, to open up the area; design out anti-social behaviour; improve homes and accessibility.

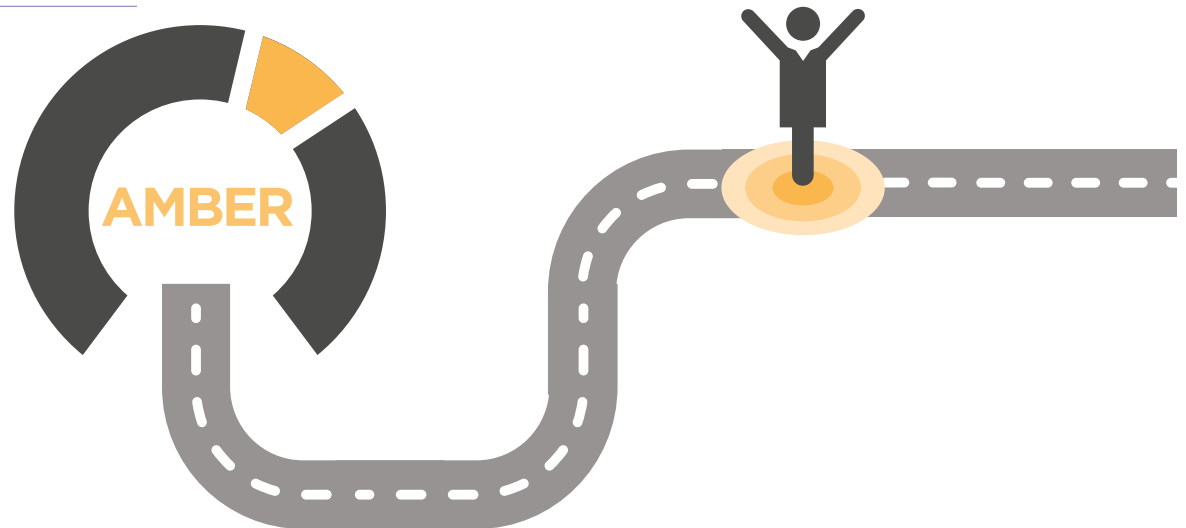
We know that affordable housing is in dire need so we have **invested in a development team that will focus on providing new homes** in Newport.

We have approval from our Board to work towards **developing 300 new homes per year by 2028**, in response to Newport's growing housing need.



Our rating:

On track to achieve our goals of providing new homes by 2020, with some extra support.



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What next?

▶ We will consider **a range of home ownership options** to meet the demand for homes.

▶ We will appoint architects for the next phase of master-planning for Ringland which will see **regeneration of the wider area** including the shopping centre.

▶ We will look for and buy land to support our development plans to **build new homes**.

▶ We will **increase the number of new homes** we are building, working towards our target of **300 per year** by 2028.



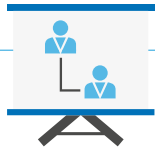
We will make a difference in our communities



We will make a difference in our communities

What have we done?

Employment



Our training and employment Academy has helped people in our communities gain work skills and experience in the last year.

35 out of 39 trainees have gone into employment or further training.

25% of trainees were from BME background.

18% of trainees had a disability or learning difficulty.



In the last five years, **91** apprentices have completed their training with **86%** progressing to a career in construction.



Through our maintenance contracts, we have supported the creation of **47** short-term jobs and **53** long-term jobs.

Financial

We've successfully obtained our Consumer Credit Act Licence which will allow us to expand the financial support we offer, including debt counselling.

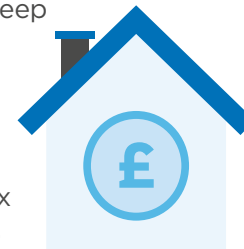


We have funded eight community projects through our 'Making a Difference' grant, totalling

£29,000

We helped to keep

61% of our households affected by Bedroom Tax out of debt.



Health and well-being

Working with our partners, we engaged with

16,730 people

during our 13-week Road to Rio tour which aimed to inspire people to live fitter, healthier lives.



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What difference has it made?

The Academy offers training and work experience to unemployed people and school leavers struggling to find work. Abbie Mahon joined our resident engagement team as part of The Academy. She works with residents to ensure our services meet their needs, now and in the future.

“I would recommend the Academy to anyone. It is a really great opportunity and I am so glad that I applied for it.”

Abbie Mahon



We supported local community group, Roots in Bettws, with funding so they can provide gardening training to disabled people in Newport.

“We’re really looking to build more links with the community. This support is helping us move in the right direction.”

Lionel Barnes, Roots in Bettws



We teamed up with Newport LIVE and other partners to deliver free Olympic sports for families across Newport.



“We had a fantastic turnout. It was really good to get so many people trying new sports and getting active.”

Leigh Williams, sport and physical activity development officer at Newport LIVE

Our summary

We have provided a number of employment opportunities for our residents and the wider community through both our **Academy programme and apprenticeships**. The vast majority have gone on to secure employment and further training positions.

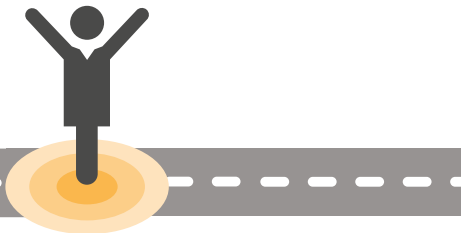
When procuring for major projects we have **focused on community needs**. This means that when we work with contractors, we build in to the contract some specific additions that benefit the community, such as replacing the kitchen in a community centre.

We are **working with communities** to support them in managing their finances, identify ways back into employment, and improve their health and well-being.



Our rating:

On track to achieve our goals of making a difference in our communities by 2020, with some extra support.



What next?

▶ We will **understand** what help our residents need to gain employment and support them to prepare for work.

▶ We will **work with our partners** to help our residents get access to training and employment.

▶ We will **support our residents** to access additional financial support services.

▶ We will **procure goods and services** in a way that will help us get best use of community benefits.

▶ We will target engagement and support activity to **help residents maintain their tenancy** and keep their home.



Strong and effective organisation



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Strong and effective organisation

What have we done?

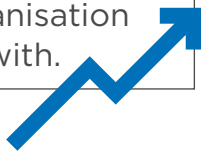


We have a **30 year business plan**

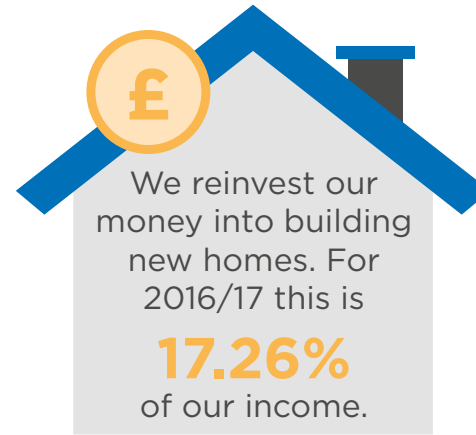
that enables us to achieve our goals and build new homes

85%

of our partners rate us as an effective organisation to work with.



We are developing our staff to ensure they have the right behaviour and values to deliver **great services** to our customers.



We reinvest our money into building new homes. For 2016/17 this is **17.26%** of our income.

Our Equality and Diversity working group helps us promote **equality of opportunity for all** and ensure we represent the communities we serve.

More of our staff are now working in our community bases so they can be **closer to residents**



What difference has it made?

We are committed to putting residents at the heart of what we do. As part of this commitment, new posts have been created, such as the community relationship officer role. They work out in our communities so they are closer to our residents.

“The garage demolition was a huge concern with our garage tenants and creating this role has given people confidence that their queries and concerns are being dealt with promptly by one person.”

Laura Palfrey, community relationship officer



We have ambitious plans to build new homes and will do so by reinvesting our money.



“We know that the more money we can reinvest back into Newport City Homes, the more homes we will be able to build. This means we can house more people in need and make a lasting impact on their lives.”

Tim Jackson, executive director of finance and resources

We have run internal equality and diversity workshops such as a celebration of Diwali in October and a Trans Awareness session in November to raise awareness and celebrate the diversity within our communities.



“It was an excellent awareness raising session and shows that Newport City Homes is committed to equality and diversity.”

Jon Conway, community relationship manager

Our summary

Value for money remains a priority for us. We have improved our efficiency which means we have more to invest in new homes.

We are **embracing the spirit of co-regulation** and working in partnership with Welsh Government to make the association as strong and effective as it can be.

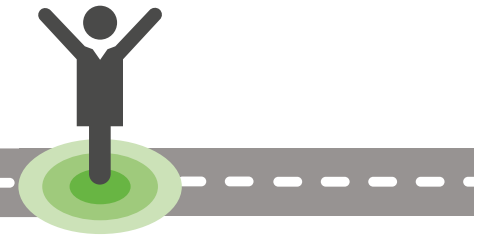
We're working well with our partners.

We are committed to **equality and diversity** and have a working group to ensure we continually improve what we do.



Our rating:

Fully on track to achieve our goals of making a difference in our communities by 2020.



What next?

▶ We will work to **become even more efficient** so that we can invest more into the development of new homes.

▶ We will continue to **seek out opportunities** to further improve the running of Newport City Homes.

▶ We will ensure staff are recruited, retained and developed to **deliver great and improving services**.

▶ We will work to **further improve our services**. No matter how good services are, we can always be better.

▶ We will continue to be **committed to equality and diversity** and develop a plan to improve what we already do.



This is how
we think
we're doing.
**But what do
you think?**

We'd love to
hear from you.



Talk to us on



NewportCityH



@NewportCityH



enquiries@newportcityhomes.com



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