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HOW ARE WE DOING?



Hello!

At Newport City Homes, we work hand-in-hand with residents to provide homes in communities where people want to live. We listen, engage and act on resident feedback.

This is our opportunity to share with you the progress we are making towards achieving 2020 Vision – our strategy.

This is how we think we're doing. But we know that no matter how good our services are, we can always be better. So, on that note, we'd love to know how you think we're doing. By listening to your views and taking action, we can truly make a difference in our communities.



Talk to us on:

 NewportCityH

 @NewportCityH

 www.newportcityhomes.com

 enquiries@newportcityhomes.com

 01633 381111

Residents at the heart



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Residents at the heart

We can only put residents at the heart of services if we talk with you, understand what you need, and act on what you tell us. **What have we done?**

Resident satisfaction



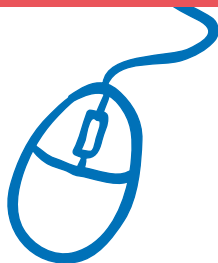
Overall
77.5%
of our residents
are happy
with NCH as
a landlord.
Up from 70.8%.



93.3%
of our residents find
our colleagues helpful.

Making it easier to access services

We launched
a brand **new**
website that
gives people
access to
services 24/7.



In the first month
following the launch
of the website,
more than
400
residents
opened online
accounts.



Responding to
resident feedback,
we opened a **new**
city centre office
that's easy to get to.



Supporting residents to stay in their homes

We provide targeted
help to support our
residents manage
their finances
and tenancy.



During April-Sept 2017,
we helped residents save:

£80k
on their water bills



£198k
on their
rent debt



Talking with and listening to our residents

In the last year, we
engaged with more than
1,550 residents

This is a 50% increase in the
number of residents we have
interacted with. It is largely
because we are working more
closely with communities.

We have a new Resident
Engagement Strategy
that allows residents to
participate in four ways:

**They can participate
in four ways:**

- 1. Inform**
- 2. Consult**
- 3. Engage**
- 4. Co-produce**

**We have recruited a resident
Scrutiny Partnership with seven
members.** They work with us to
ensure services are reviewed and
help to improve performance.

What difference has it made?

CASE STUDY 1:

I was involved with the website project since day one:

- I was invited to join the procurement panel that appointed the website contractor
- I worked with NCH to develop the structure and content for the website
- I tested the website, making sure that everything was working ahead of the launch



"I can honestly say that the opportunities to get involved with NCH have changed for the better. As a resident I know that my views and opinions are valued, that I'm listened to, and that my feedback has been used to make things better for residents."

Shelley McGuire, resident

CASE STUDY 2:



"I haven't been involved with Newport City Homes before. I didn't know what the Scrutiny Partnership was, so I made an enquiry. I had to go through an assessment process and learn a bit more about it. The process was easy. I have no axe to grind and it's good to have a fresh pair of eyes because people get ingrained in their thinking. We did a presentation with the senior managers and set out what we wanted to achieve. Out of this, we decided we wanted to be a partnership rather than a panel. We should be working with the board to improve services. We will speak out, but when it's for the benefit of the other residents. We get further by working together."

Joan Curnuck,
Scrutiny partnership member

CASE STUDY 3:



"The new office is really nice. It's much easier to get to, as all the buses stop in town. At Nexus House, you had to catch another bus or have a long walk. It's much more accessible. It's not clinical inside. Most offices are, but this one isn't. The staff are lovely too. It's not like a cold office, it's really welcoming and relaxed."

Cheryl Bright, resident



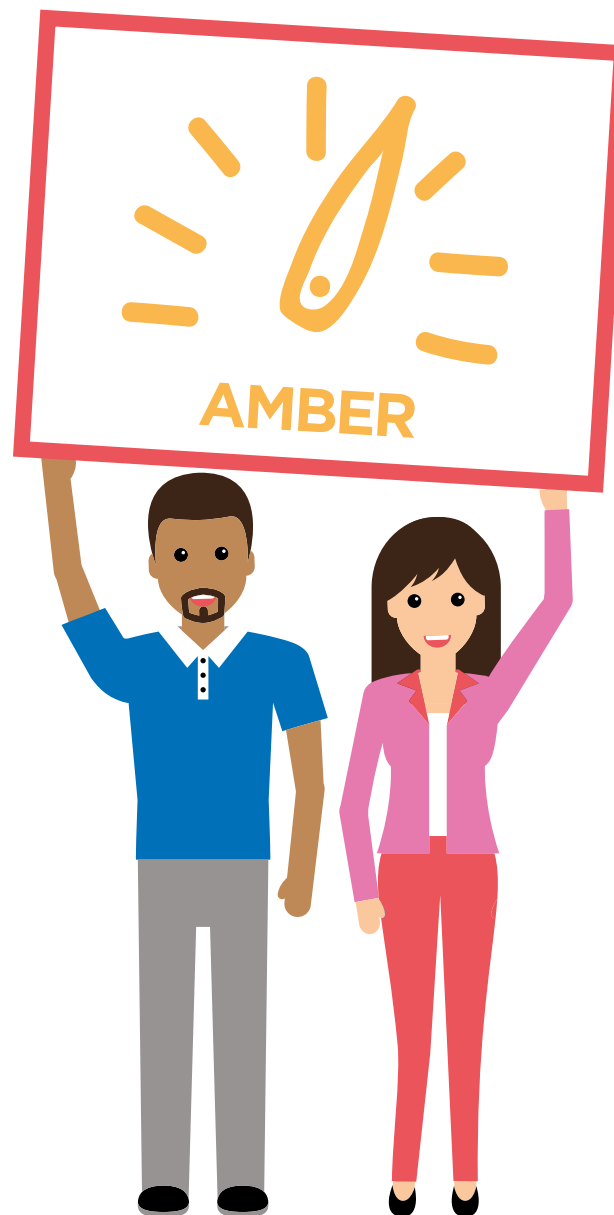
Our summary

We have made it **easier for residents to access services in a way that they choose**. For those who wish to reach us digitally, they can through our new website and our established social media channels. For those wishing to speak with us face-to-face, they can visit our new city centre office that's a stone's throw away from public transport routes.

We're **working much more closely with residents** and they are regularly contributing to service reviews so that we can continue to shape our services around their needs.

We are **actively responding to welfare reform** and have supported residents to take steps to sustain their rent accounts and reduce their debt.

Our rating



What next?

▶ We will continue to work towards **resolving resident queries** at the first point of contact.

▶ We will work to make more of our services available online **giving residents more access to what they need**, when they need it.

▶ We will **continually review our services** so that they are designed to put residents at the heart. We will start with a review of lettings and tenancy management.

▶ We will **enhance our resident engagement opportunities** so that residents can effectively challenge and shape our services.

▶ We will **support residents to sustain their tenancies** and minimise the impact of welfare reform.



Investing in homes and neighbourhoods



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Investing in homes and neighbourhoods

It's important that homes and neighbourhoods are well-maintained, providing safe environments to live in. **What have we done?**

Quality of your homes

75.7%
of our residents
are satisfied
with the quality
of their home.
Up from 70%.



Responding to resident feedback, we have recruited

12 caretakers

who make sure that
communal areas in flats
are well-maintained.



100%

**We have completed
a stock condition survey
of all our properties.**

This means we have
better data so we can spend
money in the right places and
maintain Welsh Housing Quality
Standards.

Safety in your home

99.9%
of our homes are
Gas Safe compliant.



We have **installed sprinklers** in
all three of our tower blocks.

We have installed
**10,000 carbon
monoxide
detectors**

to keep people safe
in their homes.

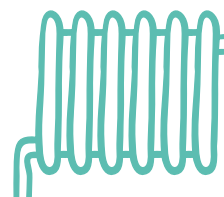
Maintaining your home

We completed:

4,093
plumbing jobs

3,993
electrical jobs

3,718
heating jobs.



We completed
30,571
repair jobs.

Of these **58%** were completed
in-house, **42%** by contractors.

Satisfaction with repairs and
maintenance has increased from

66.1% to 70.2%
in the last 12 months.

Your neighbourhood

We monitored, inspected and
maintained **between 10,000 and
12,000** trees across the city.

We carried out **14 grass cuts**
to general areas and
16 cuts to sheltered schemes.
This covered almost
1,000,000m² in total.



We cut and
pruned shrubs
(9,711m²) and
hedges (10,562
linear metres)
across the city.

Working with our partners, we
**reduced the amount of black
bags** being removed from
Bettws per week from
950 to 386 per week
on average which
means more people
are recycling and
fewer are fly-tipping.



What difference has it made?

CASE STUDY 1:

“Over the year, we have been retrofitting sprinklers in the three tower blocks in Newport. The project has been great and the feedback from residents has been very positive. I have found working with NCH very good, especially Lindsay Harding. It’s been a pleasure working with him. Initially, we thought it would be difficult going into people’s homes. However, after we had done a couple of homes, we found that residents told one another about the work and a positive feeling went around the building. This took away a lot of anxiety for residents and by the end of the project we were only taking three to four hours a property.”

Jonathan Phillips, United Living site manager

Hillview resident, Denis Crowley was happy with the work to have sprinklers installed in his home:

“The boys from United Living were only here a few hours. I didn’t have to leave. They moved bookshelves for me and tidied up after themselves. They were really good. My home feels like a safe place.”



CASE STUDY 2:



“My job is to check electrical, emergency lighting and fire alarm systems to ensure the safety of our residents. I work closely with my colleagues in the compliance team and across NCH to improve the services we deliver, and assure our residents that they are safe in their homes.”

Tara Earnshaw, NCH electrician

CASE STUDY 3:

“It’s much better knowing that I have an alarm in my home. You can’t smell carbon monoxide so I’d have never known if there was a problem. It makes me feel much safer.”

Patricia Bowen, resident



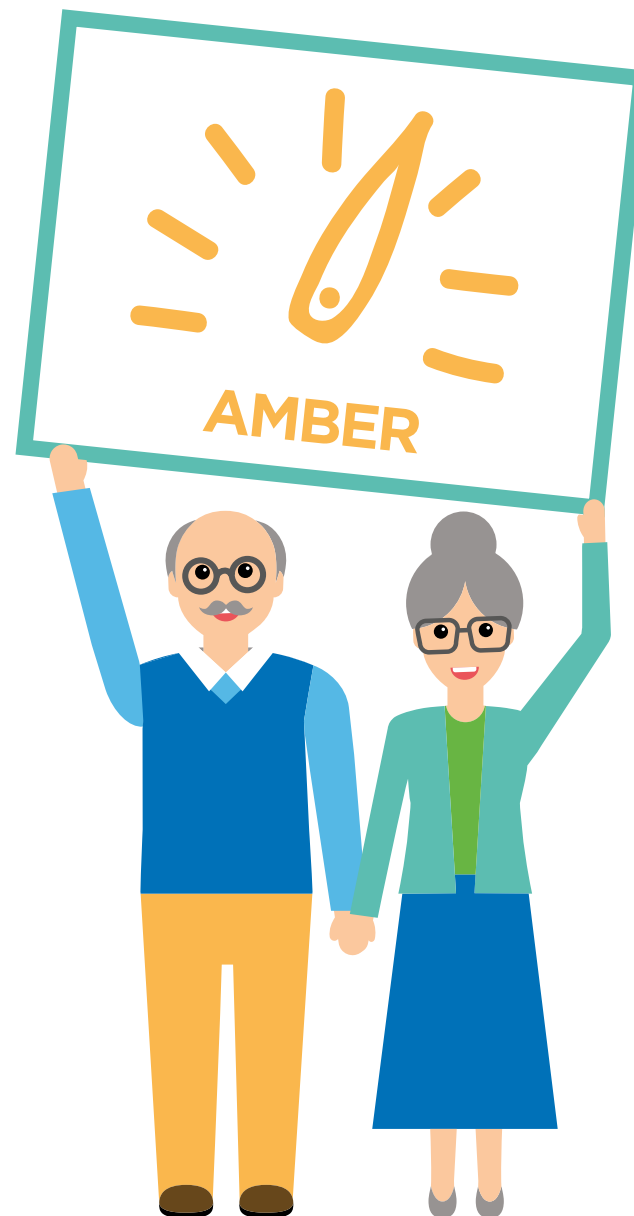
Our summary

Resident safety is our priority and we have installed and commissioned sprinklers in each of our three tower blocks – Hillview, Milton Court and Greenwood.

We have worked with our partners across the city to take care of our estates and the neighbourhoods in which our residents live. We have **invested in 12 new caretakers** to look after the condition of communal areas in our flats.

We have also **completed a stock condition survey** that gives us valuable data about our properties. This tells us where we need to invest and what we need to do to maintain Welsh Housing Quality Standards, whilst making sure we provide value for money for our residents.

Our rating



Next steps?



We will **work to design our services** so they deliver repairs right first time.



We will **improve the efficiency of repairs** and maximise the effectiveness of our repairs team.



We will **design and implement an Estates Programme** to enhance the quality of neighbourhoods and communal areas.



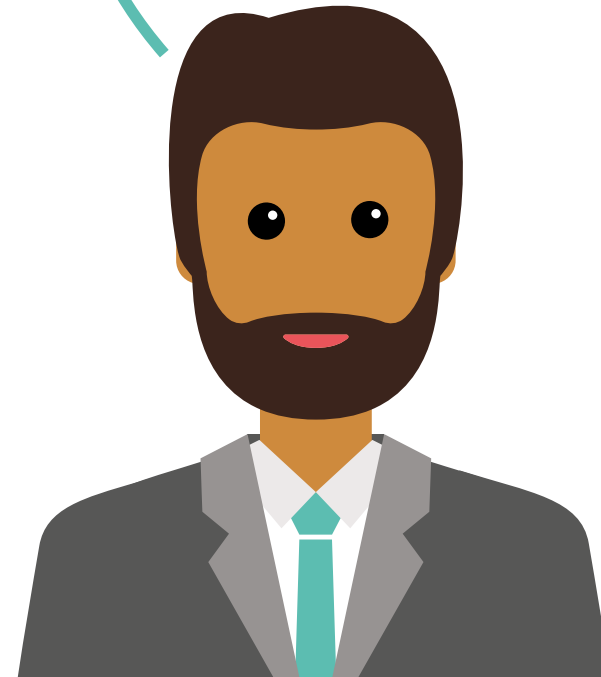
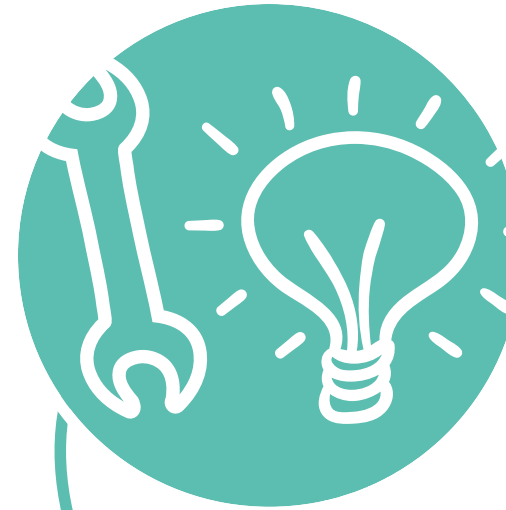
We will continue to work with our partners to **maintain the appearance of our neighbourhoods**. We can have a greater impact if we work together.



We will **remove the existing cladding on our tower blocks** and replace it with a product that has passed fire safety tests.



We will continue to **improve the energy efficiency of our homes** so that residents can save money on their energy bills.



Provide new homes



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Provide new homes

We know that there is a real demand for new housing in Newport. We also know that there's a need for community-led regeneration of our existing estates. **What have we done?**

New homes

Established a development programme – we can build

827 homes

on specified sites

over 10 years

within our current budget.



Completed building our first new homes in Bettws:

11 houses and 1 bungalow.



Acquired

10 acres

of development land at Old Town Dock with outline planning permission for

225 new homes

Community-led regeneration



Working with partners we have entered into a deal to bring

9 affordable homes

to the city centre.

We have made strides in our

£7.9m

Pillgwenlly regeneration scheme

We have:

- Demolished **25** garages and **seven** underpasses to minimise anti-social behaviour
- Built **one** community hub
- Converted **16** bedsits into flats
- Constructed **11** new homes

For our multi-million pound Ringland regeneration scheme, we have:

- Acquired land at Cot Farm for re-development
- Held **nine** resident consultation events
- Secured detailed planning approval for **56 units**
- Procured and entered into build contract with a developer partner



What difference did it make?

CASE STUDY 1:

Glen Court - from a resident in one of our new homes and how it's made a difference to their life.



Resident Annamarie Tyler said:

"It's like we are living now. We don't just exist. Alex was living in his sister's kitchen while we were waiting to be re-housed. Alex now has his own bedroom again and he is living the life that he should be living. We love it here. We absolutely love it. We are making memories and enjoying life."

CASE STUDY 2:

"The regeneration is definitely a positive thing, you can already see the community becoming more cohesive. I'm really excited about what's happening in the area. The community can also feel a difference already. Pill has its fair share of problems like anywhere else in the UK, but we, as residents, have a great community spirit. This regeneration project really gives Pill the opportunity to reach its full potential. You can see the anti-social behaviour problems that the estate has had in the past dying down. You can see people taking pride in Pill and many of them are doing community work alongside us."

Andrew Young, United Living resident liaison officer and Pillgwenlly resident



CASE STUDY 3:



"I got involved right at the beginning to give something back to the community. I've lived in Ringland almost 60 years. I've been involved in a few things before, helping to set up some community groups and neighbourhood watch areas. It's a nice place to live. We need more housing, like everywhere else. That's the main priority. The shops are antiquated now. They are not in a good place and are not visible from the main road. You don't know it's there. The shopping area was beautiful when it was built. I hope the work will help tackle some of the anti-social behaviour."

Chris Collins, resident

Our summary

We know that affordable housing in Newport is in high-demand. We have responded to this demand by taking a considered and ambitious step to become a developing association. We have **secured approval to build 827 new homes in Newport**, within our current budget.

We have also **completed our first new builds** which are already homes to 12 Newport families.

We have demonstrated our commitment to providing homes in communities where people want to live with our **investment in major regeneration programmes** in Pillgwenlly and Ringland.

We have also taken steps to **support the regeneration of the city centre** by working with our partners to bring affordable homes to the area. Working together, through the Public Service Board, we know we can make a greater impact.

Our rating



Next steps?



We will **deliver the regeneration scheme** in Pillgwenlly.



We will **start on-site at our regeneration scheme** in Ringland.



We will **deliver new homes** for people on a range of incomes.



We will **identify and procure development sites** to support our development plans.



We will **decide what homes and what tenures we will create** in our new developments.



Making a difference in our communities



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Making a difference in our communities

There is so much potential in our communities. We work with our residents and partners to nurture, support and grow that potential. **What have we done?**

Employment opportunities

Working with the **University of South Wales**, we have recruited a trainee surveyor through the Network 75 Scheme, supporting them to

become a fully-qualified surveyor.

We employed **10 people** through our apprenticeship and work-placed academy programme, which offered both trade and office-based opportunities.

Financial support

We have supported **60%** of our residents to remain **out of debt** as a result of 'Bedroom Tax'.



We have funded **32 community projects** through our **'Making a Difference'** grant, totalling **£29,000**.



We have supported residents experiencing financial hardship to access **£180,000** in grants.



Health and well-being

Working with our partners at Newport Live, we have delivered **Fit and Fed** sessions to more than **1,000 young people** across Newport tackling holiday hunger, isolation and inactivity.

We provided tailored housing related support to **25%** of residents, over the **age of 55**, living in our sheltered housing schemes and local community so they can live independently.



We provided telecare services to **1,324 residents** living in sheltered accommodation and the local community. We responded to approximately **2,000 alarm calls**, each month, through our emergency alarm centre.

We carried out more than **40 health and well-being activities** for over 55s each week at our sheltered housing schemes.

We have supported two groups especially for young people, **UNITY** and **Youf Gang**, so that they can make a difference in their communities and represent young people on housing matters.



What difference did it make?

CASE STUDY 1:

“Over the past 12 months, Newport City Homes has been instrumental in supporting the collaborative, Newport Fit and Fed – holiday hunger scheme. The representation via Newport City Homes social media outlets has also raised the profile of the scheme and created awareness to the residents we are actively trying to target. It’s enabled us to reach the residents and attract the most at need to the free sporting provision and support the project offers. Here at Newport Live we look forward to continuing the work with Newport City Homes to promote the positive impact we are trying to make within the city.”

Senior sport development officer
Leigh Williams, Newport Live



CASE STUDY 2:



“I first heard about the Newport City Homes Academy through a friend. After reading the information on the website, I decided to apply as it sounded like the perfect opportunity to get back into paid work. I left my last job eight years previous due to post-natal depression after the birth of my daughter. After a successful application, I was invited to an informal assessment day. I was very nervous but the day was very relaxed and lots of fun. We sat a panel interview then did a group task. Due to the amount of people who applied I was surprised to get a call saying I had done well and got the job. My confidence has grown and I feel this was such a good experience. As my Academy contract was ending, I applied to work with the income team and was successful. I’m very grateful for the opportunity I’ve been given and would recommend it to anybody who needs a helping hand getting back to work.”

Income administrator Sian Ryall

CASE STUDY 3:

“Network 75 is a five-year scheme combining a part-time work placement and study route to a degree. This scheme is unique to University of South Wales, with the ethos of supporting companies like NCH to grow talent for the future. We are currently running the scheme with capital works and a quantity surveyor trainee. This scheme allows us to support long-term resource and succession planning as students spend five years with NCH, during which time they will grow and develop within the organisational structure. Upon graduation they have the qualifications, skills, experience, and knowledge of a tailor made employee, with the commitment and in depth understanding of our business.”

Kate Rowberry, NCH lead on the Academy programme



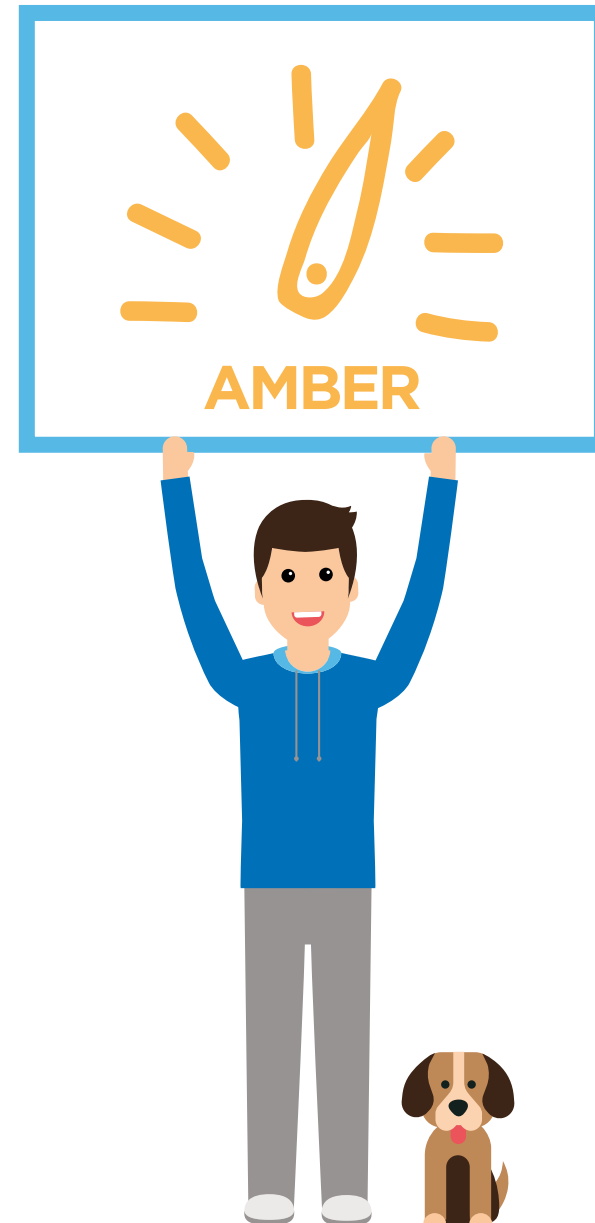
Our summary

We know that **working with our partners we can make a greater impact in our communities**. That's why we have continued to deliver shared projects such as Fit and Fed with Newport Live.

We have also **worked with Gwent Police to support Shaftesbury Youf Gang** with 11 pioneering Shaftesbury youngsters improving their local environment and making a difference in our communities.

We have **worked with communities to minimise the impact of welfare reform** and support them to manage their finances and identify ways back into employment, such as our Academy Programme.

Our rating



Next steps?

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

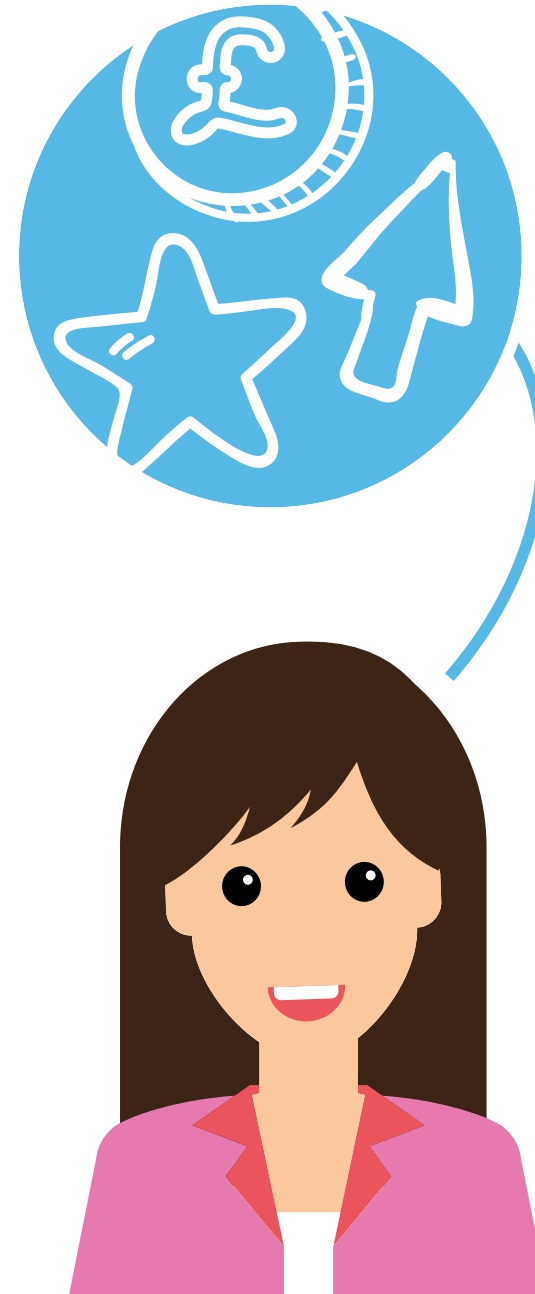
▶ We will help residents **manage their finances**.

▶ We will help our residents **maximise their benefit income**.

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

▶ We will maximise the potential of our expenditure and contracts to **create jobs and apprenticeships**.

▶ We will work with partner agencies to identify the best support mechanism and enable our **residents to get easier access to the services** they need.



Strong and effective organisation



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Strong and effective organisation

We are committed to continuously learning and improving the way we do things so that we can make the most of our resources: people, homes and partnerships. **What have we done?**

We have converted to
a **single status**
skills-based board
of 10



We were granted a
regulatory judgement
of standard:

STANDARD

This is the highest rating
from Welsh Government.

We focus on providing **value for money**, and to ensure we have enough resources to support the development of new homes.

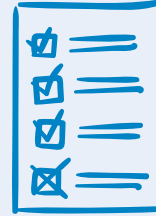
Our operating
margin is
10.7%



This is the
operating surplus as a
percentage of income.

We have a
30 year
business plan

that enables us to build
new homes, regenerate
communities and provide
resident-focused services.



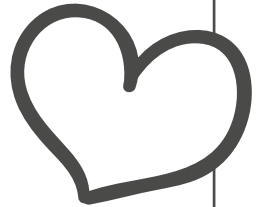
We completed a
whole organisation
restructure to make sure
we had the right people
with the right skills in
the right place.

We secured board
approval to enhance
our **recognition and**
reward package so
that we can continue to



recruit, attract
and retain the
best talent.

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



We prepared colleagues for
the new data privacy rules –

General Data
Protection
Regulations

– to keep your data safe.

What does it mean?

CASE STUDY 1:

“It took a lot of foresight and courage for the board to recognise its strengths and the skills needed to meet the challenges we face.

Our board members have backgrounds in the private, public and third sector, as well as expertise in finance, marketing, development and academia. We are going to capitalise on this expertise to deliver for the people of Newport. This means better services and greater positive outcomes in communities.

Over the last nine years, we have developed robust and effective mechanisms for resident engagement,

encompassing a strong focus on continuous improvement, with a full strategic review taking place every three years. Our residents can influence how we work at strategic, corporate and operational levels. So, whether we are informing, consulting, engaging or co-producing services with our residents, this ensures the impact on residents is in our DNA and is our first and foremost consideration. This, coupled with our new skills-based board, will be the catalyst for an exciting future for us. It's time to stretch ourselves and do even more for Newport communities.”

Board chair Nicola Somerville



What does it mean?

CASE STUDY 2:

Attracting, keeping and developing our colleagues is a priority at NCH to ensure we deliver services with residents at the heart of all that we do. We have updated our recognition and reward framework, enhancing the total reward offer. This means improving the way we attract, induct, train and develop colleagues to continually drive improvements across the association. We have recently updated the way we induct colleagues and the initial feedback is very positive:

“My welcome to working at Newport City Homes could not have got off to a better start. The team that I work with were very welcoming. Being a new starter at NCH I was automatically booked on to an induction run by Kathryn Jaggard. Kathryn informed the group that we were the first to go through the new induction process. The induction went brilliantly. It was incredibly informative and engaging from the information being shared to the speakers from various departments and the group tasks.”

Procurement advisor
Matthew Williams



CASE STUDY 3:

“We’re always working to provide the best possible service to our residents. As part of this, we’ve created a more user-friendly privacy policy, which also addresses new data rules, including GDPR.

“We have made it easier for residents to control the information they provide to us and put in place measures to keep this information secure. To make the policy easier to understand, we use clear, plain language and examples that illustrate our activities.



“We know that data is precious and we have a responsibility to protect it. We rolled out mandatory training to all staff to ensure that they only collect data that they need and when they need it.”

Paul Boobyer, information
governance business partner

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 have **changed our board structure** to allow us to appoint members based on the skills we need and support our continued aspirations to build more homes, deliver community-led regeneration schemes and work more closely with residents than ever before.

We have **attained a regulatory judgement of standard** that recognises that we have satisfactory governance arrangements and are financially well-managed.

We have **responded to the needs of an ever-evolving workforce** and have secured approval to enhance our recognition and reward scheme, recognising that we operate in a competitive market and need to attract and retain the best skills.

Our rating



Next steps?

▶ We will maintain **the effective governance of the organisation** by recruiting additional board members, ensuring they have the skills to help NCH face the challenges and take the opportunities that lie ahead.

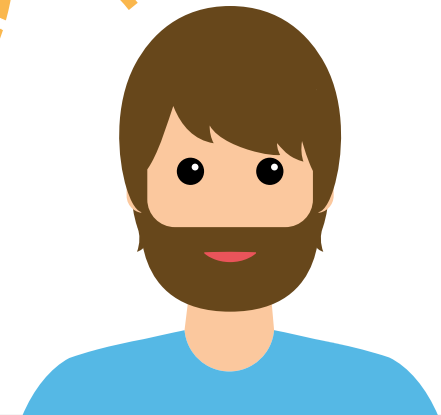
▶ We will focus on becoming the **employer of choice** so that we can recruit, develop and retain the best talent to deliver great and improving services.

▶ We will implement a **new recognition and reward package** to meet the needs of an ever-evolving workforce thus demonstrating our commitment to being a modern and dynamic association.

▶ We will implement a **service review programme** that will focus on improving performance in priority areas. In the year ahead we will **target performance improvements** in: resident satisfaction, the re-letting of empty properties and the repairs service.

▶ We will embed our **plan for promoting Equality and Diversity** to break down barriers, eliminate discrimination and ensure equality of opportunity for our residents and colleagues.

▶ We will embed a **new Procurement Framework** to maximise the return on our investments, which means we continually review and consider value for money.



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

 www.newportcityhomes.com

 enquiries@newportcityhomes.com

 01633 381111

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