



# Melin Homes Self-evaluation 2020-21



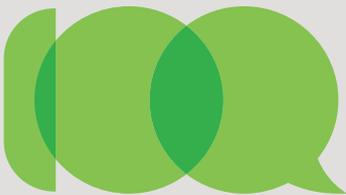
# Melin Homes Self-evaluation 2020-21

This is a summary of Melin's Self-evaluation for 2020-21. As a Housing Association in Wales, Melin has to meet standards set by Welsh Government. These standards are split into two groups, Part A: Governance and Financial Viability and Part B: Landlord Services. We have spoken to staff and our 100 Voices panel to identify how we are doing.

## Part A: Governance and Financial Viability

**We place the people who want to use our services at the heart of our work – putting the citizen first**

1



- We have continued to embed resident involvement into how we are governed. The creation of 100 Voices has made sure that a clear 'resident voice' has been central to improving our services this year.
- We continue to make our organisation and the services we offer as accessible as possible and we monitor them to make sure our approach is fair and open.
- We are part way through our Maintenance Service Review and during summer 2020 are undertaking widespread resident consultation on maintenance services.
- The number of Melin residents who feel that their views are listened to and acted upon has increased in the last 12 months
- Melin supply residents in need with Tesco vouchers to enable them to buy food. The Money Advice team have accessed £39,404 of savings and grants for residents on their energy deal. They have an 84% success rate with benefit appeals and have given out 190 food parcels to those in need.



- We are committing to engage with younger residents and those in the wider community to give young people a voice in helping shape our services. The opportunities will be through our Youth group – Yep! and remotely through 100 Voices. We will continue to engage through school partners allowing younger residents to work with us in areas such as careers, environmental, wellbeing and much more.
- We continue to be accountable to you by carrying out a STAR survey and using the results to improve what we do. We achieved 88.12% overall satisfaction and have a plan to be a top performing housing association.



## We live public sector values, by conducting our affairs with honesty and integrity and demonstrate good governance through our behaviour

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- We continue to publish information about our activities.
- We were the first Housing Association in Wales to achieve the Quality in Equality and Diversity (QED) Accreditation. And passed our year one review.
- We continue to respond to communication requests with us in Welsh.
- We continue to demonstrate our impact on the economic, social and environmental outcomes. That's across all our activities including working with: YPrentis for apprenticeships, Care & Repair supporting older and vulnerable people as well as our core housing activities.
- Our employment team have helped 49 tenants achieve sustainable employment.
- Melin's money advisors have helped source an additional £2.5 million for our residents.



## We make sure our purpose is clear and we achieve what we set out to do – knowing who does what and why

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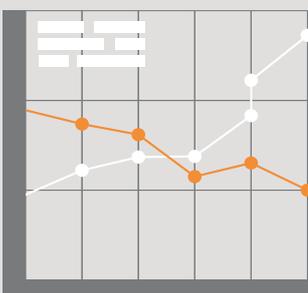
- We continue to have a strong Board who continue to challenge what we do. A Governance Review was carried out in 2018/19 that incorporated the CHC Code of Governance and reviewed Melin’s working practices. This resulted in a new Quality and Engagement Committee that will focus on resident engagement.
- We continue to develop our approach to Value for Money (VFM) and have plans to measure the social value of our activities and make the most of what we do. A new VFM strategy will be developed in 2021.
- We will engage with stakeholders as part of our business planning cycle to find out what they think about how we operate.
- We have developed our culture and values and will make sure that they continue to drive how we operate. We have ongoing success in the Times 100 list, with Melin rising to number six in the Best Not-for-profit Organisations to Work For in 2020 across the UK, and the second highest ranked organisation in Wales.



## We are a financially sound and viable business

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- We are a financially sound business and have high standards of integrity.
- We are well aware of our business risks and take steps to deal with any threats.
- We manage our risks effectively and continue to develop high quality homes and services in a demanding economic environment.
- The Melin Board set their risk appetite annually
- A COVID-19 risk register was set up to help us manage the risks through the pandemic.



## We engage with others to enhance and maximise outcomes for our residents and the community

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- We have effective partnerships with a range of stakeholders and have engaged with the third sector organisations to maximise outcomes for our residents.
- We continue to work collaboratively and effectively to make sure our core business is protected.
- Working in partnership with contractors, we started on-site with 315 new homes and built 124.



- We have established Housing Representatives across all public service boards in our service areas to enable better partnership working across Health and Housing.
- We work with local health and social care providers under the Health Social Care and Housing Partnership.
- Our CEO sits on the Regional Leadership Board for Health, Social Care and Housing.

collaboration

## Part B: Landlord Services

### We build and renovate homes to a good quality

1

- We develop and refurbish properties to provide homes for people with additional needs.
- We have a clear group structure with Candleston that will protect our core social housing interests.



Candleston



melin

- We have begun work on the refurbishment of several sheltered schemes. One example is Tredegar Court in Newport, this will result in development of a new build scheme in partnership with Newport Council.



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### We let homes in a fair, transparent and effective way

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- We let our homes in a fair and transparent way and publicise this on our website.
- We have improved how we manage our empty properties and have lowered turnaround times to 27 days' empty during March 2020.
- Our void loss is now at an historic low level.
- We publish clear information regarding the allocation of our properties.

## We manage our homes effectively

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- We continue to offer the most secure forms of tenancy to our residents.
- We set and collect our rents and service charges effectively. We use SMS to contact residents and remind them to pay their rent.
- We have also installed a 24-hour payment link to support further payment methods.
- The proactive tenancy sustainability and advice services undertaken by Melin Homes means that we have achieved a low eviction rate during 19/20.
- We continue to offer financial support to our residents and in 2019/20 managed to put just over £2.5 million back into their pockets.
- The Residents' Handbook details all the information that residents need about all the services we offer them as Melin residents.
- We are starting work on a new and improved rent affordability model, and engaging with residents as we go along the process.

## We repair and maintain homes in an efficient, timely and cost effective way.

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- We have continued to invest in our properties and want to improve how our properties are performing financially and will be developing this as part of our Asset Management strategy.
- We have a WHQS Compliance Policy in place that is audited as part our programme and reported to Board.
- We have a small fund to allow us to improve the efficiency of the stock and are modelling long term investment plans to work alongside Welsh Government in their drive to reach A-rated properties.
- 86.98% of residents are satisfied with the way we deal with repairs and maintenance

- Following the integration of Melin’s repairs service, 80% of repairs that are delivered are by in house workforce allowing for greater control, resident feedback and additional support for residents.
- We have a dedicated contracts team in place to monitor key front-line maintenance contracts that are let to third party contractors. Routine contract review meetings consider resident feedback.

## We provide fair and efficient services for owners.

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- We continue to provide effective management services to our leasehold and shared ownership customers.

## Improvements coming your way...

- Improvement on the data we hold – we want to fill the gaps on our customer profiling and improve the quality of data we hold on our residents.
- Improvements to our wider asset management programme.
- More reliable data through better use of software to carry out surveys.
- Resident engagement remains a top focus for us.
- Firm plans in place to improve our service to leaseholders.



If you have an opinion that you would like to share on any of the issues in this Self-evaluation you can get in touch on Facebook or Twitter   /melinhomes

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