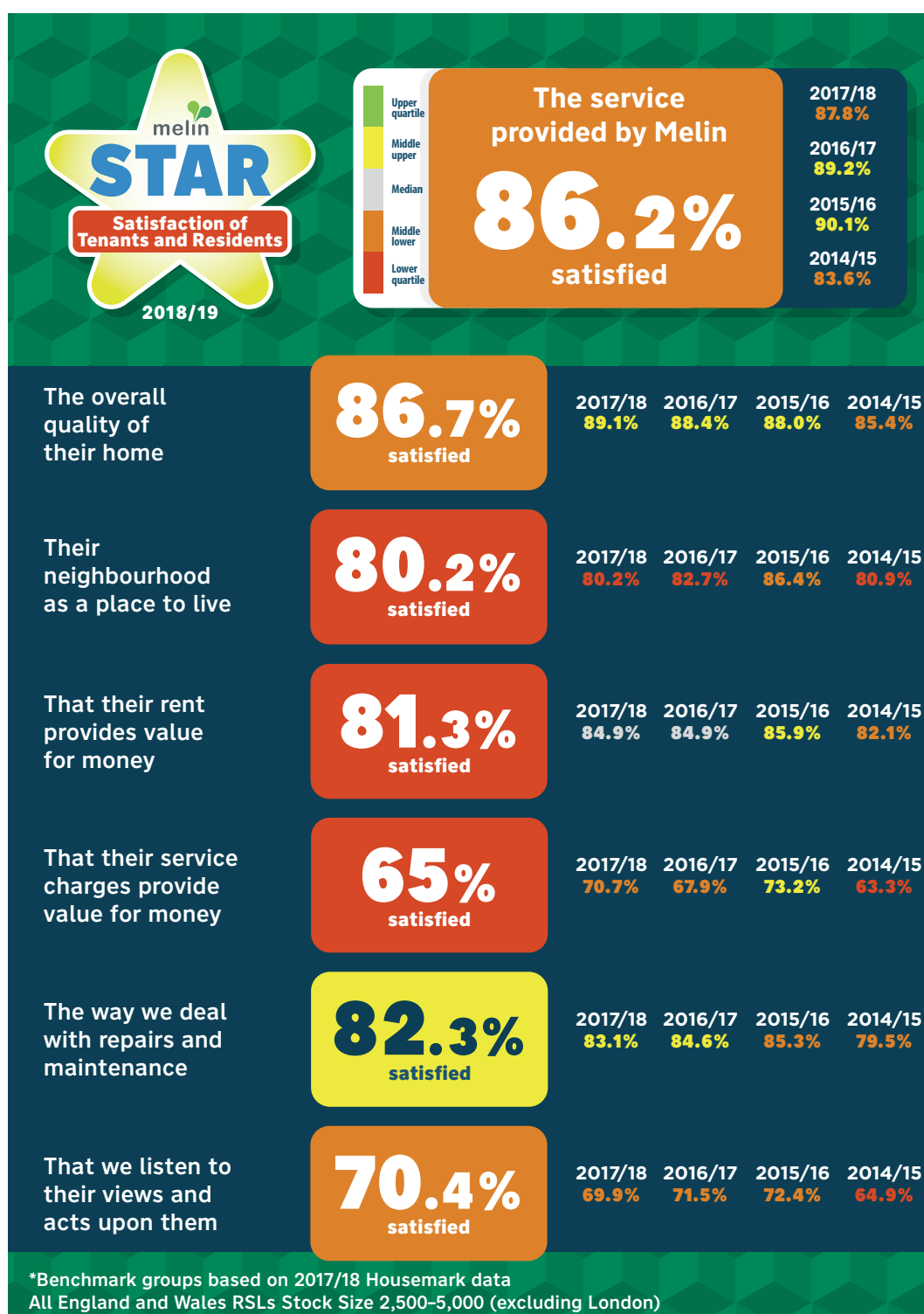




Social value at Melin 2018/19

Social value at Melin

At Melin we do all we can to provide good quality, safe and secure homes and communities for our residents. We traditionally measure the value these core services bring to residents by measuring their satisfaction with services using the industry standard STAR (Survey of Tenants And Residents) methodology. This allows us to measure our residents' satisfaction with our core services, and compare that satisfaction to other landlords and their services. Melin's STAR satisfaction survey results for 2018/19 are shown below.



Social value at Melin

We also aim to do a lot more than this by working with people and communities to improve the quality of the life more broadly. This work ranges from the funding for community projects, free advice about how to reduce energy bills, working with contractors to offer apprenticeships to local people, to providing free access to advice and support for those wanting to improve their chances of getting a job. The benefits that this additional work brings to both individuals and communities is called **social value**.

At Melin we aim to do so much more than simply provide a home. This report is designed to demonstrate some of the added value the services we deliver, and we hope to demonstrate the social value of the work done by Melin.

Melin hosts YPrentis and Care & Repair Monmouthshire and Torfaen and so we have included the social value generated by those two organisations in this report.



What is social value?

Social value is a way of thinking about how resources are allocated and used. It involves looking beyond the price of delivering services and looking at what the collective benefit to an individual or community is from the work we do.

We think about social value in terms of the wider impacts of the work we do, especially to promote the wellbeing of our customers, our communities and the local environment. Social value is the outcomes that you may not see straight away. It's the value of wider financial and non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment. For example, helping someone to get long-term sustainable employment may mean that they are then able to pay their bills, get themselves out of debt and increase their confidence, adding value to them and to the wider society.

In 2018/19 we generated

£3,358,355.31

worth of measurable social value. This means that where we measure it, Melin's services generate £4.50 of measurable social value for every £1 we spend.

Why measure social value?

We can't always physically see the social value outcomes of the work we do **but** we need to know that we are focusing and targeting our resources where they are needed most. We want to be able show our tenants that we are spending their rent money wisely and want to show our residents, communities and partners the value of the work we do and the differences the work makes.

To do this is not easy or an exact science because we are often dealing with individual views and personal perceptions. The value of a community clear up cannot be fully captured in words or numbers. The impact on someone's life of a new home, better insulation or improved social networks goes way beyond the financial cost.

Helping someone be able to better manage their money or reduce their debts can significantly lower levels of stress, improve personal wellbeing and allow that individual to contribute more to their local community or society in general. These are some of the areas that are extremely difficult to put an overall financial figure on.

How do we measure social value?

We deliver services in our communities and with local partners that provide social value. We measure this through a mix of facts, figures, stories and case studies.

We also use a tool developed by the Housing Association Charitable Trust (HACT) that measures the outcomes you normally wouldn't be able to see and converts that into an equivalent monetary figure. The values are derived using a consistent methodology that complies with the strictest technical guidelines and requirements set out by HM Treasury and the UK Government, who endorse the vast data sets used to attribute the social values. We can also look at our services and determine how much social value we generate for every £1 we spend so we know which services offer the greatest outcomes. This helps us plan our activities for future years because we can see the differences our various services are making to the lives of our residents and the communities where they live.

Social value at Melin

£342,186.24

was generated by people becoming regular members of social groups



£280,568

generated through positive impacts on health, depression and anxiety

Helped 56 people into employment, generating

£667,667.84

91 people attended employment or work-based training, generating

£95,057.47

Helped 34 families move from temporary to permanent accommodation, generating

£272,850



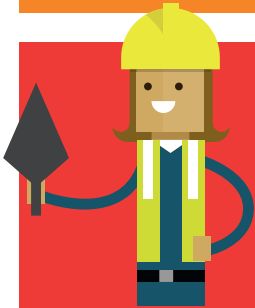
£265,729.07

was generated by helping residents manage their finances



38 young people were supported onto apprenticeships, generating

£64,279.08



£681,745.48

was generated by improving people's confidence and helping them take control of their lives

£233,228.41

was generated through increased activities in tenants' groups



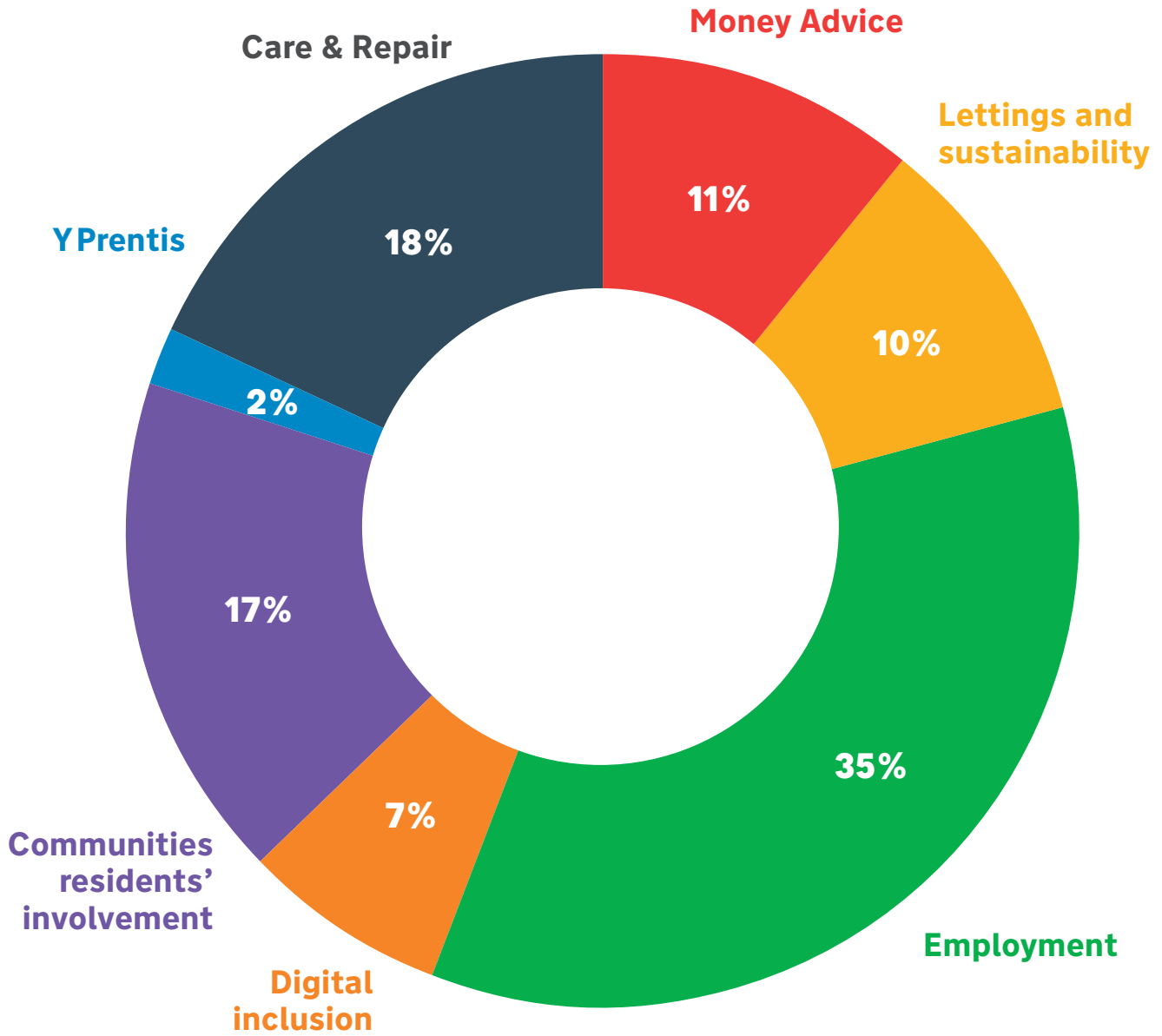
Search



Helped 88 people access the internet generating

£218,794.90

Social value generated



Care & Repair

The Care & Repair service provides a free, comprehensive home improvement and advisory service to older and disabled people living in their own homes or privately rented properties in Monmouthshire and Torfaen. The service is designed to help residents maintain their independence as they remain in their own homes in greater comfort, warmth and/or security.

Case study 1

Mr and Mrs Peters* are in their 80s and live in a three-bedroom semi-detached house. Mrs Peters has a back condition and Mr Peters has a heart condition.

The Agency Caseworker visited, and identified that they were feeling worried and anxious about losing their independence in their own home. A range of adaptations were installed internally and externally, and funded through the Safety at Home grant, meaning Mr and Mrs Peters didn't need to pay for them.

As part of the assessment process, referrals were made to other agencies for a range of additional adaptations to assist with mobility and bathing, which Mr and Mrs Peters were happy to pay for.

A welfare benefits check was carried out and claims were made for a range of additional benefits that Mr and Mrs Peters were entitled to.

The outcomes of the referral were:

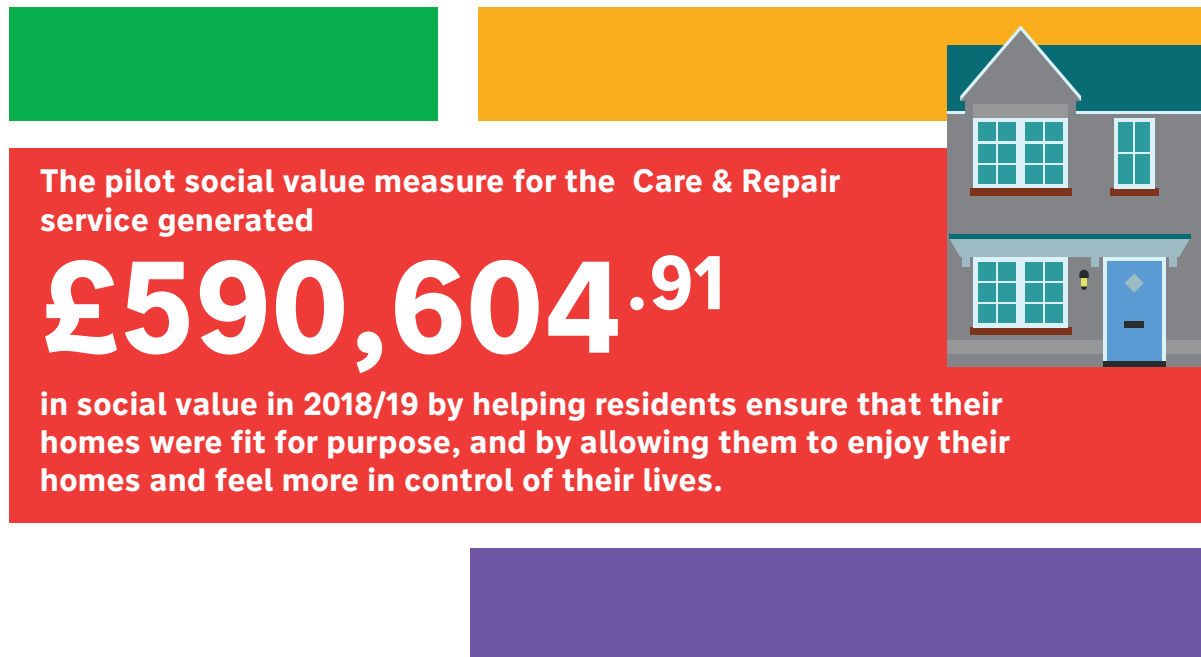
- An initial **£9,115.60** annual increase in the household income leading to financial security.
- Mr and Mrs Peters home is now safer and more suited to their needs.
- Mr and Mrs Peters felt empowered to make informed decisions and take control of their lives, having a positive impact on the couple's mental wellbeing.

*Names have been changed

The Care & Repair service offers free, impartial advice on repairs and alterations to a resident's home and will help people get estimates and select a reputable contractor. The service provides help with all types of home renovations and home security such as smoke alarms, electrical work, handrails, central heating, insulation, and plumbing.

Social value at Melin

In 2018/19 the Care & Repair service piloted measuring social value, and did a small random sample of before and after surveys of clients who went through their casework service.



By working with residents to undertake works to their homes:

- Nine residents felt that their health was better than other people of their own age;
- Two felt their levels of depression and anxiety had significantly improved;
- Seven felt their confidence levels had significantly increased;
- 23 felt that they were more in control of their lives;
- 10 felt that they were more in control of their finances.

Communities and resident involvement

We had a Residents' Panel, Customer Service Group, and a Disabilities Group that were made up of resident volunteers who met regularly to scrutinise our work at Melin and suggest improvements to the services we deliver. Our Communities Team also facilitate and run a multitude of bursaries and other projects.



Our Communities Team generated

£575,414.65



of social value in 2018/19 by getting residents involved in events and activities that improve us as a business, their communities and help them to develop as individuals.



Events have included using the Melin Bus across a range of activities and organisations, making grants to community groups to support various activities, such as litter picks and community clean ups, gardening and 'Fit & Fed' groups. The team work tirelessly to get communities engaged in a bid to help us truly get to know our residents and vice versa to get and increase wellbeing.

For every £1 we spend on our communities programme we generate £3.10 in social value

Digital Inclusion

Our team can help any resident get online, give impartial advice on affordable broadband, devices and deals to make using technology as easy as possible. Once residents have access to the internet, the team can help with setting up an email, online shopping and banking, helping residents get access to Universal Credit and other services online.

Our Digital Inclusion team generated

£218,794.90

worth of social value in 2018/19 through getting 88 residents online and increasing their confidence using their computers and other devices.



Case study 2

Our Principal Employment Officer has been working with Jeff* since she was contacted by Jill, another member of staff who was responsible for the maintenance team. Jeff is an apprentice painter and decorator. He is not being kept on after finishing his apprenticeship with Melin and Jill wanted him to have some employment support. Jeff is also a Melin resident who lives in Pontypool. He now has a CV and has applied for several jobs after doing job search together with our Principal Employment Officer. Melin is also going to pay for his Construction Skills Certification Scheme (CSCS) card so that he is able to apply for jobs on construction sites.

Case study 3

Our Employment Officer started working with Jane* in August 2018 and is still helping her despite supporting her into full-time employment (which she has maintained since February 2019). When Jane was initially referred to us there were a lot of background issues in the home and she herself was having a very rough time (relationship break up, depression and social anxiety, on top of being left with three children on her own). Step by step they have progressed to a point where she has been supported, not just into full time employment but has recently passed her driving theory and is soon to sit her practical driving test. Jane has come on leaps and bounds to the point where she has even referred her own 17- year-old daughter to Melin for employment support.

*Names have been changed

Residents who have benefited from the programme have told us:



“The project is good idea.”

It’s a “fantastic thing to do.”



The tablet has been “a big help”.

“... Really useful and a good idea. Melin should continue with the project.”

For every £1 we spend on digital inclusion work, we generate £4.48 in social value

Employment

The value of employment is not only financial, but can greatly increase confidence and wellbeing. Our highly trained employment team helps residents with things like:

- Training
- Volunteering
- Work placements
- Job searches
- CV writing
- Interview techniques
- Confidence building

Case study 4

A local couple had been struggling with finances and built up a lot of rent debt; this was having a massive impact on the family unit and both residents' mental and physical health.

The Income Recovery Officer (IRO) had arranged to bring the couple into the office due to debt nearing £2,000. Off the back of this visit the IRO asked the Employment Officer to come in to the meeting and provide support.

Over the following weeks, employment support was provided in the form of CV and application support, interview skills and a funded CSCS Card.

In a little over six weeks one of the residents had started full time work and has sustained this to date. The other couple has remained the full-time care giver and not looking for employment at this stage. Two months after work was started rent arrears have fallen from £1,900 to £900.

Following a referral from a fellow Income & Inclusion team member this single mother was referred for support as she was finishing university and needed to move into work as soon as possible. She was referred in October 2018 and completed studies in May 2019. At the point of referral rent arrears stood at a little under £350.

Throughout this period, employment support engaged with CV support and application support. When this was not as successful, we arranged for them to volunteer within Melin Homes' People & Learning team for 12 weeks, so they could gain some real-life HR experience to support their Degree In HR.

During this volunteering phase employment support engaged more heavily with support session around:

- Job search
- Competency questions
- Interview skills
- Application support
- Job searching

They completed their volunteering and within a matter of weeks they were offered two roles.

In 2018/19 we generated

£1,117,416^{.09}

through our employment team in social value and helped residents experience 186 positive outcomes.

Our employment advisors helped:

- 56 residents with their journey into employment
- 92 residents undertake volunteering or work related training to improve their skills directly with Melin or other partner agencies
- 17 residents to feel more secure in their jobs
- 21 people to feel more confident in themselves, less anxious or depressed and more in control of their lives.

For every £1 we spend on employment services we generate £9.62 in social value

Securing permanent accommodation and sustaining tenancies

The social value of our lettings service is determined by the impact we have through providing good quality, secure, and well maintained homes in communities that people choose to live in. Every year Melin helps families of all sizes move from temporary to permanent accommodation, giving them all the benefits that a good quality, safe and secure home brings.

We work with tenants who are in the greatest need of our help to sustain their homes and tenancies. Our Tenancy Sustainability Officer provides ongoing support to Melin residents by helping in whatever way they can to ensure the resident is managing their tenancy and their wellbeing. This includes referring to other teams within Melin who can provide specialist and targeted support, or to external agencies where that is the more appropriate route.



In 2018/19 we generated

£345,653

of social value by helping people get a permanent home or by supporting people to sustain their tenancies. For every £1 we spend on lettings and tenancy sustainability, we generated £1.99 of measurable social value.



Case study 5

Cath Lawler* recently moved into a new Melin home with her young family. During the pre-tenancy stage Miss Lawler advised that she had previously been in a volatile relationship involving financial abuse. Because of this Miss Lawler had no choice but to leave her previous property and move in with other family members. This was extremely stressful for everyone concerned as she was trying to pay off debt that she was left with and still try to support her young family

Cath told Melin staff that “having this property is a life changer for myself... we cannot thank you enough”.

Case study 6

We recently moved Mr Cross* from a second floor flat to a ground floor flat. Mr Cross had a terminal illness and his former flat was accessed via approximately 40+ steps. He was finding it increasingly difficult to remain mobile and was suffering with increased social isolation. We were in regular contact with his support worker at the hospice throughout this process and we are very pleased that he has settled in well to the new flat. This has resulted in an increase in his mobility and social interaction. Mr Cross now no longer feels isolated and the move has improved his quality of life significantly.

Case study 7

Mr Rourke* moved from temporary to permanent accommodation. He has Asperger's and is estranged from his family. Melin staff worked with Mr Rourke to ensure that his financial affairs were in order, applied for a DAF grant to purchase essential living items, made sure his utilities were set up and working correctly. Melin made referrals to a range of external support agencies to help Mr Rourke maintain his tenancy and adapt to his new home. As a result, his Universal Credit is now set up, he was awarded the DAF grant which helped to change the property to a home for Mr Rourke. He received support to help him increase his confidence and now he is engaging with ongoing support where previously he had refused.

Case study 8

Amanda Powell* has two children and lived in a property that was going through the mortgage rescue process. Miss Powell was supported to make a Universal Credit and Council Tax benefit claim. During the period with no income Food parcels and vouchers were provided to her so she could feed her family. External support referrals were made and issues around the property were resolved. The support from Melin meant that her finances and benefits were resolved so that she didn't fall into further debt. Repairs were arranged for her property and she then understood the repairs process. Miss Powell re-engaged with her support worker and rubbish was removed from her garden.

*Names have been changed

Money and Energy Advice

Staff in our Income & Inclusion and energy advice teams offer residents practical help and support in managing their finances, and practical support so that residents can save money on their energy bills, reduce their carbon footprint, and ultimately save the planet. They help residents to maximise their income by offering first class benefits advice and supporting residents to access appropriate government grants.



In 2018/19 our money and energy generated

£386,192.32

in social value through our Energy Advice services



Our accredited money advisors offer a free confidential service, and can offer help with:

- Benefit advice; including Universal Credit, Employment and Support Allowance (ESA), Personal Independence Payment (PIP) and the Benefit Cap;
- Tribunal assistance or reconsiderations for benefit appeals;
- Grant applications for essential household goods such as furniture and electrical goods;
- Paying bills;
- Impartial, free, face-to-face money and budgeting advice, and specialist debt advice from accredited money advisors;
- Free energy advice that could help you save money on bills;
- Opening a bank or savings account;
- Getting a food parcel.

Social value at Melin

Melin's Energy advisors are able to help residents with:

- Gas and electricity bills
- Changing energy suppliers
- Pre-payment meters
- Water meters
- Warm home discounts

For every £1 we spend providing money and energy advice, we generated £2.17 in social value

YPrentis

YPrentis is a flagship partnership between Melin Homes and Monmouthshire County Council and is funded by the Construction Industry Training Board (CITB) and Welsh Government. It is a construction based shared apprenticeship scheme that operates across South East Wales that employ apprentices across a range of construction trades to meet the evolving needs of the construction industry.

Case study 9

Kathryn* was a painting and decorating apprentice for two years.

She discovered an interest in painting and decorating from working with her dad, who himself is a painter and decorator. As well as doing some work with him, she worked full-time at McDonalds.

Kathryn worked with Dafydd at YPrentis, went back to college to gain some essential skills to enrol onto an NVQ Level 2 Apprenticeship course. At the same time Dafydd secured a placed for her with a local Housing Association.

Kathryn spent time with YPrentis and achieved her NVQ Level 2 in Painting and Decorating at Coleg Gwent's Pontypool Campus. She progressed to NVQ Level 3 and secured a permanent job with the Housing Association

“Doing an apprenticeship was the best thing I ever did. I still have a long way to go but it's given me the chance to learn and develop. It's also made me want to go on and do more. I used to always say 'I can't do it', but it's helped me improve my confidence and taught me that I can do whatever I want to.” Kathryn told YPrentis.

In recognition for all her hard work and everything she achieved, Kathryn was awarded the Impact Achiever award at CITB's prestigious Apprenticeship Awards.

Dafydd from YPrentis, said: “I am so incredibly proud of Kathryn who has faced many barriers in life. Through sheer determination and ambition she has proved that anything is possible. The change from the start of her journey is phenomenal and she has achieved everything she has set out to do and more. The opportunities we give our apprentices can be life changing”.

*Names have been changed

Social value at Melin

Each year, we take a snapshot of the number of people we have helped into apprenticeships.

