Social Value

melin

Social Value at Melin 2017/18

Social Value at Melin

At Melin we do all we can to provide good quality, safe and secure homes to our residents. We also aim to do a lot more than this by working with people and communities to improve the quality of their lives more broadly. This might be funding for community projects, free advice about how to reduce energy bills, working with contractors to offer apprenticeships to local people and providing free access to advice and support for those wanting to improve their chances of getting a job.

What is Social Value?

Social Value is the outcomes that you may not see straight away. It's the value to 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 wider society.

Why measure Social Value?

We need to know that we are focusing and targeting our resources where they are needed most and we want to show our residents, communities and partners that we are doing so.

To do this is not easy or an exact science. 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, or better insulation goes way beyond the financial cost.

Helping someone reduce their debts can significantly lower levels of stress, which is difficult to pin down in a figure.

We aim to do so much more than simply provide a home and we hope this report demonstrates that.

How do we measure Social Value?

We provide Social Value to our communities and measure this through a mix of facts, figures, stories and case studies.

We also use a tool developed by the Housing Association Charitable Trust known as HACT, that calculates a monetary figure to measure outcomes that you normally wouldn’t be able to see. The values are derived using a 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.

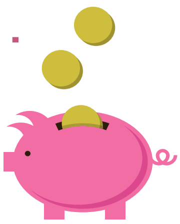
In 2017/18 we generated £4,061,670.23 worth of social value across our activities

£2,853,912.37 was generated by improving people's health and wellbeing

£19,061.58 was generated by improving people's environment

£356,240.63 was generated through resident's attendance in social groups and events

£45,115.38 was generated by activities that improved confidence in young people



£98,074.63 was generated from improving people's financial circumstances

We've supported **122 residents** through our tenancy sustainability service

£5478 We've given £5478 to community groups and individuals persuing their career goals

20 We helped 20 people into full time employment

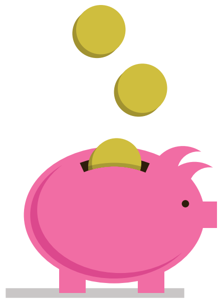
£689,265.64 was generated from helping people into employment/training

For our positive measured outcomes we generated £4.23 in social value for every £1 we spent

Income & Inclusion

Our staff in Melin's Income & Inclusion team offer residents practical help and support in managing finances, energy and employment.

In 2017/18 our money and energy advisors generated £560,256.21 in social value.



This means that for every pound we spent providing this service, we generated £4.44 in social value.

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

- First class benefit advice; including Universal Credit, Employment and Support Allowance (ESA), Personal Independence Payment (PIP) and the Benefit Cap,
- Money and budgeting advice,
- Help to get things like washing machines and fridge freezers,
- Help with tribunal assistance or reconsiderations for benefit appeals,
- Help to open a bank or savings account or digitally assist,
- Food vouchers.
- Give first class money advice on how to manage home finances.
- Be on hand with basic advice about budgeting money;
- Help with grant Applications for essential household goods such as furniture and electrical goods and help with paying bills.
- Offer a free confidential advice service from accredited Money Advisors;
- A free benefit health check;
- Impartial free face to face advice and specialist debt advice
- Assistance with tribunals or appeals
- Free energy advice that could help you save money on bills;
- Specialist benefits advice on things like Universal Credit and the Benefit Cap;
- Assistance with tribunals or appeals;

- Help to open a bank or savings account
- Help to get a food parcel.

Income & Inclusion Case Study - Deb and Dickie

Deb 59, and Dickie 62 are housemates and first contacted our Money Advice team four years ago. Deb recalls "I was borrowing off Peter to pay Paul. I can read and write but I wasn't opening my mail. There wasn't enough money coming in, I was behind with all my bills."

Our Money Advice team visited and sorted out outstanding bills with water, gas, electric and rent. When Dickie got ill they put the housemates in touch with Tenovus and Macmillan Cancer and applied for additional benefits that have made all the difference. Life was once very difficult struggling up a steep hill with shopping, and paying for expensive taxis. But now the friends now how to budget, they have a car and are even looking forward to a short break in Brean Sands.

> **"Bethan is amazing, someone who always goes the extra mile and Gavin is a star. The service is wonderful. I highly recommend other people get in touch. Don't suffer, help is out there!"**

Income & Inclusion Case Study - VJ

VJ was put in touch with our energy advisor Dave through his scheme manager, Laura.

Dave has helped by;

- Giving advice on the best energy company to use,
- Registering him for the Priority Service Register. There are lots of benefits some of which are; advanced notice of planned power cuts, priority support in an emergency and an identification scheme.
- Applying for the Warm Homes Discount, this means you could get £140 off your electricity bill.

VJ has also benefitted from a new residents benefit check, ensuring he receives all the money he is entitled to.

“It’s a great to be able to access the extra help when you need it. Dave is a true gentleman and has saved me money and energy. Thank you.”

Income & Inclusion Case Study - Pat

Our Money Advisor AJ, giving resident Pat help with her Personal Independence Payment (PIP) application. Speaking about the application form Pat said;

> **It is so confusing, there are loads of questions and I couldn't manage on my own. AJ has been a god send. She is always there at the end of the phone.**

Employment

The value of employment is not only financial, but can greatly increase wellbeing. Our highly trained employment advisors are here to help with the following:

- Training
- Volunteering
- Work Placements
- Job Searches
- CV writing
- Interview techniques
- Confidence building

In 2017/18, we generated

£870,175.31

through our employment team in social value and helped 20 people into paid employment.

This means for every pound we spent delivering this service, we generated £2.70 in social value.

Employment Case Study - Gareth

Gareth first had contact with our Income Team after he fell behind with his rent. He had always been up to date before so our team wanted to find out what had changed, and to see if they could help. Gareth had lost his job after his wife and new baby moved out, she took the family car meaning Gareth was unable to travel to his job in Barry. Our Income Team are here to offer solutions and referred Gareth to our Employment Team.

When Gareth first met with Lee, our Employment Officer he was at a very low point. Gareth remembers feeling hopeless, but said “If you’re willing to ask for help, the help is there for you with Melin.”

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Lee helped Gareth sort his CV, and he started work with an agency. To help him travel to and from work the employment team agreed to pay for taxis, until he received his first pay packet which he could use to buy a car.

The team paid for additional training so Gareth would be trained to transport hazardous material on lorries.

The future certainly looks bright for Gareth, he has now rebuilt his life and secured a new position back with his old employer earning approximately £600 per week. He has set up a payment plan with our income team for his arrears.

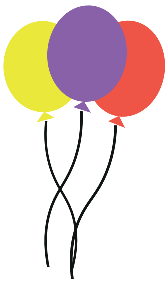
Community Development and Resident Involvement

We have a Residents Panel, Customer Service Group, and a Disabilities group that are made up of resident volunteers that meet regularly to scrutinise our work at Melin and suggest improvements. Our communities team also facilitate and run a multitude of bursaries and projects.

Our Communities team generated

£246,995.22

of social value in 2017/18 by getting residents involved in events and meetings that improve us as a business and their communities.



Events have included litter picks, gardening, Santa runs and fun days. The team work tirelessly to get the communities engaged to get to know each other and increase wellbeing. Our Communities Team held 90 events in 2017/18 and engaged with 1546 of our residents.

School programme

Our school programme involves working with our wider communities to increase aspirations and confidence amongst young people.

In 2017/18, we generated £45,115.38 in social value working with young people.

School programme Case Study - Abersychan Comprehensive School

We are in our second year of working with Abersychan Comprehensive School delivering our school programme FACE (Future, Active, Career and Elevate).

The programme is currently helping pupils in year eight be the best they can be. The interactive sessions, and trips run by Georgina, use self-development techniques, and confidence building workshops, to help the pupils with their well-being, aspirations and careers choices.

The pupils visited a specialist cheddar cheese company this week, Blaenafon Cheddar. Everyone learnt how cheese is made, pupils were given an insight into setting up and running your own company,

Being Greener

Our Being Greener team delivered environmental improvements to homeowners on behalf of Welsh Government. This included improving energy efficiency upgrades such as loft and cavity wall insulation. The team carried out HACT surveys with their customers before the improvements started, and again a year later.

They generated

£250,074.08

in social value, mainly due to an increase in health and wellbeing that customers reported following the works being completed.

being greener

Tenancy Sustainability

Our Tenancy Sustainability Officer provides 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 agencies or other teams within Melin, practical support and advice.

In 2017/18 122 referrals were received. These consisted of:

- 89x Red/Urgent referrals (5 day response)
- 11x Amber referrals (7 day response)
- 22x Green referrals (10 day response)

Our tenancy sustainability service generated £1,786,191.90 in social value, mainly due to the increase of people's feeling of wellbeing, confidence and feeling more in control.

Tenancy Sustainability Case Study - Julie*

A single female was rehoused from Supported Living. She had numerous support needs to live independently. The referral was received from our Neighbourhood Team.

Actions taken by the Tenancy Sustainability Officer were:

- A referral was made to Floating Support.
- A referral made to Domestic Abuse Services.
- BE ME Counselling service was arranged
- A referral was made to Money Advice
- A wardrobe and kitchen equipment was donated
- A washing machine was provided by accessing the Tenancy Sustainability fund
- Arranged and funded carpets to be fitted at property

*Names have been changed

Lettings

The social value on our lettings service is determined by the impact we have by providing good quality, suitable homes in communities that people choose to live in. This has included offering homes to people that either have no accommodation, or are in properties that are not fit for purpose.

In 2017/18, we generated
£8,827.38
of social value.

Lettings Case Studies - Jack and Seren

Jack* was homeless and living in a tent. He was offered a Melin property and signed to the tenancy promptly, but he did not have any belongings and had to claim for Universal credit. He was referred urgently to our money advice team and our Tenancy Sustainability Officer for intensive support.

Seren* was pregnant and living at a family member's address which has no heating, meaning that the property was not appropriate. Social services are involved with her because of her living situation and this was causing Seren a huge amount of stress and anxiety. She was offered a suitable property and signed up quickly, engaging with the support that was offered.

*Names have been changed

Digital Inclusion

Our digital inclusion team can help any resident get online, give impartial advice on affordable broadband, devices and deals to make it as easy as possible. Once set up they can help with setting up an email, online shopping and banking and other ways to access services online.

In 2017/18, our digital inclusion team generated £212,791.43 worth of social value through training, getting people online and increasing people's confidence.

Digital Inclusion Case Study - Edna

Edna, 83 got in contact with our Digital Advice team to access the help we have available to get on-line and learn new skills. Paul, visited her and soon found out that a number of residents at our schemes would benefit from a group workshop.

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This brought several of our schemes together and residents learnt how to; get online, access emails though their phones and tablets, download attachments and instant message. This was particularly popular as residents made new friends and this meant even though they lived in different boroughs they could all still keep in contact.

> **The help has been great, Paul is as good as gold.**

Y Prentis

YPRENTIS
SHARED APPRENTICESHIP SCHEME
CYNLLUN PRENTISIAETH AR Y CYD

Y Prentis is a flagship partnership between Melin Homes and Monmouthshire County Council and is funded by the Construction Industry Training Board (CITB) and Welsh Government.

Each April, we take a snapshot of the number of people we have helped into apprenticeships and how many sustained employment for 12 months or more.

We assisted 52 young people into apprenticeships and sustainable employment last year, creating a social value figure of

£81,243.31