

We are evolving



With the many challenges we face such as the economy, shortages in housing and use of technology, we must always be ready for change to make sure we continue to offer a great customer experience. Over the next 6 months we will be sharing some exciting proposals on how we are planning to embrace change and prepare our Association for the next stages of its evolution... **watch this space!**

Governance

We adopted the CHC model rules 2017 for both Pembrokeshire Housing and West Wales Care and Repair. Both MillBay Homes and WWC&R are now unregistered subsidiaries, with MillBay Homes becoming a company limited by shares.

- ✓ Competency and skills framework approved and adopted
- ✓ Self-evaluation appraisal implemented
- ✓ We recruited 3 new board members to address skill gaps that were identified

Area for improvement: A new Board Reporting Planner is being developed to improve our strategic focus and encourage generative discussions between Board and EMT on new ideas and emerging issues.

Financial



Turnover
£12m



Operating costs
£9,279,426



Surplus
£3.3m



Net assets
£22.9m

Customer services

Rent arrears:

0.27%



Rent loss due to voids:

0.24%



Repairs service

Our new repair appointment system has been welcomed by tenants and brought greater efficiency to the team.



99%

of tenants are happy with the repairs service.



Approximately 750 tenants were supported to maximize their income and access money advice and support.



Area for improvement: We are in the process of developing a new website which will offer more digital services to our tenants.



Our older persons service has been co-produced with staff and tenants, and a pilot has been set up to offer floating support to older people living in the community who have support needs. This is currently being trialed and will be rolled out in April 2018.



Our new Engage project aims to widen our connection with tenants and get their input into improving our services and communities. In August, over 380 tenants gave their view on how they want to be involved in improving services and communities. Engage will run these type of consultations every other month!

Area for Improvement: We will expand Engage to offer all tenants an opportunity to have their say in a way that suits them



Our Get Connected project has identified a pilot location for our community wifi scheme. It is hoped to begin the installation in November 2017.

- 4 volunteers have been identified and interviewed. They are all aged 15 years old and will promote intergenerational working by helping to train tenants in our independent living schemes.
- A weekly 'job searching club' was established in June and has been supporting three tenants with online job searching, using email, applying for jobs etc.

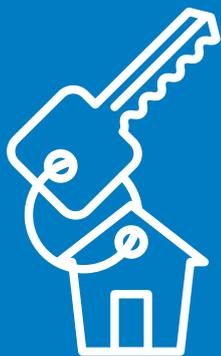


West Wales Care and repair supported over 2800 clients whilst also enabling clients to access an increased income totaling £543k through welfare benefit advice. We continue to access Intermediate Care fund money as well as funding from our local authority partners and Welsh Government.



The Agency is planning to move to a smaller central location to reduce office costs by reducing paper and becoming more digital, introduce mobile and home working creating a more flexible working environment which ultimately will have cost savings for the Agency allowing us to put more money into our front line service to meet the ever growing demand

Development



136 new homes have been built in the last year

Work has started on an additional **52** new homes with land acquired to support another **156** homes. We are developing a demand framework to inform how we prioritise development schemes going forward.

MillBay Homes has completed the sale of its **100th** home, which has contributed to surplus of £1,073,676 in 16/17.



This surplus is covenanted back to Pembrokeshire Housing to invest in providing additional affordable housing. MillBay Homes has also introduced its own shared ownership scheme which has been welcomed locally.

Of our 2016/17 sales, **72%** have been to Pembrokeshire residents, and **44%** have been to first time buyers, with **32%** of our purchasers having used the Welsh Government's Help to Buy scheme.