

# Promoting safe and sustainable communities...

THE ANNUAL REPORT OF  
CARTREFI CYMUNEDOL GWYNEDD

# 2012/13



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# A word from the Chair



This is Cartrefi Cymunedol Gwynedd's third Annual Report. I hope it shows that we are an organisation that provides much

more than affordable rented housing and that everything we do is for the benefit of our tenants and residents in Gwynedd.

Substantial work to improve homes has been progressing well, with more and more receiving work to ensure that our stock reaches the Welsh Housing Quality Standard. It is pleasing to see so many local people employed as part of the investment programme, especially the young apprentices who are in their first jobs. The work is a major boost to Gwynedd's economy with nearly £30 million spent during the year.

Although it is important to ensure that our tenants have modern and comfortable homes, the area in which they live is also very important. This is why we employ Community Wardens who are familiar with our estates and who become aware of any problems and can

respond immediately. That is also why we are spending on environmental work, to ensure that our estates are more pleasant places to live. It is our priority to promote safe and sustainable communities.

We are now seeing major changes to the welfare system such as the 'bedroom tax'. This has resulted in less benefit payments to many tenants. The Board of Management spent considerable time during the year planning for these changes. New officers have been appointed to assist tenants to cope with the changes. We realise how hard it is for those already on a low income to live on even less.

It is important to us that we give tenants the chance to voice their opinions about our services and that we listen to them. I am extremely grateful to the individuals who give their time to attend our meetings and forums, ensuring tenants' voice is heard loud and clear.

Naturally we faced some difficulties during the year but the devotion and professionalism of our staff, along with Ffrancon Williams' leadership meant that they were overcome. The staff are the backbone of any organisation and we are very fortunate of the staff that work for Cartrefi Cymunedol Gwynedd.

Once again I would like to thank my fellow members on the Board of Management for their untiring yet voluntary work. Each member has their own expertise to contribute to the meetings and it is very pleasing to think that we are able to contribute towards improving tenants' living conditions, as this after all, is the reason for Cartrefi Cymunedol Gwynedd's very existence.

**John Glyn Jones**



# Community Wardens

We are committed to supporting and promoting safe and sustainable communities. Our team of Community Wardens based across Gwynedd play an important role in providing that support.

Cartrefi Cymunedol Gwynedd (CCG) has five full time Community Wardens covering all areas of Gwynedd. Their job is to make sure our tenants can live peacefully in their homes and be proud of the area in which they live.

Our Wardens are:

**Iolo Roberts** – Caernarfon

**Gerad Laidlaw** – Bangor

**Arwel Williams** – Meirionnydd

**Gareth Jones** – Rural North

**John Glyn Jones** – Dwyfor

Our Warden service includes:

- Having a visible presence on our estates
- Providing support and help to residents
- Helping tenants sustain their tenancies
- Responding to estate management issues
- Running local projects for the benefit of the community
- Keeping an eye on land and communal areas
- Working to prevent anti-social behaviour and supporting victims
- Encouraging participation from tenants of all ages



## A day in the life of Iolo Roberts...

Iolo has been with CCG for 18 months. He is the Warden for Caernarfon.

It's 10am and I am about to start my shift for the day. Today I'm on a 10-6pm shift. First off I call by the Maes Barcer estate in Caernarfon to see a family who have recently moved into one of our homes. It is an important part of our work now, making regular visits to our new tenants. This way we ensure they are settling in and support them as new tenants. As CCG has a lot of ways to get involved I believe it's important that I give new tenants information and encourage them to become involved. The family I visit today are pleased to see someone from CCG and have a few questions about the area.

I call into the office at Victoria Chambers for a team meeting before I hit the road again. I hold a surgery once a month; it gives tenants a chance to come and talk to me about anything that is worrying them. A few tenants call in today. An elderly couple are worried about rubbish being left at the entrance of their sheltered homes scheme and a young mother calls in to report some offensive graffiti she has spotted on a wall near a playground.

After lunch I head off to meet PCSO Owen Taylor and PC Eira Hughes with who I work closely. Recently, we have begun working alongside the youth workers at Noddfa and the Dreamscheme Project. This is a project run by the Police and aims to increase community pride and reduce anti-social behaviour through different activities. Since it was launched we have worked together on a community barbeque, and the group has been hard at work at the Peblig Garden. They tell me the project is successful and we already have new recruits for next year.

Next I join two of my colleagues on Ffordd Maes Barcer for a clean up. We have had a few complaints about rubbish and have invited a group of pupils from Ysgol Syr Hugh Owen to assist us in cleaning up the streets. This is going exceptionally well with four skips so far filled to the brim with waste from gardens. The children have worked hard and the area is cleared and tidy. It's a dry day and it is a pleasure to work outside helping the community.

On my way I see two of the lads that are on our Junior Warden Scheme this year. I stop off for a chat and they both tell me they are very excited that they are taking part in the scheme and cannot wait to start. My last port of call before finishing my shift is at Tŷ Peblig Community Centre where I attend a meeting with other members of the CCG team, where we outline plans for further community events over the summer period.

Before I call it a day I pop back to the Victoria Chambers office for a de-brief of the day's events. On reflection it has been an excellent day weather and work-wise and I head off home satisfied that the tenants are happy, the streets are cleaner and a variety of activities have been arranged to keep the kids occupied over the summer weeks. Job done!



# Improving inside and out

CCG is currently investing £136 million on improving the condition of nearly 6,300 homes as part of our five year Welsh Housing Quality Standard (WHQS) investment programme.

We are installing new windows and doors, insulation, heating systems, kitchens and bathrooms to create warmer, more energy efficient and more comfortable and secure homes for tenants.

But we do realise that improving just our homes is not enough, and that we need to invest in the areas surrounding our estates in order to leave a lasting legacy of change.

We want to ensure homes are located in safe surroundings - places our tenants can feel proud of. To achieve this, CCG has a £4 million environmental scheme.

As with every aspect of the investment programme, we take our tenants' ideas and opinions seriously. A questionnaire was sent to all tenants with our quarterly newsletter, it was available to all residents on our website, at various public events and in our area offices. We also asked tenants what they thought of our plans on our Facebook and Twitter pages and estate-walkabouts were also carried out. The response to the consultation helped us understand the needs of every community, and the problems facing

different areas, as well as hear ideas of how we could help to improve surroundings.



Tenants and residents at Henfaes, Dolgellau told us in their questionnaires that littering was a problem and that they were concerned about the safety of children playing in the area. Following this feedback CCG has created a bin storage area to contain rubbish and improved pathways to create a more pleasant environment. Fencing and safety lighting has been installed and new gates fitted to prevent children running into the main road. A CCTV system was also installed to make the area safer and more secure for all tenants and residents.



Parking and children's safety was also top priority for tenants and residents at Llys yr Eifl, Caernarfon where cars were being driven and parked on footpaths, making it a dangerous place for children to play as well as causing damage to the pathways. Tenants and residents were keen to see this problem solved. We have now installed a security gate to prevent vehicles using the footpath. This has also created a safe area for children on the estate to play.

Other estates that have seen improvements this year include Ffordd y Mela, Pwllheli, Ffordd y Castell, Maesgeirchen and Gloddfa Glai, Nantlle.

Over the next two years several other estates across Gwynedd will benefit from environmental improvements with the aim of creating safer, more pleasant areas for our tenants to live.

# Communities and socialising for elderly people

Many of our tenants are older people and CCG has 17 sheltered housing schemes across Gwynedd.

Our sheltered schemes give our elderly and vulnerable tenants the chance to live independently in their own homes but with the peace of mind that there is a Warden on hand to support them if necessary.

In several of our sheltered schemes there are communal areas such as a lounge where people can come together. This means CCG can encourage tenants to socialise and take part in activities together to develop a feeling of community spirit and independence amongst people who would otherwise be isolated because of their age or disability.

## HAFAN ELAN, LLANRUG

The Lunch Club at Hafan Elan shows the positive effect that meeting regularly with friends can have on more vulnerable individuals.

The Club was set up by Bessie Costello, CCG's Warden on site, back in 2011 with the help of Age Cymru, Caernarfon. The intention was to give residents the chance to socialise regularly and come together in a safe and friendly environment.



Every Tuesday Bessie arranges for lunch to be delivered from Ysgol Brynrefail to Hafan Elan where 30 residents come together for a chat, a healthy meal and to catch up with friends.

Soon after the Club was established it became apparent that there was a greater demand for it than Hafan Elan could cater for due to the resources and space it had available. With help from some of CCG's officers, the Club submitted an application for money from the Gwynedd Older Persons Strategy Fund to buy new equipment and furniture so that more people could make the most of the Lunch Club. The application was successful and eighteen months later the Club has flourished, with people attending from nearby areas of Brynrefail, Cwm y Glo, Penisarwaun and Deiniolen.



# Improving communities

During the year over £2.4 million has been invested in Gwynedd communities thanks to the CCG community investment fund.

Developing sustainable communities is very important to us. That's why the £1.25 million fund was set up. Community and voluntary groups across Gwynedd have received funding towards projects, events, training and improving local facilities.

Mantell Gwynedd was appointed to administrate the fund in 2012. During 2012/13 over £280,000 was awarded to various projects. Figures show that the fund has secured the future of 47 projects and investment totalling more than £2 million from other bodies including the Welsh Government and Big Lottery Fund.

Here are some of the projects which have benefited:

## **Vi-ability and Bangor Football Club**

This project received a grant to fund the post of a Community Manager to run a new educational social enterprise. The programme aims to use football to bring positive changes to the lives of individuals and communities.

## **Marchog Partnership – Fast Track to Skills**

Fast Track to Skills targets young people between 16-25 who are not in education, employment or training and youngsters between 14-16 who are at risk of disengaging from training opportunities. One of the partners, Redline Karting, has developed a basic mechanic training course which aims to encourage youngsters to continue with further education, training and possible job opportunities.

## **Deudraeth Cyf**

Volunteers grow fruit and vegetables at the Deudraeth Community Garden, on the Castell Deudraeth Estate. Produce is then sold locally with the profit going towards other community projects.

Around 60 volunteers have taken part in this project which has created 6 new jobs.

## **Gwesty Seren**

One of the largest projects to receive funding was Gwesty Seren in Llan Ffestiniog. This is a £800k project to renovate a former residential home to a 3 star hostel for individuals with disabilities and their families.





# Effective Governance and strong management

## Board

The Board is made up of twelve members; four tenants, four elected by Gwynedd Council and four independent members. Each member is a Non Executive Director of CCG. The Board's strategic work is supported by the four committees namely Finance, Audit, Operations and Human Resources. Being a Board member is a responsibility and all members are volunteers.

Seven Board meetings were held during the year and three 'Away Days' which gave members the chance to discuss issues outside the regular business programme.

Here are the members that served on the Board during 2012/13:

## Tenant Members:

- Margaret Bracegirdle (Vice-chair)
- Richard Humphreys \*
- Alan Moseley \*\*
- Claire Russell Griffiths
- Nerys Williams

## Independent Members:

- John Glyn Jones (Chair)
- Vicky Norton (appointed for a further period in the 2012 AGM)
- Dean Swindell
- Elfed Williams \*
- Arwel Jones \*\*

## Members appointed by Gwynedd Council:

- Brian Jones
- Anne Lloyd Jones
- John Wyn Williams
- Trefor Edwards \*
- Michael Sol Owen \*\*

*\* Retired/ resigned during the year*

*\*\* Joined during 2012/13*

## Shareholders

The number of shareholders increased to 45 during the year. Being a shareholder gives individuals the right to vote in our General Meetings and ensures they have a voice and can influence the way CCG operates.

# Achieving promises

The offer document 'Your Home, Your Choice' included 170 promises made to tenants before the stock transfer in April 2010. By the end of March 2013, 116 promises have been realised with the remaining promises showing progress. This means we are on target to complete them by March 2015.

An integral part of the promises was to renovate the housing stock to the Welsh Housing Quality Standard by 2015, during the year the following was achieved:



**1,798 new bathrooms installed**



**3,103 new external doors installed**



**2,044 homes re-wired**



**1,956 new kitchens**



**4,221 new double glazed windows**

## HARA

As part of the regulatory framework, CCG's first Housing Association Regulatory Assessment (HARA) was conducted during the year by the Welsh Government Regulatory Team. The HARA provides an overview of performance against 10 Delivery Outcomes that is a measure of the service that our tenants receive. CCG received a judgement of 'medium' regulatory contact for the future. The Board felt that this was a fair reflection and focused on both the strengths and areas for improvement for the business.

## HSQE

CCG's Health and Safety arrangements were reviewed during the year and a comprehensive Health, Safety, Quality and Environment system was implemented to manage and improve the management of health, safety and environmental issues and to ensure quality and that all of our processes are consistent. The new system will be of assistance to ensure that CCG are on the right path to apply for the ISO 9001, 14001 and OHSAS 18001 accreditations in the next financial year.

# FINANCIAL PERFORMANCE 2012/13



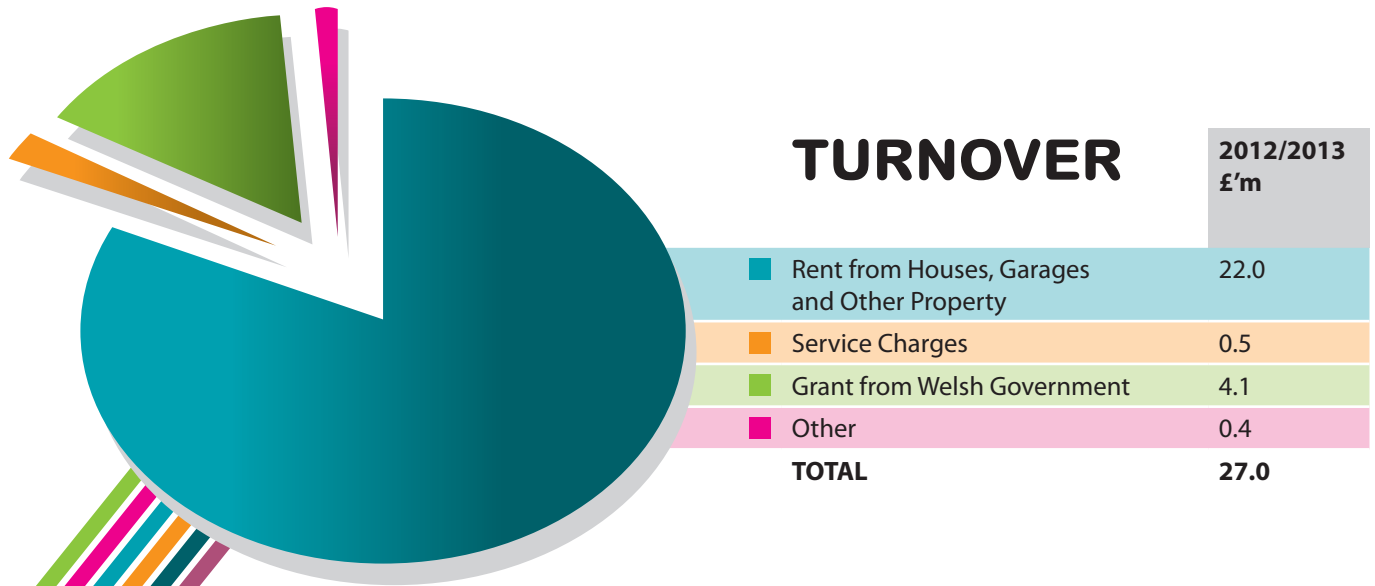
## Financial Viability

The Welsh Government, as the regulator publish annually a judgement on the financial viability of every housing association in Wales. CCG is pleased to report that the judgement received for the financial year up to 31st of March 2013 was "Pass". This means the Welsh Government believes CCG has the appropriate resources to meet financial commitments of the business both now and in the future.

	2012/2013 £'m	2011/2012 £'m
<b>INCOME AND EXPENDITURE ACCOUNT</b>		
Turnover	27.035	26.164
Operating Surplus	9.730	11.945
Surplus on Ordinary Activities	8.838	11.939
Interest Payable	1.280	0.623
<b>CASH FLOW</b>		
Net Cash Inflow from Operating Activities	8.609	13.495
Net Cash Inflow/ (Outflow) after Capital Investment	(21.252)	(3.752)
<b>BALANCE SHEET</b>		
Net Tangible Fixed Assets	50.698	23.802
Net Long Term Liabilities	17.000	5.000
Net Assets	24.312	17.142

## TURNOVER

2012/2013  
£'m



## EXPENDITURE

2012/2013  
£'m

