

2019/2020

Value for Money

statement



Rule 1

We will always set an affordable rent

Our Living
Rent
28%
of average
earnings in
Merthyr Tydfil

236 tenants will have a rent reduction from 1st April 2020

740 tenants were helped with their Universal Credit and Housing Benefit claims

80% 80% of tenants satisfied that our rent is value for money

£101.21
Our 3 bed
rent



Rule 2

We will always keep
our tenants safe



70 people living with domestic abuse were helped to be safe in their homes



195 New fire doors fitted



14 Members, Board Members and members of the Executive Leadership Team passed a Health and Safety Qualification in the year



1 new Health and Safety apprentice recruited and trained



We met all our compliance obligations
in the year

Rule 3

We will always protect our environment



Improving the energy efficiency of homes

We purchased **3** passive houses which have the highest energy efficiency rating and have low running costs.



All future developments will be of a similar standard to the passive houses

26

homes fitted with External Wall Insulation

117

homes fitted with loft insulation

83

homes with new windows

2

converted from solid fuel to gas

6

Community skip days organised with the local authority which resolved **184** garden issues

11

community cleanup days with Keep Wales Tidy and local schools

25

communal bin rooms now have measures in place to prevent fly tipping

404

Incidents of fly-tipping with **24** fines issued



All IT equipment is switched off each evening and we have made a budgetary saving of £27,000 for energy at our Head Office



A new allotment has been set up in a previously disused piece of land in Cae'r Wern with a minimum of **11** plots

Rule 4

We will always treat staff and tenants fairly and equitably

SUPPORTING TENANTS



LIVING WITH US

87% tenant satisfaction

75% of tenants were satisfied that we listened to their views

0 evictions in 2019/20

472 tenancy breaches resolved through early intervention out of 504

72 mutual exchanges in the year which reduced the cost of empty homes



SUPPORTING OTHERS

555 well-being calls made to tenants over 70 years of age, in March 2020 relating to Covid-19

294 holiday hampers supplied to tenants

151 EU tenants contacted, offering assistance with the EU Settlement Scheme



FINANCIAL ASSISTANCE

£3,135 saved by tenants through concessionary TV licences granted to 22 tenants in Greenwood Close Community Living Scheme

692 tenants given benefits advice securing additional household income of over £1m p.a.

133 households received grants for white goods, emergency cash funds and food. **These families included 113 children**

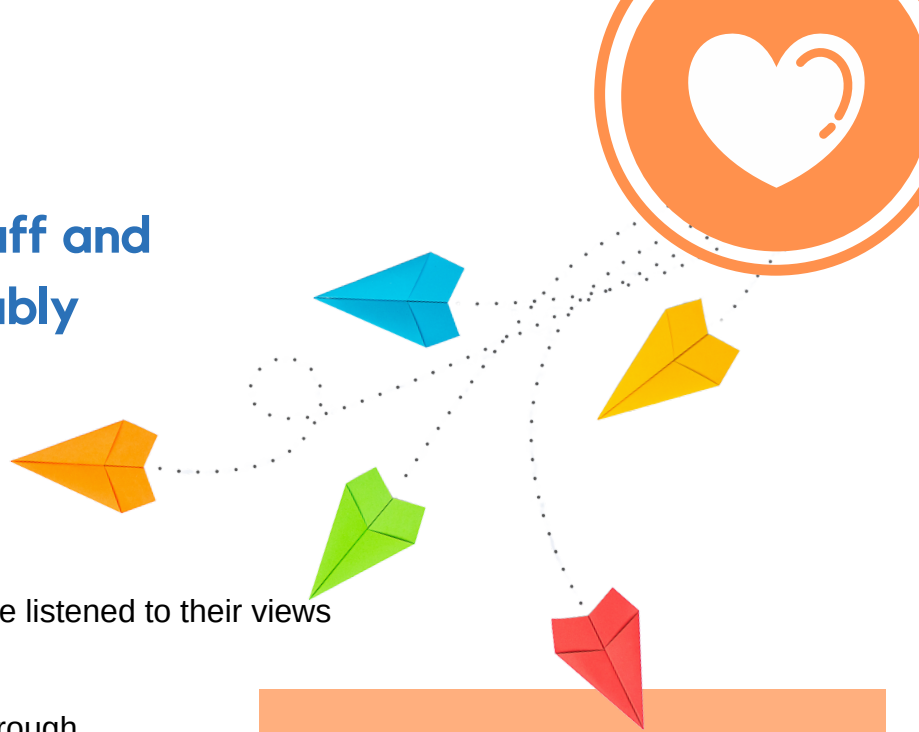
62 tenants achieved independent living through help of our Floating Support Service

48 grants on behalf of tenants e.g. Buckland Trust, Discretionary Assistance Fund (DAF), Merthyr Valleys Homes People Fund

42 foodbank vouchers provided to tenants

28 households helped with debt issues

9 tenants accessed grants to help with utility bills and council tax



SUPPORTING STAFF

13 employees became mental health first aiders through training arranged through Trade Unions

42 employees attended the Dementia Friendly Workshops

2 new policies to support our employees, focussing on both physical and mental well-being:

- > Living our Values (New code of conduct for employees)
- > Supporting your Attendance (Sickness Policy)

2 Disability awareness sessions ran by Elite Supported Employment Agency for tenants & employees

In 2020/2021 **the Equality and Diversity Working Group wrote and produced a video** to be shown to all employees.

We achieved Tai Pawb's Quality in Equality and Diversity Accreditation.

Rule 5

We will review all areas of major expenditure at least every 5 years



£79,000

Saving generated from insurance tender

£62,400

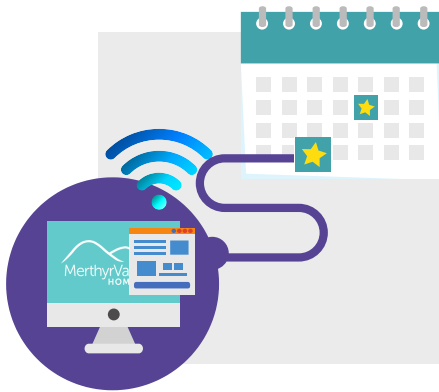
Saved by bulk purchasing Energy Performance Certificates

£113,444

saved through new roofing contract with a local small business

Better use of technology

137 employees able to use the self service HR system to record annual leave, special leave, for example, reducing admin time



£96,900

Saved contracting out the UPVC contract & reallocating in-house team



£17,865

Saved in business continuity plan due to home working and changes in data storage



£401,230

Cost savings found to cover the restructure to deliver our new Business Plan



£513,480

Cost savings identified from STAR Chamber by Democratic Body and Board members



£7,000 saving on list price for a new minibus for MVH and local community groups

Rule 6

We will invest in our local economy



Supporting local businesses

We spent **£13.352m** with local businesses in 2019/20.

We worked with **71** local businesses and **21** social businesses.

£20k from the Welsh Procurement Alliance to be spent on community projects. We set up "A Decent Proposal" scheme which will support 7 proposals in 2020/21.

We get **£1.97** in return for every **£1** spent with our building and maintenance contractors.

25 training and work experience placements provided by our contractors as a direct result of working with MVH.

52 local jobs supported by our contracts.

£43,586 of sponsorship, in-kind labour and free facilities given to local groups by contractors.

Community benefits

37 people who would've otherwise been made redundant or unemployed, have been retained by our contractors as a result of the contract they have with MVH.

Charitable donations

We donated **£33,630** to local community groups in 2019/20.

£3k donation to Twynyrodyn Community Hub

Tenants in our Community Living Scheme raised **£1050** for national charity coffee mornings e.g. MacMillan, Alzheimers Society.

We donated **£10,000** to Merthyr Valleys Homes People Fund to support tenants following a fire, flood, period of homeless etc.



children took part in our **2019 Summer Fun activities** including a trip to the beach (sponsored by one of our contractors), bowling, horse-riding, canoeing & paddle-boarding

70 children took part in our 2019 Easter Egg Hunt



Trelewis Community Centre



80 children attended the Halloween party



70 children attended the Half Term Fun Day



60 children attended the Christmas party

52 people went on a trip to St Fagans Museum. As well as organising it, MVH contributed £250 towards the cost of the trip



5 nature walks were arranged which included breakfast



2 Arts and Crafts sessions were arranged which included breakfast



1 Teddy Bears Picnic was arranged

Rule 7

We will always offer opportunities to tenants, employees, members and the wider community



Training and Support

- Launched the Brighter Futures training programme which created 2 new position in house and supported 27 people with employability skills
- 6 people placed on training through Brighter Futures



Employment

- 20 young people attended the careers fayre held at Ty Brychan
- 6 people who secured employment through the Brighter Futures programme



6 Weeks of Summer

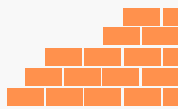
- 6 young people participated in our 6 weeks of summer programme
 - 1 is now one of our new apprentices
 - 1 is now studying at Merthyr College and
 - we are helping 1 other gain further experience to support an application for further education in 2020

Employment opportunities

1 Jobs Growth Wales position supported

12 New apprentices

2 with Merthyr Valleys Homes and 10 with our contractors

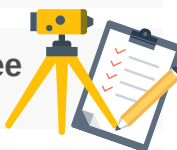


3 Employees supported through HNC's or apprenticeships



6 employees gained a professional qualification during the year

3 Employees are completing a degree level surveying apprenticeship



3 careers fayre attended by MVH

2 trade Masterclasses delivered at Cyfarthfa High School – Plastering and Carpentry.

5 People completed work placements with us

