

21/22

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Performance Self-Evaluation



Creating
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Living Solutions

ateb

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A photograph of a woman with dark hair tied back, wearing a black sleeveless top and grey jeans, sitting on a green sofa. She is smiling and hugging a baby wrapped in a light-colored blanket. The background is a plain, light-colored wall.

OUR COMMITMENT TO YOU...

We will always aim to deliver...

**the right customer outcomes as effectively
as we can... for the people and communities
of West Wales.**

Purpose of this Performance evaluation

The Welsh Government updated its Regulatory Framework in January 2022. The Framework operates on a co-regulation basis and focuses on nine performance standards. During 2022, the Welsh Government carried out a Transitional Regulatory Review of our compliance against the nine standards with the following outcome:

- **Governance** (including tenant services): Compliant - Green
- **Financial Viability:** Compliant - Green

The full judgement is available on our website www.atebgroup.co.uk

The nine Regulatory Standards are as follows:

- **RS1** - The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives
- **RS2** - Robust risk management and assurance arrangements are in place
- **RS3** - High quality services are delivered to tenants
- **RS4** - Tenants are empowered and supported to influence the design and delivery of services
- **RS5** - Rents and service charges are affordable for current and future tenants
- **RS6** - The organisation has a strategic approach to value for money which informs all its plans and activities
- **RS7** - Financial planning and management is robust and effective
- **RS8** - Assets and liabilities are well managed
- **RS9** - The organisation provides high quality accommodation

This review evaluates the quality of our organisation's performance by giving an overview of our performance as well as demonstrating how well we are delivering on the following Welsh Regulatory Standards:

- **RS3** - High quality services are delivered to tenants
- **RS4** - Tenants are empowered and supported to influence the design and delivery of services
- **RS5** - Rents and service charges are affordable for current and future tenants
- **RS9** - The organisation provides high quality accommodation

The performance evaluation forms part of the following suite of self-evaluation documents, which each cover a few of the standards and collectively detail how we meet the Regulatory Standards:

- **Governance** - RS1, RS2
- **Performance** - RS3, RS4, RS5 and RS9
- **Financial** - RS6, RS7 and RS8
- **Improvement Plan**



The above documents will provide an evaluation of our organisation's governance by demonstrating how...

- the Board knows the organisation complies with each regulatory standard, including reference to key performance data and sources of assurance
- we comply with the Code of Governance that the organisation has adopted
- we have used the principal evidence which has been relied upon in conducting the evaluation
- the process of evaluation has been robust
- the needs and views of tenants have been understood and considered as part of the self-evaluation
- we have identified our key strategic risks and associated controls, or signposted to other documentation where the key risks are articulated
- our continuous improvement plan identifies any gaps or areas for improvement, and shows how these will be addressed (this replaces the Regulatory Assurance Plan)



A Board overview of 21/22

Another year of disruption for all but we are pleased to say that our Group services continued throughout the disruptions, albeit that some plans were impacted. Our delivery of compliance works (gas, electric and fire prevention safety inspections etc.) has continued throughout the year; these services are always seen as our key priority and have expanded over the year as regulations continue to evolve.

Our ateb customer services team handled 31,147 calls, with most calls relating to repairs and maintenance requests. As our reception has remained closed, the phone service has become even more important. Building on the year before, we also offered access to our services through the customer 'my ateb account' portal, website and call back and video meeting options. Where possible, face to face visits occurred but obviously only when deemed appropriate.

The main impact to our services has been delays in planned investment; new kitchens, bathrooms and the like were more difficult to plan and has resulted in works we would have liked to complete last year moving into future years. Day to day ateb repairs were only impacted at times of specific Covid restrictions or when Covid impacted our resources. Catching up after these events was good with repair levels always being recovered to more typical turnaround times.

ateb managed 244 relets, including transfers and mutual exchanges, and delivered 66 new homes in the year at 5 locations, including 2 new shared ownership homes. Our development programmes were impacted by the disruptions of Covid and then more latterly material and resource shortages that were affecting construction nationally.

Keeping in touch with our ateb customers has been essential; our engage to improve, customer forums and support services such as money solutions and community development, all found ways to keep discussing and improving what we do; our thanks to all our customer and teams for making this happen!

Mill Bay Homes delivered gift aid receipts of £1.9m for the year with strong sales at our Templeton site in Pembrokeshire. Having returned positive outcomes for the last 7 years, the Boards will review what more Mill Bay Homes can do to add value to both our existing and future customers.

West Wales Care & Repair had great performance over the year which led to new funds being made available to allow us to help even more people than we had originally planned; in total we completed 1306 rapid response adaptations, undertook 579 Healthy Home checks, and helped 131 people maximise their income by an average of £4.9k per person. Working closely with our partners, we aim to use this platform to help more older or vulnerable people living in Ceredigion and Pembrokeshire next year.

None of the above is possible without the input of customers, dedicated teams and supportive partners. We thank them all for their input and continued support in the delivery of our Vision to create better living solutions for the people and communities of West Wales.

David Birch

Chair of ateb Group Limited



RS3

High quality services are delivered to tenants

We have 37 service areas across our Group, of which 16 have been identified as ‘customer facing’, they are as follows:

Customer Facing Services

Customer Facing Service Areas	Outcomes
Letting	All properties let, all of the time
Rent Services	All rent collected on the due date
Customer Advice & Support	Address and resolve customer enquiries / requests at first point of contact
Maintenance	Fix issues to the customer’s satisfaction
Shared Spaces Management	Our shared spaces are clean, well-kept and safe environments
Compliance Works	All properties are compliant with legislative requirements
Planned Improvement	Improvement programmes delivered to the customer’s satisfaction
Customer Engagement	That we improve service delivery through customer experiences
Tenancy Management	We have helped to create a great place to live
Community Development	Our communities are empowered, supported, and engaged
Independent Living	We improve the wellbeing of customers who require additional support
New Homes (land & construction + MBH Sales)	Develop the best homes possible for the long-term benefit of our customers and communities and maximise MBH’s return for the benefit of ateb Group priorities
WWCR – Customer Advice & Support	Enabling people to live independently in their own homes
WWCR – Rapid Response	Prevent admission to hospital/care or get people out of hospital/care and into their home by agreed discharge date
WWCR – Adaptations	Enabling people to live independently in their own homes
WWCR – Technical Services	Generate income to support core activities

Customer Outcome Management

Our ateb Vision sets the expectations for all our Group customer services. Focusing on what our customers expect as an outcome, we then design and deliver services to achieve that expectation:

Customers should expect ateb to...

“Always deliver the right customer outcomes as effectively as we can.”

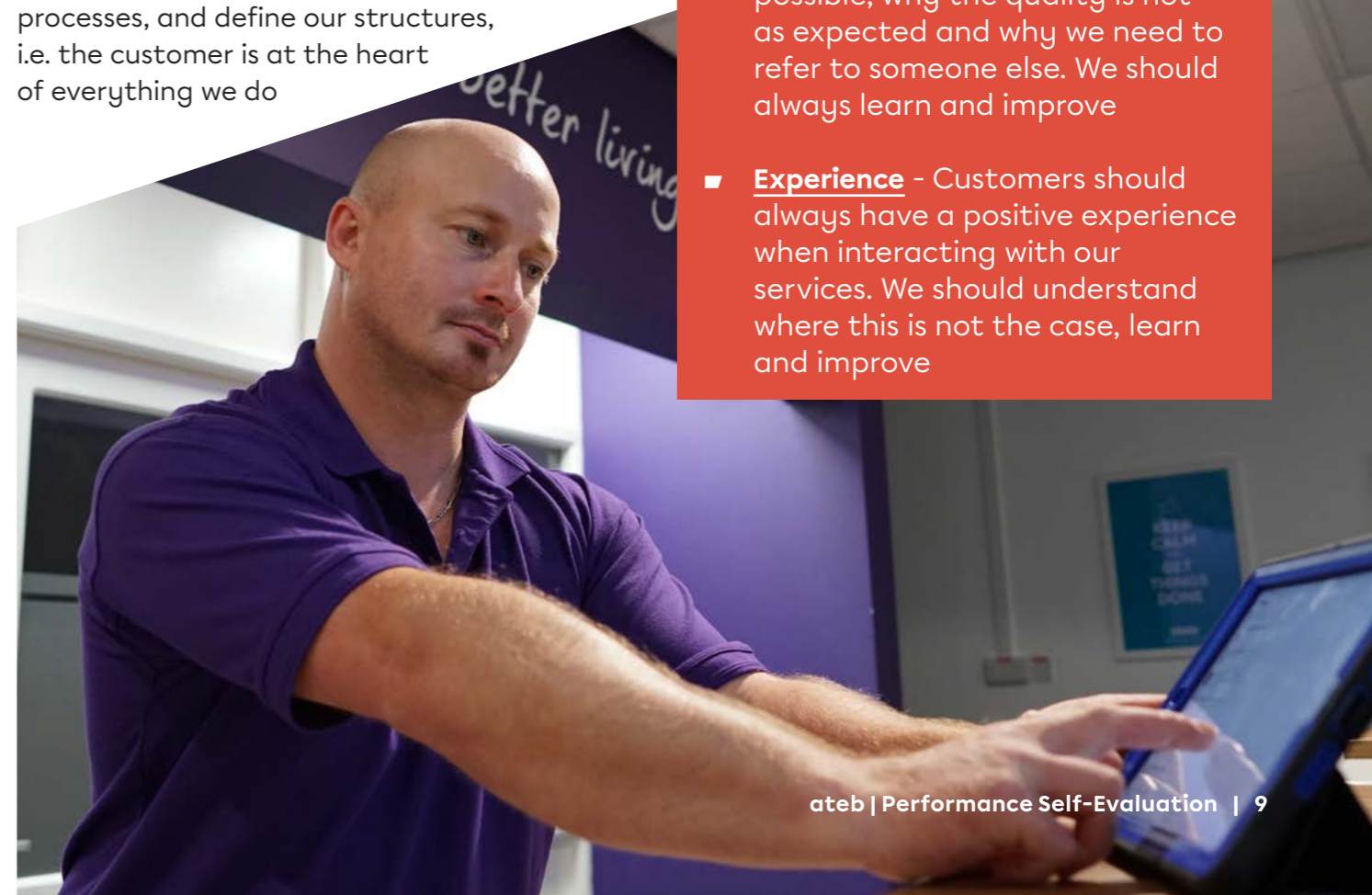
Customer Outcome Management is the process of aligning everything we do to achieving successful customer outcomes, plus the experience associated with each outcome e.g.:

- In a timely manner
- Positive feeling
- Cost effective
- Meets our social responsibility

The concept will dictate how we invest, evolve our services, develop our processes, and define our structures, i.e. the customer is at the heart of everything we do

So, what should our services feel like to our customers?

- **Outcome** - Customers should receive service outcomes that meet their expectations on first contact wherever possible. Where we can’t, we should have clear reasons why it’s not possible and what we can do to assist further or alternatives we can offer, learn and improve
- **Effectiveness** - Customers should receive outcomes as quickly as possible, to a high-quality standard and without the need for multiple interactions. Where we can’t, we should be clear on the time frame that is possible, why the quality is not as expected and why we need to refer to someone else. We should always learn and improve
- **Experience** - Customers should always have a positive experience when interacting with our services. We should understand where this is not the case, learn and improve





Operational framework

To achieve the above, we use our ‘Deliver’ operational framework to shape and manage what we do. Deliver has been developed using lean and system thinking principles where customer outcomes dictate service delivery design. Process mapping and management then ensures the required outcomes are delivered as effectively as possible whilst monitoring risk and identifying improvement.

The whole Group is covered by our Deliver framework, whether the service area is customer facing or a support service. In total, we have 37 service areas with 16 of those being customer facing. Deliver is a long-term proposition that will need a concerted effort to fully embed within the Group.

The Welsh Government Tenant Satisfaction Survey

All social housing providers, including Local Authorities, in Wales are required to undertake the Welsh Government’s tenant satisfaction survey a minimum of every 2 years, asking their tenants 12 standard questions.

In 2021/22 we undertook the survey with ateb customers. Up to 40% of ateb customers responded.

Welsh Government has published a league table of how ateb compares to other providers in Wales following the return of survey data for 2021/22. ateb performance, when compared to the sector, has improved considerably where comparable data is available since we last undertook the survey in 2019.

QUESTIONS	RANK (Sum of very or fairly satisfied)	Rank in 2019
1 How satisfied or dissatisfied are you with the service provided by your social landlord?	7 th	21 st
2 How satisfied or dissatisfied are you with the overall quality of your home?	5 th	19 th
3 Generally, how satisfied, or dissatisfied are you with the way your social landlord deals with repairs and maintenance?	8 th	15 th
4 How satisfied or dissatisfied are you with your neighbourhood as a place to live?	9 th	21 st
5 How satisfied or dissatisfied are you that your rent provides value for money?	8 th	25 th
6 How satisfied or dissatisfied are you that your service charges provide value for money?	10 th	Not available
7 How satisfied or dissatisfied are you that your social landlord listens to your views and acts upon them?	16 th	20 th
8 Thinking about your home specifically, how satisfied or dissatisfied are you that your social landlord provides a home that is safe and secure?	13 th	Not available
9 How satisfied or dissatisfied are you with the way your social landlord deals with anti-social behaviour?	5 th	Not available
10 How satisfied or dissatisfied are you with opportunities given to you to participate in your social landlord’s decision-making processes?	20 th	Not available
11 How satisfied or dissatisfied are you that your social landlord gives you a say in how services are managed?	22 nd	Not available
12 To what extent do you agree with the following statement - “I trust my social landlord”	11 th	Not available

Blue = top 25% | Yellow = top 50% | Red = bottom 50%
(of a total 46 providers)

Welsh Government Regulation Survey

On a monthly basis during 2021/22, ateb completed and returned a survey to Welsh Government on our operational and financial performance.

These surveys were then reviewed by our regulator, and a sector comparison report published. Our end of year performance showed the following:

In facts:	ateb	Sector
Rent loss as a % of annual rent roll	0.6%	1.4%
Current tenant arrears as a % of annual rent roll	1.9%	3.8%
Current tenant arrears as a % of annual rent roll (self-payers only)	1.1%	2.3%
Current tenant arrears (as a % of all arrears cases)	N/A	N/A
8 to 12 weeks	2.1%	3.1%
13 to 25 weeks	1.1%	2.2%
26 to 52 weeks	0.1%	0.4%
52 weeks plus	0%	0.1%
Gas Safety compliance	99.9%	99.75%
Fire Risk Assessments compliance	20%	94.4%
Electrical Safety compliance	100%	99.7%
Asbestos compliance	100%	99.8%
Water Hygiene compliance	100%	99.8%

ateb compared favourably when looking at performance across the sector. ateb reported 20% of fire risk assessments as being in date as we included all the “walk up” fire risk assessments now required under new legislation. We have committed to ensuring these are all completed by the end of September 2022.



High Quality Services Assessment

We have reviewed our customer facing services over the last year as follows:

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Letting homes

We aspire to making sure our homes are always let

We continued to let homes throughout the year despite periods of disruption caused by the Covid19 pandemic, which meant we had to sometimes change the way we would normally do things. We experienced a high number of transfers and mutual exchanges during the year in part due to mutual exchanges and transfers being put on hold during most of 2020/21 due to Covid-19 restrictions.

We supported Pembrokeshire County Council in meeting the needs of people identified as homeless, with 38% of all homes let in 2021/22 let to people who were priority homeless.

In facts:	17/18	18/19	19/20	20/21	21/22
New homes made available	80	102	101	112	64
Number of homes relet (including mutual exchanges and transfers)	186	291	268	204	244
Average days to relet a home	7.2	6.6	5.9	59	17
% of rent lost due to empty homes as a % of annual rent roll	0.2%	0.2%	0.2%	1.3%	0.6%

Our assessment of the year:

We continued to see high levels of customer satisfaction, with 99.7% of people who responded and were let a home during 2021/22 telling us they were very or fairly satisfied with the lettings process, with only 0.25% dissatisfied, and 97% of customers who responded during 2021/22 reporting they were satisfied with their home and the community it was situated in after 4 weeks of moving into their home.

We saw a significant reduction in the average days taken to relet a home and the % of rent loss due to empty homes as Covid-19 restrictions relaxed compared to 2020/21.

Key areas we are planning to work on to improve:

- Review all policies, processes and customer information pertaining to moving into an ateb home (including where customers mutually exchange or transfer) to ensure we are compliant with the new Renting Homes Wales Act (RHWA). This will include a review of void standards.
- Evolve and improve how we use and report equalities data relating to customers applying for and moving into ateb homes to ensure our homes are accessible to all.

Rent Services

We want our customers to be able to afford and pay their rent on time

We know it was a difficult year for our customers, with the impact of rising energy and living costs as well as the ending of the additional £20 per week Universal Credit payment in the Autumn of 2021. Understanding the financial challenges faced by customers, ateb took the decision to minimise rent increases to CPI only in 2021/22 for the second consecutive year, with a large proportion of our customers (approximately 20%) seeing no rent increase at all. 88% of customers told us in 2021/22 that their rent provided value for money, a 6% increase on when we last asked our customers in 2019.

In facts:	17/18	18/19	19/20	20/21	21/22
Rent received (Inc. Service Charge) £M	14,013	14,781	15,747	16,175	16,948
Current tenant arrears as a % of annual rent roll	0.35%	0.60%	1.7%	1.6%	1.9%

Our assessment of the year:

We had anticipated a worsening position due to the financial challenges customers faced, however 98.8% of rent due was collected and current tenant arrears at the year-end stood at 1.9%, a relatively small increase of 0.3% on financial year FY 20/21.

Former tenant arrears as a % of annual debt has remained relatively static over the last 3 years.

We did see an increase in the number of tenants claiming Universal Credit, 957 at year end, which was 18% higher than at the start of the year.

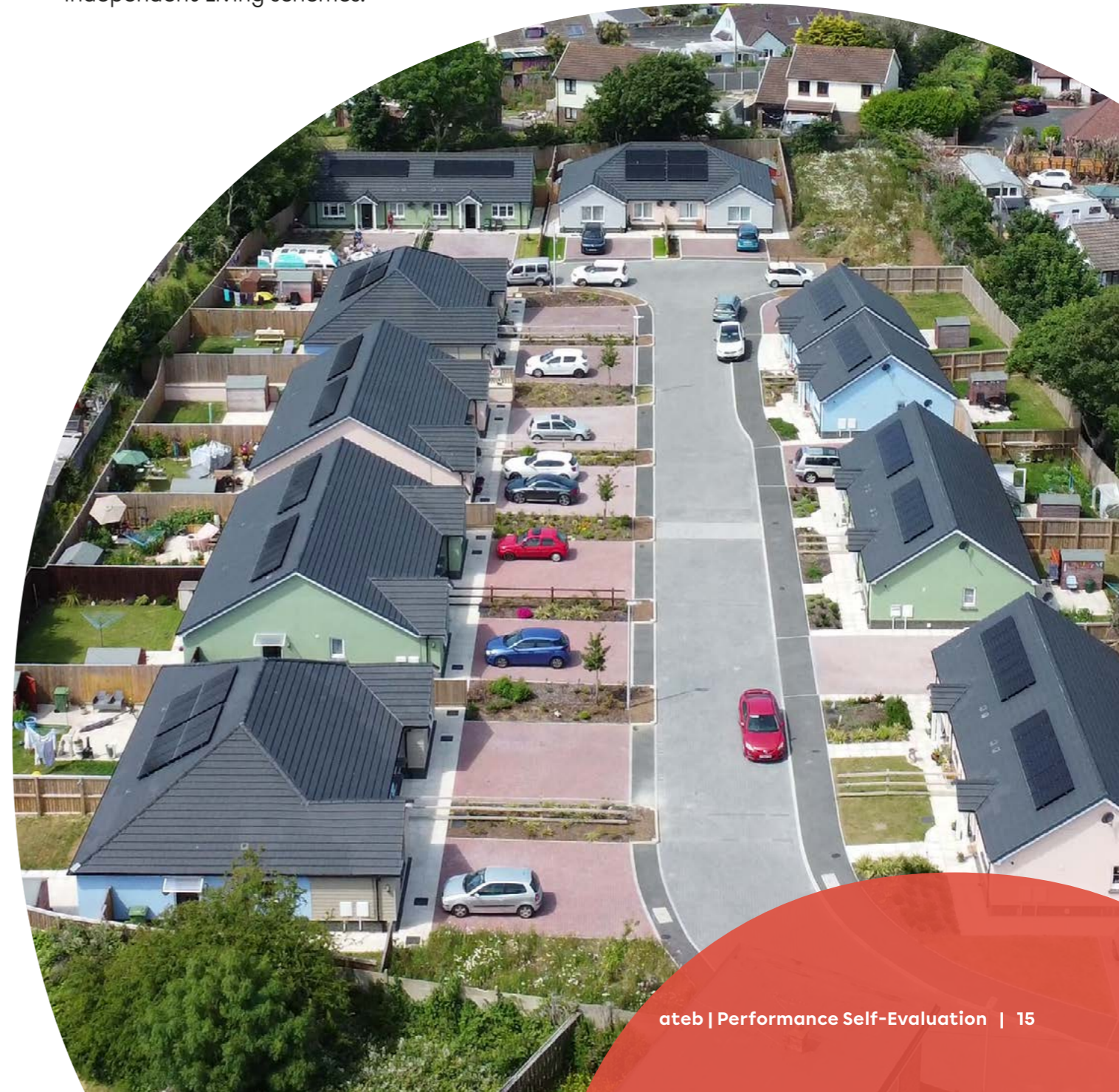
ateb is committed to rent not exceeding more than 28% of household income as defined by the methodology developed by the Joseph Rowntree Foundation and the National Housing Federation, and where service charges are included rent plus service charge will not exceed more than 33% of household income.

Having carried out an assessment of our rents for FY 22/23, we concluded that for our General Needs homes there were no instances where rent plus service charges exceeded 33% of household income as defined by our Affordable Rent Setting Policy. In fact for all General Needs homes, rent plus service charges is less than 28% of household income as defined by the Affordable Rent Setting Policy.

We have found that for Sheltered Housing and Extra Care accommodation, rents and service charges are above the Living Rent methodology, however this includes weekly payments for a range of services such as meals and staff support.

Key areas we are planning to work on to improve:

- We will review our Affordable Rent Setting policy to ensure it continues to meet the core objective of rents and service charges being affordable for our customers.
- We will carry out a review of service charges and rents across our Sheltered and Extra Care accommodation to ensure that rents and service charges are affordable and provide good value for money to customers living in our Independent Living schemes.
- Having secured short term funding to deliver a Home Energy advice service during FY 22/23, we will provide support to customers on reducing energy costs and accessing a hardship fund established by ateb. We will evaluate the project to determine if we should provide a longer-term commitment to funding it beyond FY 22/23.





Customer support and advice

We want our customers to be able to access the right advice and support to maintain their tenancy

As our reception has remained closed, we have seen increased demand from customers contacting us by telephone. We continued to expand our options for customers to contact us digitally and introduced the new 'my ateb account' portal during the year.

In facts:	17/18	18/19	19/20	20/21	21/22
Reception visits	N/A	14,319	10,280	0	0
Phone calls handled	32,524	59,497	57,666	27,000	31,147
Out of hours calls handled	N/A	2,986	2,313	2,246	4,637

Our assessment of the year:

We answered a significantly higher number of calls during the year when compared to 2020/21, during and out of office hours, which evidences an increasing demand on services. 11% of calls received during office hours were missed, however performance improved significantly during quarter 4, along with the average time taken to answer a call, which was 51 seconds on average through the year, and we will aim to ensure the improvement seen in quarter 4 is sustained into 2022/23.

Key areas we are planning to work on to improve:

- We will develop scripts and deliver training to our teams to ensure more customer requests are dealt with promptly at first point of contact. Specifically, we will aim to improve how we deal with repair requests and ensure we have the right roles and resources to deliver an excellent customer service.

Maintenance

We want to get things fixed to your satisfaction

We continued to experience disruption to our repairs service during the year due to Covid at times of specific Covid restrictions, or when Covid impacted our resources, it was necessary to prioritise emergency and safety critical repairs.

Generally, recovering after these events was good with repair levels always being recovered to more typical turnaround times. Customer satisfaction levels remained high throughout.

We restructured our team during 2021/22 with the aim of ensuring we had the right resources to meet our customers' expectations.

In facts:	17/18	18/19	19/20	20/21	21/22
Repairs completed	11,181	11,691	12,616	8,036	8,772
Satisfaction with repairs (ateb)	99.0	99.1	99.7	N/A	99%
Repairs % by partner contractors	18.0	17.7	23.0	20.0	17%

Our assessment of the year:

We completed a similar number of repairs during 2021/22 as we did in 2020/21. We did see a significant reduction in the number of emergency repairs reported during the year. 99% of emergency repairs reported during the year were attended to within our target timeframe of a maximum 24 hours. On average it took us 10 days to complete a non-urgent repair. Customer satisfaction with repairs completed by the in-house team continued to be very high at 99%.

Key areas we are planning to work on to improve:

- We will complete a review of our voids standards to incorporate new legislation to inform works required prior to letting.
- We will review all our existing policies and processes to ensure they are aligned to new legislation, and we understand how best to handle any complaints or claims from our customers.
- We will review how we respond to complaints of mould in ateb homes, including the support and advice we provide where it is identified that it is due to customer lifestyle.
- We will embed our pre and post inspection processes now that our new team structure is in place.



Shared spaces

We want every customer to experience clean, well kept, safe, shared environments.

We continued to regularly inspect and assess all shared spaces to ensure that they were clean, well maintained and safe.

A significant piece of work during 2021/22 was the tendering of our ground's maintenance contract in consultation with our customers.

Key Statistics

- 100% of Play Areas had their weekly, quarterly, and annual inspections completed.
- 63 internal communal spaces were inspected every week.
- 100% of shared spaces that required them had a weekly legionella safety check.
- 100% of shared spaces where it was required had an annual asbestos inspection.
- We completed 242 improvement actions arising from Fire Risk Assessments.
- 100% of shared spaces where it was required had an in date Electrical Installation Condition Report (EICR)
- 75% of customers told us that they were satisfied that their service charges provided value for money.

Our assessment of the year:

The priority for the year was to ensure that all shared spaces were safe, and this was achieved through regular safety inspections.

We undertook a review of charges made to customers for all shared services and facilities to ensure that costs were affordable when rent was included. We have found that for General Needs homes there are no instances where rent plus service charges exceeds 33% of household income, as defined by our Affordable Rent Setting Policy, in fact for all General Needs homes, rent plus service charges is less than 28% of household income as defined by our Affordable Rent Setting Policy

However, we have found that for Sheltered Housing and Extra Care accommodation rents and service charges are above the Living Rent methodology.

Key areas we are planning to work on to improve:

- We will focus during 2022/23 on gathering more customer feedback on the services we provide in our shared spaces.
- We will carry out a review of services provided and charged for across our Sheltered and Extra Care accommodation to ensure that charges are affordable and provide good value for money to customers living in our Independent Living schemes.

Compliance

All properties are compliant with the required regulations.

We continued to prioritise the safety of our customers' homes through our programme of inspections and audits where these were required.

In facts (as at year end):	19/20	20/21	21/22
Gas Certification	100%	100%	99.9%
Electrical Inspections	100%	99.8%	100%
Lifting equipment inspections	100%	91.8%	100%
Visual asbestos inspections	N/A	89.5%	100%
Smoke Alarm inspections	N/A	100%	99.9%
Domestic Fire Sprinklers	N/A	84.2%	99.1%

Our assessment of the year:

We continued to see high levels of compliance across all ateb homes and, overall, we saw improvement compared to 2020/21 end of year performance. We continued to experience access issues to some customer homes that meant 100% compliance was not achieved.

Key areas we are planning to work on to improve:

- We will review ateb policies and processes to ensure full compliance with new legislation including how and where Fire Risk Assessments are completed and bringing all properties into a 5-year cycle of EICR tests.
- We will provide evidence to customers of the safety inspections undertaken in their homes at letting and ongoing.
- We will employ a Compliance Surveyor for Fire Safety.



Planned improvements

We want our improvement programmes delivered to the customer's satisfaction

Delivering our Planned Maintenance programme was a particular challenge over the last couple of years due to Covid restrictions and resources. This has resulted in having to carry forward planned works to future years. We were able to complete more planned improvements during 2021/22 than in 2020/21 despite the challenges faced.

In facts:	17/18	18/19	19/20	20/21	21/22
Kitchens fitted	62	54	50	19	25
Bathrooms fitted	78	103	71	16	182
Windows & doors fitted	189	315	149	114	305
Heating systems replaced	201	65	48	12	40
Boundary replacements	145	31	113	110	97
Homes painted	438	446	299	333	389

Our assessment of the year:

Despite the challenges we were able to continue investing in our homes, albeit not undertaking all the planned works we had intended to. All works not completed have been rescheduled for future years.

We completed a review of how we resource planned maintenance delivery and recruited to a new team to lead delivery of planned maintenance activities going forward.

Key areas we are planning to work on to improve:

- We will implement our new post inspection process including independent inspections where required.
- We will review planned maintenance specifications to incorporate retrofit "quick wins" ensuring they are aligned to the new Welsh Housing Quality Standards and RHWA.
- We will review our approach to our Boiler / Heating system replacement programme taking into consideration the decarbonisation agenda.
- We will start to develop our plans for the retrofitting of ateb homes. Identifying "quick wins" for homes with a poor energy rating.



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Customer engagement

That we improve service delivery through customer experiences

We continued to hold customer engagement meetings and activities remotely and customers were provided with digital support to enable them to participate. Levels of attendance at customer forums was significantly higher than in 2020/21.

In facts:	18/19	19/20	20/21	21/22
Customer engaged	1,170	1,615	1,824	1,627
Improvement actions identified	31	56	43	16
Improvement actions implemented	21	26	48	34
Improvement actions ongoing	10	30	38	28
Customer satisfaction with how ateb listens to their views	74%	N/A	N/A	71%



Our assessment of the year:

It was another challenging year in that we had to postpone events such as community activity days and customer conferences due to the risks associated with Covid. However, by providing additional digital support we saw an increase in the numbers of customers attending Customer Forum each month with 118 attendees in 2021/22 compared to 50 in 2020/21.

We continued to identify improvement actions through our customer engagement activities, implementing 34 during the year.

Key areas we are planning to work on to improve:

- We will engage customers on the implementation of the RHWA to ensure customers are fully informed of the changes.
- We will implement any improvements identified from the Improvement and Advisory internal audit to ensure we continue to engage with our customers effectively
- We will review how tenant and residents' associations are constituted and supported by ateb both practically and financially.

Tenancy & Community management

We have helped create a great place to live

We continued to take a supportive rather than legal approach to tenancy and community management issues during the year, resulting in very low reports of tenancy failures. Lack of effective systems to monitor cases through to completion has made it difficult to evidence the positive work of the team in supporting our customers when addressing Anti-Social Behaviour complaints.

In facts:	18/19	19/20	20/21	21/22
Total ASB cases	152	152	344	171
Low level nuisance	114	137	320	156
Required intervention from ateb	30	15	18	14
Required a multi-agency approach	8	0	6	1
Customer satisfaction with how we dealt with ASB	72%	95%	N/A	98%

Our assessment of the year:

We have experienced significantly less reports of Anti-Social Behaviour during 2021/22 than in the previous year, with most cases reported being of low-level nuisance. We continue to see high levels of customer satisfaction on the closure of each case where complainants have responded.

We have reported a very small number of tenancy failures in year with 0 evictions and only 4 abandonments.

Key areas we are planning to work on to improve:

- We will implement ASB case management within the Housing Management System
- We will review team roles, responsibilities and structures to ensure that we are able to provide the necessary engagement and support where customers are identified as at risk of occupancy failure.
- We will develop a Hate Crime Policy and deliver training to all customer facing teams.



Supported living

Promoting wellbeing of customers who require additional support.

We continued to support a high number of older people living in Independent Living schemes and in the community. We had to provide support in a different way due to the enhanced risk of Covid-19 infection to this customer group, however we were able to provide more support hours than in previous years.

In facts:	19/20	20/21	21/22
Total support hours delivered	2090	2285	2475
Number of older people supported in Independent Living schemes (weekly average)	61.5	74	56
Number of older people supported in the community (weekly average)	9.8	21	25
Number of Community Alarms installed	69	44	25
Number of ateb customers to benefit from minor adaptations to home and total value of investment	Not available	Not available	70 (£16k)
Total number of Supported Living projects	40	40	41

Our assessment of the year:

There was a lot of activity throughout the year to support older and vulnerable people in their homes, from the installation of a community alarm, minor physical adaptations to advice and support in sustaining a tenancy.

We continued to work with partners in providing supported living homes for people who needed them, and we introduced a programme of annual visits to review the maintenance and safety of these homes.

We invested in further improvements at The Refuge for women fleeing domestic violence through a grant awarded by Welsh Government.

Key areas we are planning to work on to improve:

- We intend to review supporting living management and lease agreements to reflect new legislation and provide greater clarity on roles and responsibilities.
- We will work with our partners on a new standard contract for all lets in our supported living accommodation to ensure compliance with the RHWA.



New Homes

Develop the best homes possible for the long-term benefit of our customers and communities

ateb development teams have continued to progress new sites and build new homes of various tenures despite the difficult trading times created by the pandemic and other global factors, to endeavour to meet both the Group's new homes aspirations together with that of Welsh Government.

In facts:	17/18	18/19	19/20	20/21	21/22
ateb homes completed	73	102	101	112	64
SHG received	£5,242,251	£5,109,891	£4,170,076	£4,348,233	£6,936,250
MBH gift aid recycled from open market sales	£1,015,274	£1,304,882	£1,066,259	£2,664,085	£1,914,928

Our assessment of the year:

Over the past year our ateb and MBH teams have delivered a range of new homes to our customers. Unfortunately, the number of homes completed has missed our initial projections and progress has undoubtedly been thwarted, especially in terms of final scheme completion, due the shortage and availability of both materials and labour.

Key areas we are planning to work on to improve:

- Project delivery and management
- Increase our exposure to new contracting partners
- Continue to develop various joint venture partnerships

West Wales Care & Repair

West Wales Care and Repair (WWCR) has continued to deliver an essential service to older people across Pembrokeshire and Ceredigion.

WWCR has been supporting people to remain independent in their own homes, preventing hospital admissions and supporting hospital discharge.



In facts:	18/19	19/20	20/21	21/22
People helped with rapid response adaptations	1,165	1,514	1,284	1,306
Home Safety assessments	648	696	480	579
Customers supported to maximise income	44	62	99	131
Additional customer income raised £	£259k	£343k	£497k	£645k
Customers satisfied with our service % (rapid response service)	97	99	98.5	99%
Customers who told us their quality of life had improved % (rapid response service)	94	96.5	80.5	82%
Customers supported by handy person services - Pembrokeshire	357	348	146	160

Our assessment of the year:

Additional funding secured and received during the year meant WWCR was able to support more people to remain independent in their own homes.

Key areas we are planning to work on to improve:

- We will develop a Business Growth strategy for WWCR that aims to build on how we create better living solutions for the people of West Wales where we have identified opportunities and consider options for collaboration with key strategic partners.

Summary

Based on our assessment of our Group's customer facing services we believe that we have delivered high quality services to customers and that there is evidence of improvement in key areas of service delivery.





■ RS3 – FY 21/22 EVALUATION CHECK

“High quality services
are delivered to tenants”



We have made the following evaluation:

Our Board has reviewed our analysis and evidence and consider we are compliant with this performance standard.

Evaluation Check

Does the Board know it meets this standard

The Board has:

- Concluded our Group customer commitment set out in, #1 Purpose, is to ‘always aim to deliver the ... right customer outcomes as effectively as we can ... for the people and communities of West Wales
- Our #4 Deliver document details our service delivery approach which is based on customer outcome management and aims to ensure individual customers’ needs are met. Through our 37 service areas across the Group, we work to ensure we are delivering the right outcome to our Group customers and provide them with the services they expect and need.

What was the principal evidence used to evaluate this standard

The Board has:

- Considered the following key evidence for this standard:
 - ateb Vision
 - #4 Deliver
 - Quarterly performance reports
 - Monthly performance exception reports
 - Welsh Government (WG) Tenant satisfaction survey results
 - WG Regulatory performance survey sector reports
 - Customer satisfaction feedback
 - Customer Forum scrutiny
 - e2i initiative
 - WG published data e.g., SHG receipts
 - Policy framework
 - Internal Audits
 - Biannual customer feedback report to Board



RS4

Tenant empowered approach

Is there Improvement planning in place

The Board has:

Agreed our improvement plan that includes the following actions for FY 22/23:

- **IP/02** - Plan B - Help with our customers' energy bills by lowering carbon in existing homes. We will increase our knowledge of our homes' environmental footprint to allow informed investment decisions to be made. Including WHQS23 consultation feedback. (Customer)
 - **IP/03** - Plan C - Help with our customers' energy bills by lowering carbon in new homes. We will improve the environmental standards of our new build specifications to meet WG requirements. (Development)
 - **IP/04** - We will Implement the changes required to our systems (inc. ASB) to be compliant with RHWA in the timelines prescribed including effective communication and training with our customers, teams and partners. (Customer)
 - **IP/05** - We will continue to evolve and improve how we use and report equalities data relating to customers applying for and moving into ateb homes. (Customer)
 - **IP/08** - We will implement our Passport to Work (PTW) to ensure our teams are compliant with legislation and best practice and have the skills/knowledge to work competently and safely. (Corporate)
- **IP/14** - Agree and set up options for hot desking/desk spaces with potential co-location opportunities with health, housing, and social care, for WWCR teams. (Customer)
 - **IP/15** - Develop a Business Growth strategy for WWCR that considers options for collaboration. (Customer)
 - **IP/16** - We will continue to explore and develop collaborative relationships to build new homes. (Development)
 - **IP/19** - We will complete our phase 2 customer services' organisational review, which will include how we deal with repairs, lettings and first point of contact. (Customer)
 - **IP/24** - Implement post inspection procedure in full including independent Quality Assurance (QA) inspections for responsive and planned maintenance repairs. (Customer)
 - **IP/26** - Develop a Business Growth strategy for WWCR. (Customer)

Our Vision clearly sets the need for the Group to focus on customer outcomes. To achieve this aim we must always listen and understand our customers' demands to ensure that our delivery meets their expectations.

ateb Vision - Purpose | What you can expect from us

Our ateb Vision sets out our purpose and what our customers should expect of us. In summary we aim to:

- always try to meet our customers' expectations; but if we can't we explain why and try to help where we can
- let our customers have their say in what we do and how we do it
- treat you as an individual
- always work to provide solutions and if we can't, we explain why and offer suitable alternatives
- be honest about what we know and what we don't know and will make sure you know what to expect from us

Customers should expect us to:

- Pay attention to their circumstances
- Take time to understand their needs
- Show empathy in our responses
- Help resolve their issues

Customer Outcome Management

Our ateb Vision sets the expectations for all our Group customer services. Focusing on what our customers expect as an outcome, we then design and deliver services to achieve that expectation:

Customers should expect ateb to...

“Always deliver the right customer outcomes as effectively as we can.”

Equality, Diversity & Inclusion

We made the following observations when we reviewed Equality Diversity and Inclusion (ED&I) data about our customer base in 2020/21 and the services we delivered.

- We continued to experience challenges in being able to report robust and meaningful data from our current systems, that would support our understanding of where we need to improve.
- We did not hold data on all protected characteristics for a high percentage of our current customers as they have declined to provide this information.
- The protected characteristic data for customers moving into an ateb home during 2021/22 when compared to the data of people registered for housing on Choice Based Homes suggests ateb is meeting the housing need of a diverse customer base.
- Most Anti-Social Behaviour complainants were female and aged under 65 and considered themselves white British.
- We received no reports of hate crime, harassment, or discrimination due to a protected characteristic during 2021/22.

- Most of the Notices Seeking Possession we served were to female customers and customers aged under 64. We issued a very small number of notices during 2021/22 and it will be essential that we monitor the protected characteristics of customers who are issued with notices to ensure the data reported is not part of a wider trend.
- Most customers who complain formally to ateb are female, consider themselves as having a disability and are aged over 55. We received only a very small number of formal complaints during 2021/22 and it will be essential we closely monitor the protected characteristics of customers who formally complain to ensure the data reported is not part of a wider trend.

If it matters to you, it matters to us. As well as trust and 'getting things done' our DNA demands that customers should expect 'access to all areas'.



Our purpose states that...

“ We will be inclusive in everything we do as diversity of background, experiences, skills, and views enrich our work and services. We know we will need help, so we will listen to your views and act upon them.”

This approach is captured in our ED&I policy that seeks to ensure our Group and the services it delivers are tailored to all and not just the few. We know there is more that we can do and having recently signed up to the Tai Pawb Deeds Not Words pledge and undertaken an ED&I improvement and advisory internal audit, we will be developing an improvement plan to ensure we continue to improve in this area and address any issues that the data we have is telling us.

Tenant Associations

We provide financial and practical support to several tenant associations, with the aim of empowering ateb communities and promoting community cohesion and inclusion.

Customer forum

The customer forum reviews various areas of the Group's undertakings such as affordable rent setting, policy development and improvement planning generally.

Representatives from Customer Forum also sit on recruitment panels for the ateb team and Board members.

The Forum supports wider events such as the customer conferences and feeds into the Board on a range of matters.

Engage 2 Improve

The **engage 2 improve (e2i) initiative** uses a customer priority system to understand and rank customer required improvement actions. The e2i group leads on the setting, understanding, analysis and action planning of improvement activity.

Customer support and training

We support customers to develop new skills and understanding to further help us improve what we do. We actively support customers to engage with Tai Pawb and TPAS and feedback what they have learned into ateb's improvement and engagement activities.

Customer Conferences

We undertake a range of 'customer conferences' across the year aimed at discussing strategic and operational matters that impact upon and matter to our customers. The customer feedback received informs our longer-term planning

Customer feedback and data analysis

We monitor and report our feedback to the Board through the year. We use customer data to analyse for trends to improve our service outcomes.

Tenant Empowered Approach Assessment

Even with Covid we have undertaken a lot of customer empowerment activities in the year, please note the following:

Empowerment activities	Totals for the year
Tenants' Associations supported	12
Number of forums, e2i meetings, conferences held	18
Total number of customers in attendance	152
e2i customer survey interactions	1,672
e2i improvement actions identified	16
e2i Improvement actions closed	34

Across the year, our empowerment activities have input/shaped future improvements in the following areas

The Customer Conferences:

- Be greener** – customers told us they agreed with the ambition but want to be engaged more about how we do it, be provided with advice and support, raised affordability concerns and the need for electric car charging points.
- New rules** – customers told us they want to learn more about RHWA and WHQS2023 and be involved in their implementation.
- More working together** – customers told us they wanted to see us working with others to continue to deliver aspects of the Community Welfare services we delivered throughout Covid and to consider delivery of services through community enterprises.
- Slicker systems** – customers told us they want to see improvements in how ateb communicates improvements as to how maintenance services are delivered – particularly contractor management and shared spaces such as grounds maintenance and waste management
- Keep it affordable** – some customers told us they were concerned about how affordable new “green” heating systems would be and affordability of service charges.
- Empowerment** – customers told us they want to be more involved in decision making, specifically at local level.



e2i:

- Improve My Account and upload documents to view e.g., Tenancy Agreements and safety certification
- Review process of how tenants' queries are dealt with and review timelines for responding to those queries
- Ensure that the planned maintenance schedule is available on the website to inform customers of the work to be carried out in the current year
- Establish better recording of ASB reports at first customer contact stage.
- Establish clarity between first stage customer contact (Contact centre) and second stage customer contact.
- Explore the possibility of an ateb Handy Person service for customers.
- Find out whether we can, or can't, develop a system where customers can forfeit paying service charges and instead look after their own grounds maintenance and/or cleaning

Our customer feedback in the year has generally been positive, please note the following breakdown as reported to our Board:

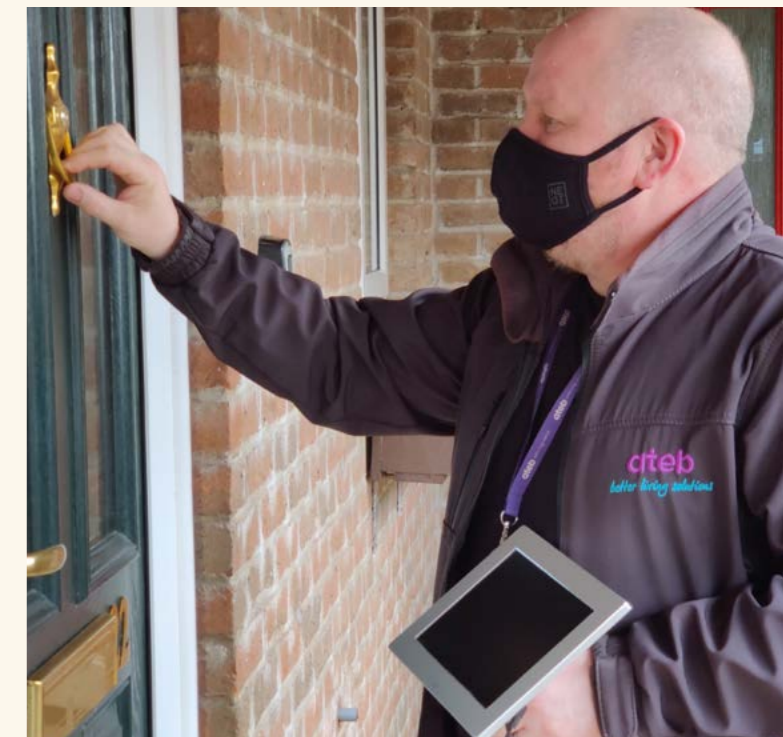
In facts:	Totals for the year
Expressions of Dissatisfaction resolved informally	44
Formal complaints resolved at stage 1	7
Formal complaints resolved at stage 2	1
Formal complaints escalated to Ombudsman / Information Commissioners Officer (ICO)	2 (not upheld)
Disrepair claims (opened / closed in year)	6
Compliments	79

We did not identify any common themes in the customer feedback received. Formal complaints received were resolved to the satisfaction of the complainant.

All the above empowerment activities and feedback have shaped our improvement thinking and planning.

Summary

Based on our assessment of our Group's tenant empowerment activities, we believe that customers are actively engaged and empowered, however there is always more that we can do, and intend to carry out an Improvement and Advisory internal audit in 2022/23 to identify ways we can further empower and engage ateb customers.





■ **RS4 – FY 21/22**
EVALUATION CHECK
“Tenant empowered approach”

We have made the following evaluation:

Our Board has reviewed our analysis and evidence and consider we are compliant with this performance standard.

Evaluation Check

Does the Board know it meets this standard

The Board has:

- Concluded that it meets this standard. Our customer expectation states that we ‘must deliver the right customer outcomes, as effectively as we can’ which can only be achieved with the engagement of our customers. Using our values of trust; togetherness and empowerment we designed and have been using a tenant involvement strategy called Engage. On our website you will see how Engage (if it matters to you, it matters to us) works and details of what they have achieved, how tenants got involved and what they have improved. Our Board monitors the Engage initiative and link with the e2i coordination group to discuss progress. Covid has impacted our ability to engage in the way we had but we are planning a return to more face 2 face meetings in the next financial year.

What was the principal evidence used to evaluate this standard

The Board has:

- Considered the following key evidence for this standard:
 - ateb Vision
 - #1 Purpose
 - #4Deliver
 - Star survey
 - Customer satisfaction feedback
 - Customer Forum scrutiny
 - e2i initiative
 - Policy framework
 - Customer Feedback
 - Equality, Diversity, and Inclusion data

Is there Improvement planning in place

The Board has:

- Agreed our Improvement Plan that includes the following improvement actions for FY 22/23:
 - **IP/12** - We will work with community partners to further enhance our “welfare service” offer. (Customer)
 - **IP/20** - We will communicate our community development aspirations to all teams, customers, and key stakeholders. (Customer)
 - **IP/21** - We will review how Tenant and Resident Associations (TARA) are constituted and supported by ateb practically and financially. (Customer)
 - **IP/22** - We will explore the creation of an “ateb trust” to fund community initiatives. (Customer)

RS5

Rents and service charges are affordable for current and future tenants

Affordable Rent Policy

The Board adopted its Affordable Rent Policy in FY 2019/20. The policy is reviewed and updated each year by the Board and used to set the next year's rent. The purpose of the policy is to keep rents at a level that is affordable for our customers.

Service Charge Procedure

It is intended that service charges will be set at levels that are affordable and in line with the Affordable Rent Setting Policy.

Customer rent setting engagement

Every year we consult with our customers on proposed rent increases to ensure we understand our customers' viewpoint on what we have deemed to be acceptable.

The consultation exercise is then used by the Board to draw their conclusions on how best to adjust rent for the next year.

Affordable Rents Assessment

Our 21/22 social rents compared favourably to other social landlords operating in Pembrokeshire where most of our homes are located, and the Living Rent as determined by our Affordable Rent Setting policy.

Property Type	ateb Social Rents 2021/22 (average)	Wales and West Social Rents 2021/22	Living Rent 2021/22	Local Housing Allowance 2021/22
General Needs				
Bedsit	£59.79	N/A	85.29	£60.00
1 Bed Flat	£78.22	£84.33	£94.77	£78.25
1 Bed House / Bungalow	£85.95	£92.60	£94.77	£78.35
2 Bed Flat	£83.49	£96.31	£123.20	£98.96
2 Bed House / Bungalow	£95.28	£102.29	£123.20	£98.96
3 Bed Flat	£96.43	N/A	£151.63	£120.82
3 Bed House / Bungalow	£105.84	£111.29	£151.63	£120.82
4 Bed House / Bungalow	£127.16	£119.56	£180.06	£143.84
5 Bed House / Bungalow	£138.15	£166.31	£208.49	£143.84
Sheltered				
Bedsit	£72.95	N/A	£85.29	£60.00
1 Bed Flat	£78.28	£95.60	£94.77	£78.35
1 Bed House / Bungalow	£85.85	£92.21	£94.77	£78.35
2 Bed Flat	£88.54	N/A	£123.20	£98.96

We believe we have taken positive action in terms of keeping our rents affordable. Over the last 3 years we have applied the following rent increases as compared to the Welsh Government's maximum average % permitted:

Rent Group	20/21	21/22	22/23
Social rents	1.7%	0.5%	3.1%
Intermediate rents	0%	0%	3.1%
Welsh Government Max. %	2.7%	1.5%	3.1%

In years 20/21 and 21/22 we were in the lowest 2 of all housing associations in terms of our average rental increases with intermediate rents having already been frozen from financial year 2020/21.

Our service charges, when analysed against our living rent calculation, all fall within the 33% of household income established by our affordable rent policy and are below 28% of our Living Rent calculation except for our sheltered and extra schemes which carry considerable additional services to that of a normal rent/service charge arrangement.

Summary

We believe our approach to rent setting offers an affordable solution to our existing and future customers. ateb compares well to similar organisations in terms of average rental levels and very well in terms of rent increases over the last 3 years.





■ RS5 – FY 21/22 EVALUATION CHECK

“Rents and service charges are affordable for current and future tenants”

We have made the following evaluation:

Our Board has reviewed our analysis and evidence and consider we are compliant with this performance standard.

Evaluation Check

Does the Board know it meets this standard

The Board has:

- Agreed an Affordable Rent Setting Policy with the principle of setting fair and affordable rents for our customers and complies with all the applicable rules and statutory guidance. All our social rents are set in accordance with the Welsh Government Rent Setting Policy.

As part of our policy commitment to set affordable rents, we annually consider and consult on affordability with our customers. The rent setting processes also assess the business need to invest in properties, services, and development, to further our purpose of creating better living solutions for the people and communities of West Wales.

Each year we assess our rent for the forthcoming year in line with our policy principles and statutory guidance, consult with customers and seek approval for the same from our ateb Board of Management.

What was the principal evidence used to evaluate this standard

The Board has:

- Considered the following key evidence for this standard:

- ateb Vision
- #4 Deliver
- #5 Assure
- Affordable Rent Setting policy
- Affordability analysis
- Rent setting proposals
- Customer feedback on rent setting consultation
- Performance reports
- WG Tenant satisfaction survey results
- WG affordability return
- Rent comparison data
- Income Collection Policy

Is there Improvement planning in place

The Board has:

- Agreed our Improvement Plan that includes the following improvement actions for FY 22/23:

- **5/1** - We will review our Affordable Rent Setting policy annually to ensure rents and charges continue to be affordable for our customers. (Customer)
- **5/2** - We will complete a review of service charges to ensure services provided and charged for are affordable and provide good value for money for customers living in Independent Living schemes. (Customer)
- **5/3** - Develop a fuel poverty and cost of living strategy that informs how we will further support customers including reviewing our home energy project and hardship fund support. (Customer)

The organisation provides high quality accommodation

Accommodation profile

ateb as of the 31st of March 2022 had a total stock of 3066 homes with the following profile:

Home type	Social Rent	Intermediate Rent	Secure	Shared ownership	Rent 2 Own	Extra Care
Bedsit	41	0	0	0	0	0
1 bed	720	140	2	0	0	54
2 bed	874	270	2	5	1	34
3 bed	579	161	3	7	5	0
4 bed	115	24	0	0	0	0
5 bed	5	1	0	0	0	0
8 bed	0	0	0	0	0	0
Supported Living	0	0	0	0	0	23
Total	2334	596	7	12	6	111

Of the above the following 323 homes are classed as sheltered and extra care:

Home type	Sheltered	Extra Care	Semi Sheltered
Bedsit	16	0	0
1 bed flat	133	54	65
2 bed flat	11	34	7
1 bed bungalows	3	0	0
2 bed bungalows	0	0	0
Total	163	88	72

Construction Date	Homes	%
Pre 1900	114	4
1900 – 1949	25	1
1950 – 1975	196	6
1976 – 1995	780	26
1996 – 2011	1024	34
Post 2012	909	30

All our properties were built in accordance with the Welsh Government regulations at the time.

Welsh Housing Quality Standards (WHQS)

Stock compliance with the WHQS by component:

Component	% Fully compliant	% Compliant with acceptable fails	% Non-compliant
Roof and associated components	100%	0%	0%
Windows	99.5%	0.5%	0%
External doors	99.5%	0.5%	0%
Kitchens	79%	21%	0%
Bathrooms	56%	44%	0%
Energy rating SAP 65+	98%	2%	0%
Central heating system	99.7%	0.3%	0%
Electrical systems	100%	0%	0%
Mains powered smoke detectors	100%	0%	0%
Gardens and external storage	86%	14%	0%

We deliver maintenance programmes to ensure that WHQS is maintained.

Energy rating

Our properties have the following energy rating status:

SAP Rating	Homes	%
A	183	6
B	963	32
C	1539	50
D	328	11
E	0	0
F	28	0.9
G	7	0.2

New Build Programme

We have the following proposals for new property growth over the next 5 years (subject to business planning assumptions being met):

New Units - Cumulative	22/23	23/24	24/25	25/26	26/27
ateb	92	158	287	421	563
MBH	24	71	168	270	368

All our new build properties will be in accordance with WG standards and requirements where we are receiving SHG. All non SHG properties will be built to Building Regulation standards as a minimum with aspirations to provide higher standards than competitor mass housing developers

Strategic Asset Management (SAM)

We have agreed a SAM improvement plan that looks at a range of improvements for the future and obviously including decarbonisation priorities. The SAM will be developed over the next few years, please note the following key areas of development:

- Maximise the return from our homes in terms of long-term customer satisfaction, the impact to the environment and lifecycle costs.
- Set a target for carbon reduction in our existing homes based on an agreed business plan investment strategy.
- Develop the best long-term processes, structure, partner, and supply chain relationships based on customer focused outcomes.
- Develop new information systems and modelling to allow us to make the best existing home investment decisions over the long term.
- Engage our customers in forward planning of future specification improvements.
- Use technology to increase our awareness of property performance and improve our delivery of property services to our customers.
- Greater forward planning of investment programmes with greater awareness of improvement planning for individual customers homes.
- Include local investment and EEET opportunities within our procurement.
- Meet the challenges of the WG to make our homes more affordable, more environmentally effective and support local supply chain development.

High Quality Homes Assessment

The feedback from our customers regarding their satisfaction with their home was positive. The following shows a breakdown of 1032 responses to the recent Welsh Government tenant satisfaction survey question relating to housing quality:

How satisfied or dissatisfied are you with the overall quality of your home?

Response	Number	%
Very satisfied	563	55%
Fairly satisfied	332	32%
Neither	66	6%
Fairly dissatisfied	58	6%
Very dissatisfied	13	1%
Total	1032	

The response rate represents 34% of our total homes.

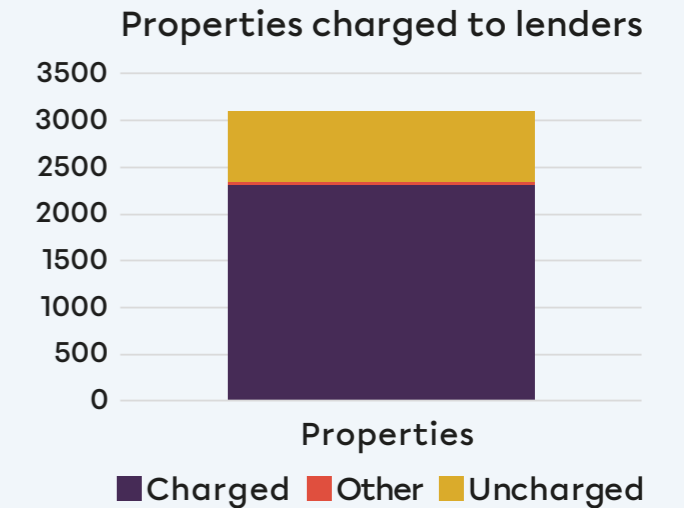
In terms of age profile, 41.3% of our homes are considered of modern construction (post 2005) with 88% of our homes having an energy rating of C or higher. We have long term investment plans to ensure our homes continue to meet the required quality standards including as follows:

- £12m - Boiler replacements
- £5.7m - Bathrooms
- £15.8m - Kitchens
- £4.5m - Electrical works
- £9.4m - External Decoration
- £10.2m - External Doors and windows
- £4.7m - Flooring

A total investment of £111m is currently planned for in the next 30 years.

We have been able to secure finance against 2,315 properties where an independent assessment process deemed the homes suitable for lender collateral.

There are 748 properties available for charging.



Summary

The quality of homes is key to our Vision of creating better living solutions for the people and communities we serve. Whereas there is always more we can do and customer expectations will change over time, our customer satisfaction with our homes placed us 5th in the Welsh Government tenant satisfaction survey which was our highest placing of the 12 questions asked.

We have current and future investment plans to maintain our homes to the standards expected from our customers and regulatory requirements.



■ RS9 – FY 21/22 EVALUATION CHECK

“The organisation provides high quality accommodation”

We have made the following evaluation:

Our Board has reviewed our analysis and evidence and consider we are compliant with this performance standard.

Evaluation Check

Does the Board know it meets this standard

The Board has:

- A purpose to ‘Create better living solutions for the people and communities of West Wales. The heart of what we do is providing high quality homes for our customers and in doing so we ensure we comply with all necessary legislation and standards to make sure our homes are safe, comfortable and meet the needs of our customers.

What was the principal evidence used to evaluate this standard

The Board has:

- Considered the following key evidence for this standard:

- ateb Vision
- #1 Purpose
- #4 Deliver
- #5 Assure
- Performance reports
- Stock condition surveys
- Stock condition reporting
- Securitisation survey & valuations
- WG Tenant Satisfaction survey results
- Customer satisfaction feedback
- e2i initiative
- WHQS Policy
- WHQS Survey and certification data
- Repairs and Maintenance Policy
- SAM Improvement strategy

Is there Improvement planning in place

The Board has:

- Agreed our Improvement Plan that includes the following improvement actions for FY 22/23:

- **IP/06** – Explore how we handle Voids and disrepair claims in relation to Fitness For Human Habitation (FFHH). (Customer)
- **IP/07** – We will review ateb policies to ensure full compliance with the Building Safety Act. (Customer)
- **IP/09** – Develop our strategic asset management capabilities including review and understand the implications of the WHQS 23 on ateb’s Business Plan (Customer).

Performance Self Evaluation Summary FY 21/22

It has been another difficult year for all but reflecting on our performance we believe the ateb Group has performed well. Our customer facing services have all received positive responses from our customers. Our WWCR customers gave very positive feedback for the services we provided, which given the prevailing conditions is great to hear. Our MBH sales at Templeton were very strong with great feedback from those who moved in about the homes they bought and the experience they had purchasing their new homes.

When analysing our rents, we believe we offer affordability to our customers which is reflected in the customer survey responses we received on value for money. There is no doubt however that future years are going to be challenge for our customers and our business aspirations. Getting the right balance will be essential as will having the right support and advice available to our customers on how to deal with financial pressures.

We can always do more in terms of engagement but given the circumstances we did achieve a lot. The number of customer interactions we had that then led to improvement actions and influencing strategic objectives was reassuring when considering our aspiration of placing customers at the heart of everything we do. More on this going forward with an emphasis on greater understanding of our how we can improve delivery of services to a diverse customer group.

Finally, there is no doubt the sector faces a huge challenge to decarbonise the social housing stock across Wales. ateb Group is committed to this challenge and will do so from a position of strength with the condition of homes we manage, however the solutions are not easy either financially or technically.

Please contact us if you would like more information on the detail raised in this evaluation

Nick Hampshire
Chief Executive



Creating
better
Living Solutions