

Wales & West Housing

Shayne Hembrow

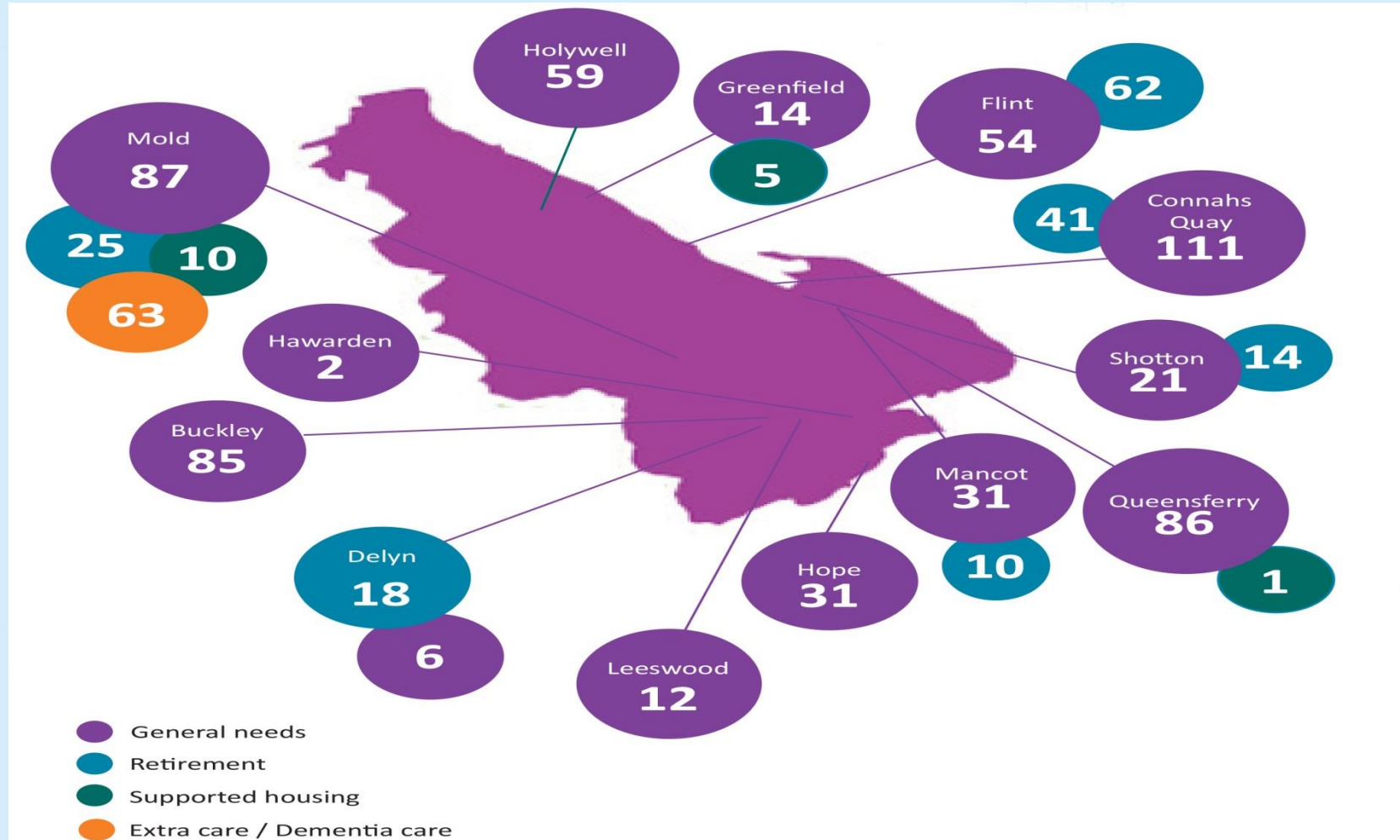


50

Wales & West Housing



- Established in 1965 and built our first homes in Flintshire in 1978
- 10,000 Properties across Wales in 12 local authority areas - 860 in Flintshire
- Similar stock profile to the Council – significant older persons retirement housing
 - General needs – mainly family housing
 - Retirement/sheltered – rented and owned
 - Extra care
 - Specialist supported





Values and vision

- Strong, sustainable growth to **make a difference** to peoples lives, homes and communities
- **Do the right thing** to deliver what matters to customers
 - Living Wage Employer
 - 5th Place in The Sunday Times list of 100 Best Companies to Work (not for profit sector) 2014

Making a difference in the community

More - providing more homes

- 121 new homes completed
- 127 under development – Mancot, Glanrafon Road
- Capital investment 2015/16 - £16.6 million
- Active land acquisition programme
- General needs, extra care, autism, older persons
- Preventing homelessness – 13 mortgage rescues

Llys Jasmine Opening Ceremony



Making a difference to homes and lives

Invest – making homes warm and affordable

- £5.3 million investment to achieve WHQS compliance
- Majority local contractors and employment
- £1.4 million on energy efficiency – average SAP rating of 73 (WHQS requirement of 65)
 - 84% of homes insulated
- Renewed components in 92% of Flintshire stock
- New property designs

Powell Road



Making a difference to people



Technology – making the most of

- Free WiFi where ever possible
 - Over 60 schemes
 - 500 regular users – Llys Jasmine
 - Take CTRL – digi-users to support other residents
- Connect24 - telecare and out of hours
 - 9,000 residents supported across Wales with emergency alarm and telecare
 - 70,000 households for out of hours repairs and ASB

Making a difference to people

Care and Support – new services

- Dementia/disability friendly – culture
- Upgrade to schemes – access, signage, colours, gardens, buggy storage
- Direct provider of support – first scheme in Abergele
- Direct provider of Care – registration with Care and social Services Inspectorate Wales (CSSIW)

Making a difference to people

GROW – generating real opportunities for work

- Specialist team to work with residents
 - Employment coaching
 - Training assessment and sourcing
- Through development and major works contracts
 - 17 apprenticeships created
 - 5,000 hours of training provided
 - 80% of workforce from Flintshire and North Wales

2 Apprentices at Llys Jasmine



Making a difference to people



Lives – supporting residents

- Housing Options team – (in 2013/14 - 69% of lets offered to Flintshire – 30% to homeless)
 - Actively working with FCC on SARTH
 - Early engagement with prospective tenants – support needs, financial advice, furniture, etc
- Starting right – rent collection
 - Sustainable, affordable payment plans
 - Seven strong specialist money advice team – gained on average £780 per resident
 - Minimised impact of bedroom tax – 85% collection

Not everyone is the same....



- Committed partner and track record of delivery
- Considerable financial capacity to borrow and invest – ability to ‘weather the storm’
- Large development programme – major provider of new homes – around 200 per annum
- Buy right – social enterprise and local supply

Not everyone is the same....

- Keep people in their homes – prevent homelessness
- Experts in design and services – autism and older persons housing
- Connect 24
 - Telecare
 - Out of hours telephony services

In conclusion



- We understand each other
- Share the same objectives
- Get on well
- Established track record of working well together