

Result 1: People live and work in environmentally sustainable homes, workplaces and communities

Overview:

We are committed to making a positive contribution to tackling climate change and the impact it has on our communities. This extends to our place of work and to the homes we provide. We want our tenants to live in homes that are energy efficient. We want to ensure that we work and deliver services in a way that minimises our carbon footprint. We believe that by providing high quality homes, maximising office energy efficiency and improving our working practices, we can make a significant difference to the lives of the people we house, our communities and to the national agenda on climate change.

What does environmentally sustainable homes, workplaces and communities look like?

- Tenants live in homes that are as energy efficient as possible and they spend less of their disposable income on energy bills.
- Tenants understand the green technology in their homes and tell us that they are satisfied with how much it costs them to heat their homes and to pay for the electricity they use.
- The priority we place on sustainable working practices achieves a year on year reduction in our carbon footprint per employee.

1.1 ENERGY PERFORMANCE

How will we know if we have made a difference?

The environmental performance of our homes will have improved

How do we know?

The percentage of homes that meet the minimum WHQS SAP rating will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
%	99%	99%	99%	99%	97%

(Indicator 1.1, Measure 1.1.2)

Is anyone better off?

The percentage of tenants living in homes that are more energy efficient increases

	March 2017	March 2016	March 2015	March 2014	March 2013
%	98%	99%	99%	99%	97%

(Measure 1.1.3)

Story behind the baseline data

We measure the energy efficiency of our homes by using an industry measurement tool called SAP (Standard Assessment Process). This takes in to consideration the various building elements such as the fabric construction, insulation, double glazing and boiler type (gas or electric). The calculation then provides a score for each property between 1 & 100 – 100 being the most energy efficient. The minimum WHQS requirement is >65.

In 2015, 99% of our homes met or exceeded the minimum requirement. This equated to just 17 homes below the 65 rating. These homes are predominantly of solid wall

construction. Within the last year we have removed the last of the less efficient old back boilers and replaced them with category 'A' condensing boilers. Overall, homes continued to have their SAP ratings improved, through measures such as schemes being switched from electricity to gas or replacement windows etc. In addition to this, the photo voltaic's installed a few years ago, annually generates circa of **312,000 KW**, which on average saves the tenants approximately **£260 per house hold**, per year who have the benefit of the system.

Future actions

We have fuel switching the last two schemes from electrical to gas heating. Other work will continue across our stock as we try to keep energy efficiency measures as up-to-date as possible, including window and door upgrades, replacement heating upgrades, and looking at opportunities to appropriately insulate homes or make use of greener technology particularly on the homes that currently are below SAP 65.

1.2 CARBON FOOTPRINT

How will we know if we have made a difference?

Our Carbon Footprint will be reduced

How do we know?

The overall amount of CO2 emissions (tonnes) will reduce

	March 2017	March 2016	March 2015	March 2014	March 2013
CO2 Emissions	126.22	127.22	137.15	147.02	140.44

(Indicator 1.2, Measure 1.2.1)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The percentage in overall CO2 emissions reduces	-1.98%	-7.18%	-7.36%	3.58%	3.26%
The percentage of CO2 through Cadwyn miles reduces	-10.48%	-14.92%	-32.30%	28.39%	5.03%

(Measures 1.2.10, 1.2.12)

Story behind the baseline data

Cadwyn is increasingly becoming more efficient (more efficient electrical equipment in our buildings, more efficient vehicles etc) and this is reflected in both the overall CO2 figure and its CO2 production per employee. Cadwyn's CO2 output however, should be higher as we have taken on more offices, so by factoring in the future actions below, we should see an increase in next year's figures.

Future actions

Add in the information for the extra sites i.e. NuLife, Hafan and CanDo Contractors

Result 2: People have access to well managed and maintained homes
Overview:

Providing good quality homes and services to our tenants and access to homes for as many people as possible is our core business. As well as continuing to develop traditional housing for rent we operate a leasing scheme for homeless people and a social lettings agency providing an alternative to the private rented sector. We want our tenants to value their homes and the services we provide, and to feel proud to live in them. We believe good quality, safe and secure housing can provide the foundation for people to live fulfilled lives and contribute to their community's wellbeing.

What does this look like?

- Our properties are of a good standard and are well looked after.
- People are safe, tenants choose to stay with us and we deal with ASB well when it happens.
- We continue to provide more homes through the private sector as well as through traditional ownership
- We don't have many complaints and we learn from those we do.

2.1 PROPERTY
How will we know if we have made a difference?

The proportion of properties reaching WHQS will increase

How do we know?

The percentage of homes that comply with WHQS will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
% compliance	97%	97%	96%	96%	96%

(Indicator 2.1 Measure 2.1.2)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The number of people living in properties that are fit for purpose (modern, weather proof, up to standard etc) will increase	Approx 3603	3603	3561	3636	3005 (total number of individuals 3131)
The percentage of people living in properties that are fit for purpose (modern, weather proof, up to standard etc) will increase	97%	97%	96%	96%	96%

(Measure 2.1.5 and 2.1.6)

Story behind the baseline data:

WG required that all properties met the WHQS by 2014. The standard is to ensure that all properties are well maintained. We continue to invest in our properties to ensure that they are fit for purpose and that our tenants enjoy the environment in which they live. We have prioritised our expenditure in areas of most and delivering improvement through annual

programmes. The reported figure of **97%** is based on WHQS compliance including properties that fail compliance but meet the necessary criteria to say that their failures are 'acceptable'. The four categories of acceptable failure are 'cost of remedy', 'timing of remedy', 'resident's choice' and 'physical constraint'. The vast majority of acceptable failures fall into the 'timing' category as if a property moves into a failure category because the kitchen or bathroom no longer meets the standard, as long as the replacement of those items is programmed within a reasonable timescale, the failure is considered acceptable due to timing. A small amount of acceptable failure are due to the physical constraints of the building e.g. some flats in roof spaces cannot accommodate showers. Given these items, which will either remain as acceptable failures or will continue to produce a small percentage of acceptable failures each year, the figure of **97%** is unlikely to be improved upon. However as all properties either meet compliance or are classed as acceptable failures, we can say that our WHQS pass rate is 100%. The number of tenants living in properties that comply with WHQS is an estimate based on overall tenant numbers.

In 2016/17 we spent circa £1,024,661 delivering WHQS related improvements across **300+ households**. Tenant satisfaction levels for the delivery of this work were at 98%.

In addition, we have also restructured the asset management department which will provide a more focused and efficient service whilst achieving value for money.

Future actions

Significant amounts of WHQS related component replacements are all delivered by CanDo Contractors and investment costs are expected to fall as this work is delivered at cost, while the service delivery and tenant satisfaction levels are maintained at their usual high standard.

2.2 REPAIRS

How will we know if we have made a difference?

The effectiveness of the reactive repairs service will improve

How do we know?

The average end to end times for completing reactive repairs will reduce.

	March 2017	March 2016	March 2015	March 2014	March 2013
CanDo Contractors	12	13.6	11	7.28	6.4

(Indicator 2.2, Measure 2.2.4)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
Overall satisfaction with the standard of maintenance - is everything working as it should?	98.94%	87.7%	86.5%	82.2%	78%
Overall satisfaction with the standard of planned maintenance / improvements	98.45%	98.64%*	94%	97.5%	92%

(Measure 2.2.8 and 2.2.9)

Story behind the baseline data:

During this financial year we implemented a new scheduling system and removed 7 others for monitoring and delivering our service. This allowed for accuracy on logging jobs and efficiency in delivering our service to tenants.

Future action

Following the restructure in CanDo Contractors we are now seeking to improve our property data through better Asset Management systems and processes.

2.3 SAFETY

How will we know if we have made a difference?

The level of safety of tenants, residents and staff will improve

How do we know?

The percentage of properties where gas servicing has been completed will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
CanDo Contractors	100%	99.95%	99.99%	99.8%	99%

(Indicator 2.3, Measure 2.3.2)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The percentage of residents that feel safe in their homes (Nightingale House) will increase	93%	98%	96%	94%	100%
The percentage of tenants that feel safe in their homes will increase	81.6%	87.6%	86%	73%	-

(Measures 2.3.10 and 2.3.11)

Story behind the baseline data:

CanDo Contractors

With the implementation of the new scheduling system we've been able to successfully manage this effectively and in a timely manner to ensure tenants are kept safe from a compliance and emergency perspective.

Nightingale House

Nightingale continues to provide safe and secure accommodation to number of families who all find themselves in the stressful position of being homeless. Added to this, many of the families have members who have fairly chaotic lifestyles. Our resident's safety is our paramount concern and much of our work is taken up by maintaining a secure environment and keeping a nurturing and productive culture. This year we have benefitted from the numerous systems in place such as our Access/Egress system, CCTV, Resident Risk Assessments as well as our Safeguarding and Child Protection procedures. We take pride from comments such as those from Children's Services who deem us the safest accommodation of our type in Cardiff.

Future actions
CanDo Contractors

Further development of our systems will allow better profiling of our properties and enable effective data management for property related services.

Nightingale House

We will keep abreast of developments within Safeguarding and Child Protection through “refresher” training and will review related policies and procedures.

Following changes to the visitor procedure, we aim to fine tune this and will repeat our testing of our control measures.

With a move to becoming a more “trauma-informed” environment, one of the challenges will be ensuring that our residents continue to feel safe. This will be done through reflective practice and close monitoring of our RBA measures.

2.4 ANTI SOCIAL BEHAVIOUR

How will we know if we have made a difference?

The rate and effectiveness of the ASB service will improve

How do we know?

The number of ASB cases will decrease

	March 2017	March 2016	March 2015	March 2014	March 2013
Live cases	23	15	7	21	22

(Indicator 2.4, Measure 2.4.1)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The number of cases resolved will increase	76	120	108	79	70
The percentage of cases resolved will increase	74%	77%	64%	32%	52%
The percentage satisfaction (we helped with problem) will improve	46%	66%	36%	50.5%	87%
The percentage of tenants feeling safe in their communities will increase	-	85%	85%	57.8%	-

(Measures 2.4.6, 2.4.7, 2.4.8, 2.4.9)

Story behind the baseline data:

There was an increase in the number of new reported cases throughout the year and an increase in the number of formal actions taken in cases, in particular, injunctions and evictions. This is partly due to several cases all coming to a head at around the same time. These are cases that have been ongoing for long-periods where we have tried different interventions, without success, resulting in more formal action.

As a result of the increase in cases, an anti-social behaviour (ASB) service review was completed in 16/17 which resulted in recommendations for developing the service. An update to the case management system has been implemented and officers have recently completed Restorative Approaches (RA) training. Through this, along with the Housing

Services vision work, we are changing our approach to ASB to be more supportive and empowering rather than punitive.

Satisfaction with how we deal with ASB has fluctuated greatly each year. With the Neighbourhood Officers now having more focused roles as well as adopting RA we expect to see the results of this over the next 12 months.

We didn't ask the question this year about tenants feeling safe in their communities as the scheme walkabout survey was revised to focus on digital inclusion.

Future actions

1. Train remaining staff in Restorative Approaches
2. Review our 'offer' to tenants – this will include how we respond to reports of anti-social behaviour
3. Implement a victim risk assessment and triage form for new cases.

2.5 STOCK NUMBERS

How will we know if we have made a difference?

The number of homes socially managed by Cadwyn will increase

How do we know?

The number of new homes handed over / managed by Cadwyn, CanDo, Calon / TA will increase

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The total number of stock available to people in need will increase	1924	1919	1972	2000	1944
There will be a percentage increase in our stock	0.05%	-2.7%	-1.4%	2.8%	5.7%

(Measure 2.5.3, 2.5.4, 2.5.7, 2.5.8, 2.5.11, 2.5.12)

Story behind the baseline data:

Core

In development terms, construction operates in cycles depending on when we secure social housing grant, start on site and most importantly the term of the building contract. Most building contract are generally 10 to 18 months long depending on size of scheme, hence subject when a scheme starts on site, could complete in the following financial year.

In 2016/17 we did not have any completed or occupied units, however we did secure grant in the region of £6.4million and started on site with 3 schemes which will deliver 81 units and 2 commercial units in 2017/18.

Since the adoption of the investment strategy we have been active in securing, land, investments and bid for a number of sites for open market sales across South and West

Wales. The new strategy has been really successful and has allowed us to be more flexible, less risk adverse and to consider opportunities in other geographical areas.

Future action

Core

We now have a commercial development programme with over 200 units in the pipeline of various tenures, including mixed use developments and open market sales. We will continue to source land and investments with an emphasis on affordable housing, mixed use & open market sales or other income generation initiatives.

2.6 COMPLAINTS

How will we know if we have made a difference?

The rate of complaints will decrease

How do we know?

The percentage responded to in a timely way (resolved within 10 days) will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
No of complaints	44	50	46	48	45
Percentage resolved within deadline	97.7%	81%	94%	70.8%	71.1%
Percentage upheld	65%	44%	48%	46.4%	62.2%

(Indicator 2.6, Measure 2.6.1, 2.6.4, 2.6.6)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The percentage of complainants satisfied will increase	-	44%	44.7%	58.9%	60.5%

(Measure 2.6.7)

Story behind the baseline data

We have worked with managers to see the benefit of closing down complaints effectively and efficiently, and as a result the percentage resolved within deadline has improved.

Future action

To try alternative means of getting more feedback from complainants about how their complaint was dealt with and their satisfaction with the result.

2.7 SUSTAINING TENANCIES

How will we know if we have made a difference?

The rate of tenancies sustained will improve

How do we know?

The percentage maintaining tenancy for over 1 year after end of support will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
Actual	97%	97%	99%	98.8%	90%

(Indicator 2.7, Measure 2.7.14)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The percentage of evictions will decrease	1%	0.16%	0.39%	0.13%	0.2%
The percentage of people feeling settled in their community / committed to staying will increase	-	72%	72%	75.6%	-
The percentage of tenants actively looking to move will decrease	14%	16%	16%	10.7%	14%

(Measure 2.7.10 & 2.7.11)

Story behind the baseline data:

In 16/17 there were 2 evictions for rent arrears (3 in 15/16) and 2 eviction cases that had both rent arrears and anti-social behaviour. There were also 5 evictions for anti-social behaviour. These were the long standing cases referred to above where we had exhausted all other options. It is likely in the forthcoming year that we will see an increase in the number of tenants facing eviction for rent arrears. This is due to the challenges our tenants will face in terms of managing their money in a climate of cuts to income, budgeting their monthly direct payment if they receive Universal Credit and a harsh sanctions regime. We will be working closely with tenants and the local authority to support our tenants in difficulty.

We didn't ask the question this year about tenants feeling settled in their community as the scheme walkabout survey was revised to focus on digital inclusion.

14% of our tenants, slightly down on the last two years, were looking to move to another property. There are various reasons for this such as overcrowding, downsizing and to move nearer family.

Future action

Adopt a holistic approach to tenancies at risk by ensuring that tenants support needs are addressed with a view to tenants remaining with us.

Result 3: Communities are Strong and Resilient

Overview:

As a landlord, our core purpose is to provide affordable good quality homes and manage and maintain them well. However, we know that while a home is essential for health and wellbeing, so being part of, and contributing to, a strong and resilient community makes a positive difference to people's lives. Our key partner, Cardiff Council, has also adopted an outcomes approach to evaluating its service delivery, and values the contribution we make to the wider community agenda.

What does this look like?

- Tenants are equipped to participate with us and in the broader community through their engagement with us, they feel they understand about services and satisfied with their ability to influence and participate through traditional and digital means.
- Debt is minimised and people have access to financial services and assistance to help them into work.
- Tenants feel positively about the communities they live in and access to housing and services is fair to all sections of the community.
- Tenants have access to employment and training opportunities to enhance their chances of getting into work

3.1 TENANT INVOLVEMENT

How will we know if we have made a difference?

The rate of tenant involvement will increase

How do we know?

The percentage of tenants and residents involved will increase

	March 2017	March 2016	March 2015	March 2014	March 2013
Core Stock	30%	30%	27%	27%	38%
NH	53%	56.6%	60.9%	67.3%	62%

(Measure 3.1.2 & 3.1.12)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The percentage of tenants volunteering in the community will increase	18.4%	16%	16%	15.6%	27.9%

(Measure 3.1.5)

Story behind the baseline data:

Core

Tenant involvement for core stock has remained steady with Cadwyn Service Improvement Team playing an important role in scrutinising service areas. This is an area we are continuing to develop by identifying new ways of involving tenants.

Nightingale House

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We have provided an increasing amount of opportunities for residents to be involved in the hostel. These include social activities (trips to Folly Farm, Bristol Zoo), support and development opportunities (Agored Cymru Units, talks from Private Rented Sector landlords) as well as being able to contribute to the running of the hostel (resident meetings).

The data shows that, despite working with ever decreasing resources for tenant participation, numbers have marginally lowered. We have employed two Weekend Activity Coordinators midway through the year, whose role it is to engage residents and deliver activities over the weekend. In the second half of the year we started to see in a marked increase in the numbers of residents engaging and, should this continue, would result in a significant increase in 2017/18.

Future action

Core

1. Review our Tenant Participation Strategy in conjunction with our Customer Services Improvement Team taking into account further opportunities for digital engagement
2. Involve tenants in the review of the Older Persons Strategy.

Nightingale House

To retain and further develop the Weekend Coordinator roles which have led to an increase in numbers over the second half of the year. We have already started to reschedule activities in different time slots in order to maximise engagement. We have formulated an Activities Strategy that will see different types of activities being deployed within the setting. We have also agreed to include participation in "Thrive" our loyalty and rewards scheme into this measure. Thrive gives residents the opportunity to get involved within the hostel, carry out tasks and are then recognised for their efforts.

3.2 EMPLOYMENT AND TRAINING

How will we know if we have made a difference?

The rate & effectiveness of Employment, Training, Volunteering, Education [Realise Your Potential scheme] improves.

How do we know?

The number of tenants and non-tenants supported through RYP scheme increases

	March 2017	March 2016	March 2015	March 2014	March 2013
Tenants	52	34	47	36	40
Non-tenants	24	33	38	40	13
Total	76	67	85	76	53

(Indicator 3.2, measures 3.2.1 & 3.2.4)

Is anyone better off?

The number of tenants and non-tenants who gain employment with the support of the service increases

	March 2017	March 2016	March 2015	March 2014	March 2013
Tenants	10	11	12	7	3

Non-tenants	4	12	14	15	8
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Story behind the baseline data:

The data included in the table under “How Do We Know?” shows the number of new people who have signed up to Realise Your Potential throughout the year. The actual figure for the total number of people supported throughout 2017 was 123. This denotes an increase on the previous year.

Within the year, there was a slight change in priority. Although we will continue to work with non-tenants including taking on new non-tenants, we have focused attention on marketing and engaging with our own tenants. This is due, in part, to the external environment and its effect on our tenants. 2017 saw a number of welfare reforms including benefit caps and the introduction of Universal Credit. Not only do these initiatives have possible financial implications for our tenants, UC places far greater requirements on claimants to proactively seek employment.

Working with our Rent and Neighbourhood officers, we have seen a switch to internal referrals where there is more of a “need” to start seeking work rather than the self-referrals from non-tenants who need a helping hand with their goal of gaining work. This has meant that we are working with greater numbers of individuals who are further away from the labour market who require a longer, more in-depth type of support in order to facilitate a move into employment.

The number of tenants we have assisted into work has stayed relatively static with a drop in the number of non-tenants which evidences the more challenging workload being supported.

However, the figures also show the demand within our tenants and the collaborative approach with colleagues in identifying those who will benefit most from the service.

Future actions

Work has already commenced to create a UC “Gateway”, designed to ensure our tenant’s income is not adversely affected and that the tenancy is maintained. RYP should play a significant role in being a clear option for those affected. Staff are receiving training to increase their knowledge and confidence around the benefit changes.

We are also working hard to establish to designated tenant spaces on the ground floor of our main office which will become Hubs for job searching, training, group work and motivational 1-2-1 sessions.

We are increasing our partnership working bring in organisations such as “Into Work” in to benefit our members.

We are looking to expand the service through bidding for additional funding which would allow us to employ more staff to make a positive change to people’s lives. This comes with a greater focus on job brokerage.

3.3 FINANCIAL HEALTH

How will we know if we have made a difference?

The financial health of tenants and residents will be improved

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
The number of tenants capable of managing their finances and paying their rent will increase	1161	1147	1184	962	428
The percentage of tenants capable of managing their finances and paying their rent will increase	91%	89%	92%	77%	34%
The percentage of tenants paying their rent on time will increase	87%	86%	89%	40%	34%
The amount of rent arrears will decrease	£62.8k	£47.6k	£47.5k	£59k	£67k
The percentage of rent arrears will decrease	2%	1%	1%	1.44%	1.6%

(Indicator 3.3, measures 3.3.8, 3.3.7, 3.3.8, 3.3.9, 3.3.11)

Story behind the baseline data

We have continued to put a strong performance in our core stock in terms of being proactive in avoiding and/or minimising rent arrears. There have been challenges this year in terms of more of our tenants being affected by Welfare Reform including the Benefit Cap, Bedroom Tax and the transition to Universal Credit, which has contributed to the slight increase in arrears.

Future Action

Implement the Insights software so that we can identify tenants in financial difficulty other than rent arrears.

3.4 EQUALITY

How will we know if we have made a difference?

Access to our services will be fair

How do we know?

The percentage of tenants housed by equalities strands will be reflective of the communities we serve

		March 2017	March 2016	March 2015	March 2014	March 2013	Census data (2011)
Gender	Female	60.3%	60.5%	61.3%	60%	58.1%	50.9%
	Male	39.7%	39.4%	38.7%	40%	49.1%	49.1%
Age	Under 25	1.7%	2.4%	3%	2.6%	3.2%	35.7%
	25-34	14.3%	14.2%	15.1%	15.2%	15.6%	16.1%
	35-44	21.5%	21.0%	21.8%	22%	23.5%	12.9%
	45-54	29.3%	28.6%	27.7%	29.6%	30.3%	12.3%
	55-64	19.8%	20.2%	19%	17.6%	16.4%	9.8%

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	Over 65	13.2%	13.4%	13.1%	2.7%	10.9%	13.2%
Disabled		43%	-	23.5%	39.3%	38.5%	18%
Ethnic Origin	White British	73.5%	73.9%	60.7%	62.0%	68.5%	80.3%
	BME	21.4%	19.3%	13.2%	14.2%	16.6%	15.3%
Religion & Belief	Buddhist	0.6%	0.8%	0.8%	0.7%	0.5%	0.5%
	Christian	34.4%	36.0%	31.9%	32.2%	33.7%	51.4%
	Hindu	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%
	Jewish	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%
	Muslim	10.0%	9.2%	7.4%	7.5%	7.7%	6.8%
	Sikh	0.1%	0.3%	0.2%	0.2%	0.2%	0.4%
	Rastafarian	0%	0%	0%	0%	0.2%	0%
	Other religion	5.8%	6.4%	4.5%	4.3%	4.2%	0.4%
	None	46.5%	45.9%	33.9%	34.1%	32.7%	31.8%
Sexual Orientation	LGB	7.7%	9%	7.6%	7.5%	8.3%	-
	Heterosexual	76.6%	84%	54.8%	56.1%	56.8%	-
	Prefer not to say	9.6%	7.3%	37.6%	36.2%	34.9%	-

(Indicator 3.4, measure 3.4.2)

Is anyone better off?

	March 2017	March 2016	March 2015	March 2014	March 2013
Tenants feel they are treated fairly	90.4%	96.5%	89%	81.9%	93%

(Measure 3.4.12)

Story behind the baseline data:

Generally the demographics of the tenants we house does not change much year on year, and the key service areas are aligned with this data also, however there are some areas which need a bit more investigation.

The key areas where we do not match up and needs further attention is the staff profile and recruitment.

The percentage of tenants feeling that they have been treated fairly has dipped slightly, however it is still a high percentage. This percentage is based on a low return rate of our is anyone better off survey, and will hopefully return to its previous high rate when we complete our triannual tenant survey next year.

Future action

We have pulled together an action list for areas where we do not match with the Cardiff Census information, and looking at areas where we can tailor our services. (See equalities paper in the Board pack)