

## What is Self Evaluation?

Cadwyn gathers information throughout the year from a number of sources to make sure we are meeting the requirements of the Welsh Government’s Regulatory Framework and to help us carry out self evaluation. Reporting on and analysing this information helps us to understand how we meet our objectives and helps us make sure we are doing a good job.

What do you think about our approach to self-evaluation? Are there other ways we should seek views about our work? Would you like to tell us more? Please get in touch- at [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk) we'd love to hear from you!

### We measure our performance in relation to our key results:



**People live in well managed and maintained homes**



**Communities are strong and resilient**



**People live and work in environmentally sustainable homes, workplaces and communities**



**Cadwyn is a strong and independent social business valued for our contribution**

We use 7 Geese, a performance management tool that staff use to track progress towards their aims and objectives

We make sure we work on tenants’ priorities for improvement which we capture in surveys, estate visits, analysis of complaints and the recommendations of the Service Improvement Team which is made up of tenants.

We carry out benchmarking of our performance and look at whether we are providing value for money compared to other Housing Associations

We make sure the views of our stakeholders feed into our improvement plans. Partnerships are essential in helping us to achieve our results and a new stakeholder survey will be completed by the end of the year.

We are focussed on governance and evaluate our Board performance in the light of best practice and the ongoing needs of our business.

We listen to staff feedback, based upon an independent survey, and this feeds priorities for improvement into our future plans.

We focus on Value For Money, aiming to achieve a balance between ‘money’ and ‘value’.

We review our risk map regularly which takes into account our capacity and appetite for risk. It also considers what controls mitigate each risk and tracks assurance that the risks are managed. We also carry out detailed risk assessments and put in place management plans for new projects.

# How do we know how we are doing?



We regularly report on our performance and this is audited regularly to make sure it is correct.

We use independent companies to seek feedback on our behalf including:

- A full Cadwyn tenant survey at least every three years
- A partner survey at least every three years
- Staff survey at least every two years
- Ongoing tenant and partner surveys where needed in specific area

We also use these sources to inform us:

- External and internal audit for financial statements and internal controls
- Welsh Government Regulatory Judgements
- Internal trend analysis and external benchmarking where possible and appropriate, including use of Global Accounts data
- Obtaining external advice where appropriate

## Welsh Government Performance Standards

Our self-evaluation identifies where Cadwyn meets Welsh Government's ten 'performance standards' and provide evidence of compliance. It will also identify where we do not comply and this will feed into future delivery plans and will be reported in our Statement of Compliance.

The Performance Standards are:

- 1 Effective Board and executive management with a clear and ambitious vision for the organisation.
- 2 Effective and appropriate tenant involvement and high quality and improving services
- 3 Comprehensive assessment of the business impacts of current and emerging risks, including new business and development opportunities, with robust risk management arrangements
- 4 Clearly evidenced self-evaluation and statement of compliance
- 5 A track record of achieving positive outcomes, responding appropriately to new challenges and performance issues
- 6 Delivering value for money in all areas of the business
- 7 Compliance with regulatory and statutory requirements and guidance
- 8 A financial plan which delivers and supports the business plan and effective monitoring of financial performance
- 9 Effective management of treasury operations ensuring sufficient liquidity at all times
- 10 A clear understanding of liabilities and asset performance

Interested to know more? Get in touch with us at [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk)