

## Our impact: October 2022 - February 2023

We are proud of what we have achieved with you and on your behalf over the past 5 months, including:

### Influencing to secure changes that help you deliver

- Working with members, we secured the rent settlement at 6.5% for FY 2023/24. We deepened understanding of Housing Associations approach to affordable rent setting through the open book modelling, and meetings with Members of the Senedd.
- By highlighting sector concerns, we helped achieve interim uplifts to the Standard Viability Model and a commitment to a full review in Feb 2023.
- After securing the necessary delay to the implementation date of the Renting Homes (Wales) Act 2016, we supported members to prepare including providing shared space for Welsh Government officials and members. We also secured legislative amendments to the rent variation procedure.
- In partnership with Cymorth and our members, we are campaigning for an inflation-linked increase to the Housing Support Grant in the final Welsh Government budget 2023/24. We have secured cross-party support from Members of the Senedd, including a clear recommendation from the Local Government and Housing Committee in their scrutiny of the draft budget.
- Our influencing work with the Senedd and Welsh Government helped protect the Social Housing Grant from cuts due to inflationary pressure within the 2023/24 Welsh government budget.
- We continue to advocate for a deliverable and fully funded WHQS 2, and for Welsh Government to develop a realistic roadmap with the sector. We expect a reformed proposal from the Welsh Government in the coming months as a result of our continued engagement.
- We have secured Ministerial support for a social tariff as part of our work to mitigate the rising cost of living on housing association tenants. Using evidence from our members, we published the [Time to Act](#) report which made recommendations on how to mitigate the impact of the cost of living crisis on tenants and housing associations and met with Jane Hutt MS, Minister for Social Justice to secure support.
- We secured a commitment from the Welsh Government to review the pressures on those landlords with a large care element to their provision. We also connected our care and support network members with the Welsh Government, National Commissioning Board and other partners to build understanding of Housing Associations and to contribute to commissioning and funding policy development.
- Our influencing work on the impact of Natural Resources Wales (NRW) phosphates guidance led to a focus on addressing development challenges within the First

Minister's River Summit Action Plan, Welsh government deep dives and NRW prioritisation of permit reviews within housing association development sites.

- Following our representation, the Welsh Government committed to write to local authorities and encourage them to clarify local routes to access financial support from the Homelessness Prevention Fund.
- Using evidence from our members we [worked with the other UK housing federations](#) to influence the Treasury-led review of the Energy Bills Relief Scheme to secure housing association's inclusion as essential businesses for continued support beyond March 2023.
- We supported our members to navigate increased scrutiny on disrepair of their homes, with particular focus on issues of damp and mould, including through verbal and written briefings and working with external partners on their responses. We have implemented an enhanced support procedure to all members who face press and/or public scrutiny over damp and mould in their homes, in light of the increased attention in recent months. We are also positioned to comment on sector-wide issues.
- Our strategic content publication and promotion further helped support public and press knowledge of key social housing issues, and accuracy in media coverage. In addition, our cost of living website hub has been used to showcase how the sector is supporting tenants with bespoke on the ground projects and partnership working to external audiences.
- We've kept you informed on key fiscal and policy events that impact on Housing Associations including the Welsh Government's draft budget, the UK Government Autumn fiscal statement and the BEIS energy announcement.

### **Providing opportunities for you to connect and keeping you informed**

- In the period from 4 October 2022 to 16 February 2023, CHC has held 25 events (including 14 SDG meetings) attended by 654<sup>1</sup> members of staff/the board from 34 housing associations (100% membership).
- We successfully trialed Welsh interpretation at one of our online events and are exploring opportunities for developing this further where appropriate to do so.
- Our new Corporate Plan has been developed with insight from our members and stakeholders.
- Our Annual conference returned in November. Feedback from attendees indicated that being back in a face to face conference environment was well received. There was also significant praise for the anti-racism session delivered by Professor Uzo Iwobi MBE.
- Plans are progressing well for the first of this year's conferences, with our Governance Conference scheduled for 21st - 22nd March. We look forward to seeing you there.
- We are working closely with colleagues and members to review our service delivery models, to ensure that our offer to members continues to be effective and deliver great value.

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<sup>1</sup> Please note this figure refers to the times a member of staff/the board of a housing association has attended an event rather than unique points of contact

## What's been happening at CHC?

As an organisation, we continue to develop our staff and processes to enable us to deliver what matters to you. This includes:

- Back in September, we sent you a pulse survey to understand member perception of CHC. We had 11 responses from Chief Executives and the value scores are outlined below:
  - CHC provided timely and proportionate information - 85%
  - CHC was working on issues that mattered to their organisation - 85%
  - CHC provided support that was relevant and helpful to them and their organisation - 82%
  - Respondents felt that they knew who to contact at CHC - 84%
  - CHC responded to requests in a timely and prompt manner - 80%
  - CHC's offer was representative of respondents, their organisations and the communities that they serve - 78%
- We have made some changes to our structure. Our aim is to add more resources into our member facing services, simplify our structures and ensure that it better meets the needs of a remote business.
- We are carrying out an independent review of our Governance.

We have worked hard both for you and alongside you over the last 12 months, however we recognise that there are still big challenges that our sector has to face. Cost of living, increasing costs, decarbonisation and new quality standards continue to test the sector, its resilience and its ability to respond to change. We will continue to prioritise these issues to reduce and mitigate the risks you face and create opportunities for the sector to flourish. We are launching our new Corporate Plan in April, and look forward to continuing our work with you, to make Wales a country where good housing is a basic right for all.