

**Community  
Housing  
Cymru**



**Quarterly progress report:**  
**2016-19 Corporate Plan**

*October-December 2018*

# Welcome.

This is the third progress report for this financial year.

Inside this report you'll find an update on the areas of work you told us were important to you. With this year being the final year of our current Corporate Plan, we are keen to continue to make progress and demonstrate how we are supporting you. A full media report which shows how we've been influencing the media agenda so far this year is also included.

Following a consultation with the sector we are in the process of putting together our Corporate Plan for the next three years, and will be in a position to share this with you shortly.

If you have any questions on the information in this progress report, please don't hesitate to get in touch. In the meantime we will continue to influence, connect, support and inform – so you can continue to invest in communities and improve lives.



*Stuart Ropke*  
Chief Executive

## Our Mission.

- To positively influence Welsh Government policy.
- To support and promote the work of our members.
- To speak with one voice.
- To put members at the heart of everything we do.
- To work as one team to deliver our mission.



# Our Aim.

By 2019 we will be regarded by members as an invaluable and highly effective umbrella body. We will continue to promote the diversity of our membership and will have helped shape the external environment to enable them to prosper.

We will be the go-to organisation on housing issues in Wales, the partner of choice for stakeholders, and recognised and valued by Welsh Government as a sector that delivers.

Our work between 2016-2019 falls under four strategic themes.

1. *Supporting members to be resilient businesses.*
2. *Enabling the delivery of more quality and truly affordable homes.*
3. *Supporting members to build sustainable communities where people want to live.*
4. *Running a great member organisation.*

## October-December 2018 at a glance:

- **Significant progress was made towards improving Universal Credit and mitigating the impact of welfare reform on the most vulnerable tenants.**
- **We have been working with volunteers on each of the Affordable Housing Review ten work streams to make representations to the sector and shape the policy outcomes of the Affordable Housing Review.**
- **We commissioned a report by Beaufort showing that over £1.2billion was spent by the sector in 2017/18.**
- **36 HAs took part in our annual HR benchmarking survey which we produced with Turning Point HR on behalf of the sector.**
- **We were proud to launch a governance training package developed for the sector.**
- **We held a networking event attended by 60 Board members.**
- **We launched our new podcast 'Around the Houses', which will address issues affecting social housing.**

Themes:



## Affordable Housing Review

Following the close of the Call for Evidence, the Affordable Housing Review panel has been working with the ten work streams to review the responses received and develop recommendations for the panel to consider. CHC has been working with our volunteers on each of the work streams to make representations to the sector and shape the policy outcomes of the Review.

A list of our work stream volunteers can be found [here](#).



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Themes:



## Welfare

Quarter 3 saw significant progress made towards improving Universal Credit and mitigating the impact of welfare reform on the most vulnerable tenants. The UK Government Budget included a raft of measures to improve Universal Credit, including an increase to the work allowance, a key ask in our Four Federations 'Five Asks' campaign.

Work began with DWP to influence the design of the Managed Migration process, due to begin on a small scale in July 2019. The Welfare Strategic Delivery Group told us that the key priority for this process is data sharing with DWP, most importantly knowing when tenants will be asked to claim Universal Credit. This ask has been taken forward, among others, directly to the designers of Universal Credit, and to ministers and politicians.

The Universal Credit Full Service completed its geographical rollout in Wales and the UK in December. This followed CHC's successful lobbying to ensure that predominantly Welsh speaking areas did not experience Universal Credit until the Welsh language system was operational.



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## Themes:

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# Planning

Quarter 3 saw a slight slowing of Welsh Government's work around Planning, following consultations on Planning Policy Wales, the National Development Framework Preferred Option and Technical Advice Note (TAN)1 earlier this year. We submitted our sector response to the consultation on Local Development Plan delivery in October, in which we reiterated our position on the temporary disapplication of paragraph 6.2 of (TAN)1, and we await Welsh Government's response.

Following the consultation on the National Development Framework, Welsh Government appointed Arup to undertake research around the regional approach proposed in this new NDF. CHC representatives attended a series of research workshops, which looked at both regional and rural perspectives.

Also this quarter, CHC met with representatives of Planning Officers Society Wales (POSW) to explore ways to improve working between Housing Associations and Local Planning Authorities. We have identified key priority issues to pursue, and there will be opportunities for members to share their views in future quarters.



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## Themes:

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# Renting Homes

We produced an **update briefing** on the Renting Homes Wales Act 2016 to inform members on progress of implementation of the act. With your help we submitted our response to the Welsh Government consultation on the Renting Homes (Wales) Act 2016 – **Regulations relating to Supplementary Provisions consultation**. This highlighted what we would like to see included in the supplementary provisions of the contracts. For further development on implementation of this Act, keep a look out for updates on our Renting Homes Yammer Network.



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## Themes:

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# Fire Safety

The safety of tenants, staff and buildings continued as a top priority throughout this quarter, with the findings of the Hackitt Review and ongoing Grenfell Inquiry further influencing policy in Wales. We utilised our position on the Welsh Government Building Safety Expert Group to ensure that housing associations' views on issues affecting tenant safety were heard by Welsh Government ministers and officials.

This quarter saw progress towards ensuring the compliance of fire doors and remediation for non-compliant doors supplied to housing associations. A number of manufacturers have now begun supplying sufficiently tested composite doors, allowing non-compliant doors to be replaced. Our joint lobbying with the LGA, WLGA and National Housing Federation has placed pressure on UK Government to expedite the process of working with manufacturers and suppliers to remediate customers who have been supplied with non-compliant doors.

Progress towards establishing a Primary Fire Authority Scheme for Welsh housing associations has continued, with the selection of a preferred Fire & Rescue Service.

Our Fire Safety Strategic Delivery Group continues to support our work and ensure good practice is shared across our membership.



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## Themes:

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# Supported Housing

Following the Regional Collaborative Committee (RCC) elections, we now have full housing representation across each board. RCCs are responsible for producing a strategic plan for Supporting People services. This takes account of local priorities and identified the most effective way to meet local needs. Although Supporting People funding will no longer continue in its current form, the RCCs will be pivotal in ensuring a seamless transition to the new grant system.

In lieu of Supporting People funding and the Homelessness Prevention Grant, Welsh Government has committed £126.8m to a new Housing Support Grant to deliver homelessness and housing related support. CHC has gained a position on Welsh Government's steering group to develop the governance and infrastructure around the new grant.

Following lobbying from CHC, this quarter also saw the release of the first tranche of Welsh Government funding for Housing First. We are pleased to see a number of members access this funding and form collaborations to deliver Housing First projects across Wales.



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Themes:

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## Socio-Economic Impact of Housing Associations and Community Mutuels

CHC commissioned a report by Beaufort showing the vital role of Welsh Housing Associations to the economy in Wales, with over £1.2 billion spent in 2017/18.

The report shows that 84% of all spending by Housing Associations remained in Wales over the last year. Gross value added to the Welsh economy was £886million, up 20% since last year.

Housing Associations in Wales delivered over £23m of community regeneration projects in addition to providing homes last year. These projects create cohesive communities, reduce inequality and provide opportunities for tenants, demonstrating the sector's commitment to deliver against our Housing Horizons vision of a Wales where good housing is a basic right for all. We will share the full report with you shortly.



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## CEO Pay Transparency Report and HR Sector Benchmarking Survey

A big thank you to the 36 HAs who took part in our annual HR benchmarking survey which we produced with Turning Point HR on behalf of the sector. This survey looks at key indicators and trends including sickness, labour turnover, L&D spend, Board composition, T&Cs, pay & pension comparisons and lots more besides. To obtain a copy, please contact Phillipa Knowles on [Phillipa-Knowles@chcymru.org.uk](mailto:Phillipa-Knowles@chcymru.org.uk)

In addition to the HR Benchmarking report, CHC has also produced a Chief Executive Pay Transparency Report in response to WG and PAC. This will be issued to the sector in January 2019.



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Themes:



## Conference Update

As the Autumn leaves started to fall, our conference season was in full swing as hosted two of our most popular conferences.

**Over the 11/12th October, One Big Housing Conference** returned to the Metropole Hotel, Llandrindod Wells. Once again this year we saw attendance from delegates and exhibitors increase and there was a genuine buzz around the event. The conference's theme was 'Growth and Diversification with a Social Purpose', and speakers and workshop leads covered a range of subjects including the rollout of Universal Credit from DWP and the launch of our latest research on the impact on Welsh Housing Associations. Delegates were also given tools to help prepare for new programmes and legislation such as Renting Homes, and learned from innovative products including Rent to Own and Shared Ownership.

**CHC's Annual Conference**, the showcase event in CHC's Calendar, took place over the 15/16th November at the Holland House Hotel. It was a fantastic two days jam packed full of exciting speakers and practical sessions. The two days began with economist Trevor Williams giving his insight on the British economy and Brexit, while journalist Isabel Hardman told us what really motivates people in parliament, and discussed what we could do to improve the lives of everyone – if only we had the right politicians. Day one was rounded off by Darren McGarvey, who examined working class anger, power class dynamics and perceptions in social classes. If you'd like to hear more from Darren, you can download the new Around the Houses podcast, which is available now [here](#).

Day two focused on gearing up for change. We heard from Lynn Pamment, Chair of the Affordable Housing Review panel, which was followed by participatory workshops. Lucy Adams, CEO of Disruptive HR, and futurist, Shivvy Jervis, gave delegates practical tips on leading their organisations forward into the future. A new feature at the conference was our video studio

hosted by Tantrwm, interviews with speakers, delegates and exhibitors will be available shortly. An overview video can be seen [here](#), while photos can be seen [here](#).

We would like to thank all the speakers, sponsors and exhibitors and especially the delegates who attended all the events run by CHC in 2018. Without your support they would not be the success they are.

We now look forward to 2019 and to start the New Year we have our Communications Conference, which will focus on 'Comms in the Digital Age'.

To join us at this exciting conference on 24th January 2019 at the Village Hotel, Swansea you can book your place [here](#).

Our Governance Conference has a new home this year and will be taking place over the 7/8th March 2019 at the Vale Hotel, Hensol, Vale of Glamorgan. The conference will give delegates the tools to inspire as custodians of their organisation, and skills to future proof their business for the next generation. Bookings are **now being taken**.



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Themes:



## Online Training

Our online training system is proving incredibly successful within the sector and is now being widely used by many of our members including; Newydd Housing Association, Cadarn Housing Group, Cartrefi Conwy, Coastal Housing Association, Trivallis, Coastal Housing Association, Cartrefi Cymunedol Gwynedd, FHA Wales and Newport City Homes.

We have also added five new courses which have been specifically tailored by experts at CHC for the Welsh social housing sector, these are:

- **Arrears Prevention – Pre-Tenancy Positive Practice Models**
- **Critical Factors Influencing Rent Arrears**
- **Management and Recovery of Rent Arrears**
- **Disrepair – Is Your House in Order?**
- **An introduction to resident involvement**

More information on our Online Training courses can be found [here](#).



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Themes:



## Corporate Plan Update

Thanks to those who took part in our consultation roadshows and webinar this quarter. Your contributions were really valuable in ensuring we're focussing on the right priorities. We are now in the final stages of development and we'll be launching this, along with our member offer in March.

### Offer to boards:

We held our second board member networking event this quarter, which is part of our wider **offer to board members**. Attended by almost 60 board members, the agenda included a presentation on the future of work and an update from Stuart Ropke.

### The dates for 2019 have been set:

- March 7 (5:30 – 6:30pm) Vale Hotel, Vale of Glamorgan
- June 5 (5:30 – 8pm), Hugh James, Cardiff
- June 20 (5:30 – 8pm), North Wales, Venue TBC
- September 3 (5:30 – 8pm), Hugh James, Cardiff
- December 3 (5:30 – 8pm), Hugh James, Cardiff

We've also set up a closed Yammer group for board members, if you would like to join, please contact [Elinor-George@chcymru.org.uk](mailto:Elinor-George@chcymru.org.uk)



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## Communications Update

It's been a busy quarter for the communications team at CHC. We continued to influence the news agenda during the last three months, both proactively and reactively, and you can view our [latest media report here](#).

Coverage included an overview in Inside Housing of Stuart Ropke's speech from our Annual Conference, and a comment piece from Will Atkinson on 'Click on Wales', on the impact of Universal Credit. While Clarissa Corbisiero-Peters spoke on BBC Sunday Politics, discussing Welsh Conservatives' pledge to double the number of new homes built.

We are continuing to work with our PR Strategic Delivery Group and the HR Strategic Delivery Group on the development of some exciting campaigns, including changing perceptions of tenants in social housing and recruitment into the sector. More information will be shared soon. Remember we have regular content going out on our [blog](#). If you'd like to contribute, please let us know. We're always looking for interesting stories to write about!

We're really excited for our Communications Conference. It'll be a practical day of masterclasses where experts ranging from brand strategists and podcast creators will give delegates the skills to thrive as digital first comms professionals.

Sessions include:

- **Introduction to podcast creation – Bengo Media**
- **Does your brand stand out? Sarah Burley, Founder of John&Jane**
- **Harnessing social media to increase brand presence & reach – Jo-Gregory Brough, Director of Communications & Student Insights at Loughbrough Students' Union**

The full programme is [here](#). Book [here](#).  
Look forward to seeing you or your teams there.

We are also very excited to announce the launch of our new podcast, 'Around the Houses', which will address issues affecting social housing. The podcast aims to show the sector is more than just bricks and mortar – it's about building communities and setting people up for the future. In episode one, we spoke to Darren McGarvey, author of Orwell prize winning Poverty Safari, about knife crime, Grenfell Tower, and working-class anger. Listen to the full podcast [here](#).



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Themes:

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## Recruitment and Staff Updates

We welcomed **Clarissa Corbisiero-Peters** back off maternity leave in October after the birth of her son, **Tomos**.

Following on from the Board recruitment process carried out by our Nominations Committee and approval at the AGM, the following new Board members were appointed:

- **Andrew Martyn Jones (Independent) Chair**
- **Andrew Vye - Pobl**
- **Kath Palmer – Hendre**
- **Jonathan Huish – Trivalis**

We are also delighted to welcome Sian Thomas, of Cynon Taf HA, as our new Co-Optee. Our Board membership is now at full capacity.



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Themes:

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## Governance Training

After a lengthy development process we are proud to launch a governance training package developed for the sector. The package is a result of vast research undertaken within the sector and is based around the **Code of Governance** that CHC produced earlier this year. The package is broken down into five modules all tailored for Board members, Chairs and Vice Chairs at different stages of their Board career. For more information, visit the **website**.



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# Until next quarter.

As you can see, it's been a busy three months for the team at CHC.

2019 will see the launch of our new corporate plan, alongside our new member offer. We will continue to keep you updated on the progress we are making on your behalf every quarter.

In the meantime, if you have any questions, please don't hesitate to contact the relevant member of staff at CHC.

## Get in touch.



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