

# Y Pwyllgor Cymunedau, Cydraddoldeb a Llywodraeth Leol

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Lleoliad:  
Ystafell Bwyllgora 2 – Y Senedd

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Dyddiad:  
Dydd Mercher, 7 Rhagfyr 2011

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Amser:  
09:00

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Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales



I gael rhagor o wybodaeth, cysylltwch a:

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## Agenda

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### Sesiwn Breifat Anffurfiol (09.00 – 10.00)

#### 1. Cyflwyniad, ymddiheuriadau a dirprwyon

#### 2. Ymchwiliad i ddarpariaeth tai fforddiadwy (10.00 – 10.40)

(Tudalennau 1 – 5)

**Cymdeithas Adeiladu Principality a'r Cyngor Benthycwyr Morgeisi**

CELG(4)-10-11 : Papur 1

Peter Hughes, y Cyngor Benthycwyr Morgeisi

Peter Morton, y Cyngor Benthycwyr Morgeisi

#### 3. Cytuno ar ffordd ymlaen ar gyfer gwaith craffu Cyfnod 1 ar y Bil Is-ddeddfau Llywodraeth Leol. (10.40 – 10.50)

#### 4. Papurau i'w nodi

CELG(4)-10-11 : **Papur 2** (Tudalennau 6 – 11)

Gwybodaeth ddilynol i'r cyfarfod a gynhaliwyd ar 29 Medi, gan Gymdeithas Llywodraeth Leol Cymru

CELG(4)-10-11 : **Papur 3** (Tudalennau 12 – 52)

Gwybodaeth ddilynol i'r cyfarfod a gynhaliwyd ar 9 Tachwedd gan Cartrefi Cymunedol Cymru

**CELG(4)-10-11 : Papur 4** (Tudalennau 53 – 59)  
Cyflwyniad gan Heddlu De Cymru

**CELG(4)-10-11 : Papur 5** (Tudalennau 60 – 62)  
Gohebiaeth gan y Pwyllgor Deisebau

**CELG(4)-10-11 : Papur 6** (Tudalennau 63 – 64)  
Gohebiaeth gan Multiple Sclerosis Society Cymru

**The National Assembly for Wales - Inquiry into the provision of affordable housing**

**Submission by the Council of Mortgage Lenders  
 to Communities, Equality and Local Government Committee**

**Introduction**

1. The Council of Mortgage Lenders (CML) welcomes the opportunity to submit written evidence to the Communities, Equality and Local Government Committee. The CML is the representative trade body for the whole of the residential mortgage lending industry. Our 109 members currently hold around 94% of the assets of the UK mortgage market, and include commercial banks, mortgage banks, building societies and non bank specialist lenders.

2. In addition to lending for owner occupation and private renting, CML members have lent over £60 billion to housing associations across the UK for new build, repair and improvement to social housing.

**Context and current mortgage market**

3. The UK mortgage market remains extremely constrained. Mortgage lending remains subdued albeit generally is holding up at the previous years levels. On an encouraging note the repayment of the government / Bank of England support is now well ahead of plan with only £37BN outstanding under one of the main planks - The Special Liquidity Scheme – originally £185BN which has to be fully repaid by 2013. It now appears that the banking sector will be able to comfortably meet milestones here. This has been largely possible through the opening up of capital markets [“RMBS” investors] during late 2010 / 2011 albeit the current Eurozone / sovereign debt crisis could temper investor appetite.

4. Accordingly to that extent the UK mortgage funding market has a demonstrable track record of performance through difficult times and the UK could be deemed to be a relatively safe haven for investors – in particular not being in the Euro is an asset right now. That said we can not insulate ourselves from the fall out from the Eurozone crisis.

5. In the meantime there is no let up for the sector in terms of emerging legislation / policy direction – the latest being the Independent Commission on Banking recommending the ring fencing of retail banks from investment banks. Additionally work towards Basel III and other steers to enhance capital / liquidity ratios will inevitably challenge the abilities of the sector to grow lending.

6. Much of the mortgage market is sourced from retail deposits and there is only a finite supply of these – especially with competition from corporate bonds / various government issues e.g. index linked certificates chasing higher returns in what remains a low interest rate environment. Despite capital markets having thawed slightly, for the reasons set out above it does not appear that bond issues from the markets will be in abundance and given the finite supply of savings then the inevitable conclusion is that mortgage funding will remain tight.

7. With respect to activity levels, gross mortgage lending has been pretty flat for some considerable while, although there has been a slightly firmer tone in recent months. Bank of England figures show that gross mortgage lending in September was stronger than expected, at £13.7 billion. This was 4% up on August and 10% higher than a year ago. Our forward estimate is that gross lending dipped to £13.1 billion in October, but 13% higher than a year ago.

8. Remortgaging has underpinned lending levels over the past year, but house purchase activity has been below year-earlier levels until recently. Stronger buy-to-let lending has also been part of the story over the past few quarters, but again this has mainly been remortgaging activity.

9. While lending volumes remain at broadly 33/40% of where they were during 2006 / 7 what is equally striking is the fact that they are below where they were a decade previously. There continue to be the emergent regulatory requirements / demands for higher capital / liquidity which point to 2012 being another year of subdued lending.

10. The immediate direction of house purchase activity is a little unclear. The latest RICS survey indicates that activity measures were generally a little firmer, but HMRC figures for the last few months point to a slowdown in completed house purchases.

11. The CML has also recently argued that the government should retain the current stamp duty concession for first-time buyers beyond March of next year, in order to help bolster market sentiment.

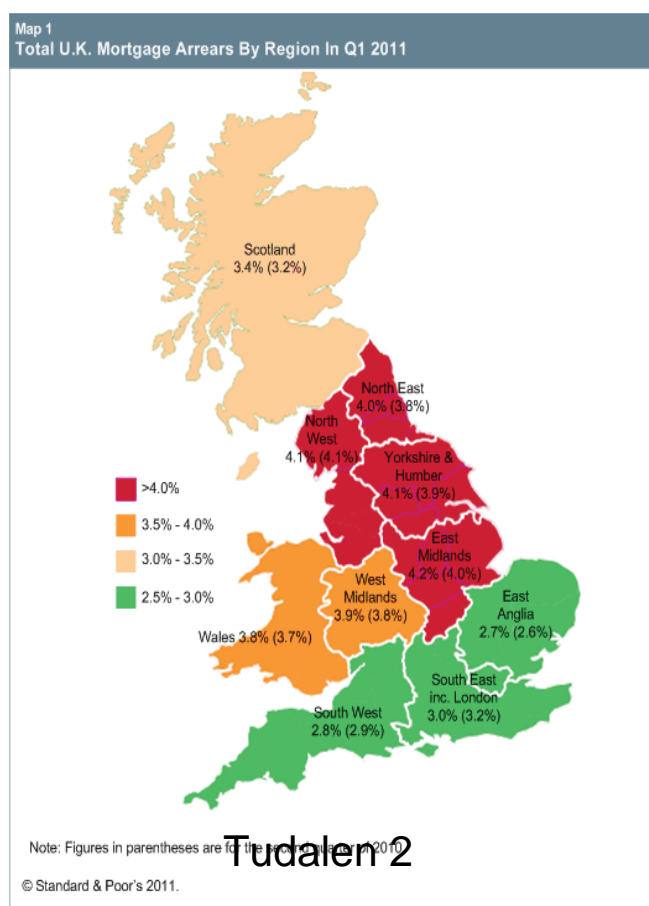
### Arrears, repossessions and negative equity.

12. It remains the case that underlying credit conditions have been more benign than some analysts were predicting. There have been several factors behind this amongst which are:-

- Unquestionably the low interest rate environment / policy pursued by the Bank of England has played a key part.
- Unemployment figures were not quite as bad as some had envisaged albeit recent announcements on this front presage tougher times ahead.
- The UK housing market has not collapsed in the manner some foresaw.
- Forbearance schemes initiated by the industry and supported by various governments [WG within Wales] have helped avert repossessions.

13. Clearly the outlook here will be challenging with potential higher levels of unemployment, and continued pressures on household finances through a combination of an accelerating fiscal squeeze and higher inflation. Moreover with lesser capacity for mortgage rescue initiatives in future together with a decision to cut payments for “support for mortgage interest” then the safety nets for borrowers will be more limited and lenders will need to work collaboratively with clients / other stakeholders to help minimise distress.

14. Standard and Poor’s has provided a geographical split of mortgage arrears by region set out below. It clearly sounds some notes of caution but would indicate that Wales was fairing reasonably well as at the end of Q1 2011.



15. Negative equity is also a potential important area as a combination of unemployment and negative equity are two of the key drivers for mortgage arrears and possessions. This is why the market is delicately poised with low interest rates providing a safety cushion for borrowers. Were rates to rise quickly then many people could potentially receive a mortgage payment shock if they were on tracker / variable rate mortgages.

16. CML estimates that Wales has some 36,000 cases of negative equity. This equates to 4% of the UK total and is broadly in line with Wales share of the UK mortgage market. This is no doubt an aspect which will continue to feature on the housing agenda especially if unemployment accelerates and / or should interest rates rise.

17. With regard to RSL lending we would stress the challenging environment for longer term funding with increasingly lenders opting for shorter term facilities – commensurate with their own funding becoming more uncertain / shorter duration. Whilst there have been no situations where LSVTs / RSL lending requirements have not been funded it is clear that longer term requests will be testing and inevitably funding costs will increase.

18. A further aspect being monitored closely by lenders is the potential impact of welfare reform and in particular the potential for a substantial reduction in direct payments. CML has joined with some 16 other organisations in seeking an amendment to the Welfare Reform Bill to allow tenants a rent direct choice

19. There are concerns on the impact of RSL's [which are shared by the RSL community] and there have been recent examples of capital market issues [e.g. Moat Housing] where investors were seeking higher margins by dint of the uncertainty around this matter. This continued period of uncertainty will not help funding conditions and is likely to result in greater pricing variations between housing providers,

### **The effectiveness of public subsidy in delivering affordable housing, in particular Social Housing Grant**

20. Social Housing Grant (SHG) is the primary source of subsidy for the provision of affordable housing in Wales and has been used effectively over recent years. Implementing the Essex review recommendations and establishing a new regulatory structure, has enabled housing associations to lever in substantial private finance to supplement SHG which for rented homes has been set at 58%. Lower levels of grant are available for intermediate rent (25%) and for low cost home ownership schemes (30-50%)

21. The use of SHG has enabled the provision of some 9000 homes in the last four years, a substantial increase over the originally projected total of 6500. The use of grant at the above levels has also enabled rents to be maintained at existing affordable levels.

22. During this, and the next three years there are substantial cuts planned in SHG budgets which will reduce from some £100m pa to £48m in 2013/14. This will have a substantial effect on the provision of affordable homes at a time when demand is most likely to increase. Even the previous level of provision fails to meet the estimated housing need projected in the report 'Housing Need and demand in Wales 2006 to 2026' which estimated that an additional 5100 non market homes per year are required to meet anticipated need.

23. Land value is a key factor in the provision of affordable housing and free or discounted land is another important form of subsidy. While some land stems from Sect 106 planning agreements the use of public sector land is increasingly seen as an important component and the government have a key role to play in facilitating its planned release.

24. Some Welsh RSL's have developed a good track record in delivering low cost home ownership schemes and there is evidence from lenders that this mortgage market is proving relatively resilient. Given that this form of development consumes less grant it should be possible to extend this form of provision with perhaps some targeting to existing tenants. If such acceleration was to be considered it may also be beneficial to consider a standard form of lease such as the one recently approved by the Homes and Communities Agency and CML.

### **Whether alternatives to public subsidy are being fully exploited**

25. Affordable housing provision requires a degree of public subsidy if rents are to remain at less than market levels. In the UK we have seen examples of higher rents being charged to allow housing providers to borrow a greater share of development costs and thereby reducing the level of grant. This new affordable rent programme allows rents of up to 80% of market value but many question the sustainability of this regime and it remains untested. Higher rents will of course fuel increases in housing benefit costs which can then be a new cause of concern.

26. As previously stated the present system of SHG and private finance has been particularly successful in levering in private finance and it is essential that the structure to support this is retained.

### **Whether the Welsh Government, local authorities and RSL's are effectively utilising their powers to increase both the supply of, and access to social housing**

27. The reductions in SHG budgets pose a difficult challenge to the government. While we believe that the release of more public sector land could form part of the answer much will depend on the land values sought as this is where some form of substitute subsidy could arise.

28. We believe that there is scope for some housing associations to increase rents and thereby make a greater contribution to development funding. We made this point when responding to the WAG consultation on social rents and believe that there may be specific scope for LSVT landlords.

29. Community Housing Cymru has estimated that a £3pw increase on all housing association rents could support the cost of delivering 1000 affordable homes without SHG.

### **Whether there is sufficient collaborative working between local authorities, RSL's, financial institutions and homebuilders**

30. There is a good deal of partnership working between these bodies, supported by some specific examples.

31. The Welsh Housing Partnership, supporting the provision of new intermediate rented homes, is an excellent example. This £16m project is financed through a combination of £3m Welsh government grant, a £12m loan from the Principality Building Society's commercial division and a £1m contribution from the four RSL's directly involved. The scheme has some capacity to expand but would be somewhat dependant of the appetite of other lenders.

32. CML and some of its lender members have been pleased to work with Welsh government officials, WLGA, CHC and local planning authorities to provide guidance around the funding and mortgageability issues that can arise in sect 106 agreements. The task and finish group has now largely completed the draft guidance and we understand it is about to be distributed. While this should enable greater acceptability of sect 106 agreements we would caution that this remains a more difficult lending market.

33. With regard to working with home builders the CML has been pleased to contribute to the following new build mortgage indemnity initiative for England which we believe would be particularly beneficial in extending to Wales, helping both first time buyers and the house building industry.

34. The scheme was announced in the governments new Housing Strategy and has been developed by CML and the Home builders Federation. It should mean that mortgages of up to 95% can become more widely available on new build homes. This will help buyers with only modest deposits and give a welcome boost to housing market confidence, with builders able to respond by pursuing more new build projects.

35. The full details of the scheme are now being developed, but essentially it will work as follows

- The developer will deposit cash funds to indemnify the lender, equivalent to 3.5% of the value of the property, that the lender (or its bank if it is a non-deposit taker) will hold for seven years, and on which interest will be payable. Funds will be returned to the developer at the end of the seven-year period minus a portion of any credit losses on the loans in the scheme. The scheme will

have a central administrator who will enable each lender and developer to create "silos" of funds that apply between them, so that all the funds deposited by a builder with a particular lender are available to meet any of this lender's losses on loans on this builder's properties.

- The scheme is open to any lender and any developer, but there is no compulsion to join, and there are no specific volume targets. Both flats and houses will be included in the scheme, but it will not necessarily be available on every property and both lenders and developers will have discretion on which counter-parties they wish to work with. It will be available only on lending to the owner-occupier sector, not buy-to-let, and a cap on the maximum value of the eligible property will apply. The scheme will operate in England, but similar schemes are under consideration in Scotland and Wales.
- The government will be providing an additional guarantee of 5.5% of the value of each property included in the fund that can be called upon in the event of losses exceeding the value of the funds held on deposit.
- Interest is payable on these funds. In the event of shortfall losses, the lender would be able to claim 95% of its loss on any property from the fund.
- All parties have an incentive for the indemnity not to be called upon in practice; lending quality is in no way compromised by its existence and all the usual FSA rules and lender practices would apply to the lending decision and the subsequent management of the mortgage.

36. It is important to note that the borrower's own liability is exactly the same as on any other mortgage. The fund does not indemnify the borrower; it simply enables them to get a mortgage for a higher proportion of the value of the property than would otherwise be available. The borrower will still be required to repay any shortfall incurred on the property if they fail to keep up their mortgage payments and the lender is forced to take possession and sell. The only difference is that, in those cases where the borrower cannot or will not meet their liabilities, the lender will be able to offset 95% of its loss against the indemnity fund.

37. We have had several preliminary discussions with Welsh Government officials on indemnity schemes and remain keen to participate in a scheme for Wales. A variation of this scheme exists in Scotland where the Scottish Government has helped with set up costs.

38. A further initiative worthy of consideration is the Local Authority Mortgage Scheme (LAMS) developed by Sector Treasury Services. Under the scheme local authorities provide financial assistance to first time buyers thereby allowing them to obtain a 95% loan to value mortgage and therefore they can purchase with much lower deposits.

### **Whether innovative methods of delivering affordable housing such as Community Land Trusts or co-operatives could be promoted more effectively by the Welsh Government**

39. With growing pressures on resources it is commendable that the Welsh government is seeking out how other forms of provision may assist in the delivery of affordable homes. We are keen to be involved in such initiatives and believe that it is important to consider the specific funding implications.

40. While we believe that Community Land Trust's (CLT's) and Co-operatives may have a role to play we do not see them as providing a solution to meeting general housing need. We would also caution that the time and resources spend on smaller scale provision options may not be the most effective use of resources. Our experience to date on CLT's has been that any efficiencies gained through the planning process may evaporate in the delivery mechanisms.

### **Contact**

41. Any comments or queries should be addressed in the first instance to Peter Morton, senior policy adviser, tel: 020 7438 8906, email: [peter.morton@cml.org.uk](mailto:peter.morton@cml.org.uk).

23 November 2011

# Eitem 4a

CELG(4)-10-11 : Paper 2

**Our Ref/Ein Cyf:**

**Your Ref/Eich Cyf:**

**Date/Dyddiad:**

**Please ask for/Gofynnwch am:**

**Direct line/Llinell uniongyrchol:**

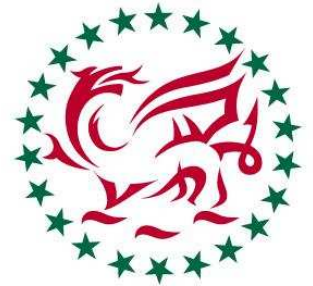
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28<sup>th</sup> November 2011

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WLGA • CLILC

Ms Ann Jones AM

Chair

Communities, Equality and Local Government Committee

National Assembly for Wales

Cardiff Bay

Cf99 1NA

Dear Ms Jones

## Committee Inquiry into Disability Related Harassment

Thank you for the opportunity to present evidence to members of the Communities, Equality and Local Government Committee as part of their Inquiry into Disability Related Harassment. I am sorry this additional information is so late – I thought I had already replied and then discovered I had not so please accept my apologies for any inconvenience this late response may have been caused.

I was asked to provide a supplementary note for the Committee on two issues which arose from our discussions, namely:

- The protocol in place for sharing information regarding vulnerable adults
- Work within schools about disability related harassment.

Please find attached a short note which aims to provide additional information on the information sharing protocol and a briefing on the situation with schools which I hope is of use to the Committee in their deliberations however if you require further information please do not hesitate to contact me.

Yours sincerely

Naomi Alleyne

**Director, Equalities and Social Justice**

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## **Supplementary Note - Communities, Equality and Local Government Committee**

### **The protocol in place for sharing information regarding vulnerable adults**

The current position is that interim policies and procedures guidance for sharing information on vulnerable people has been issued (and mirrors that which exists for child protection) and can be downloaded from the Social Services Improvement Agency website at:

<http://www.ssiacymru.org.uk/7200>

This work has recently been subject to a Ministerial task group where 'In Safe Hands' (the relevant guidance) was reviewed with a view to updating it. It is expected that will be done via legislation in the Social Services Bill which will place the protection of vulnerable adults on a statutory footing via mechanisms similar to LSCBs. The WLGA were involved in this work and support the proposals for legislation, which we expect to be announced in a Ministerial Statement and consultation to commence early 2012.

Issues of this nature would be picked up by the safeguarding agenda of local authorities and their Adult Protection Committees locally. These groups include all the necessary partners so that if partners were aware of any serious cases/issues these could be highlighted and actions would be passed onto relevant agencies or partnerships to address issues highlighted. In terms of information sharing we have to ensure an individual has mental capacity in the first instance and if they have they make the choice regarding any of their information being shared.

There are some particular concerns among local authorities in relation to GPs not sharing information however the experience in one authority is that some people have specifically asked not to have their details shared but generally cases are discussed in multidisciplinary teams which act as a good process for information sharing and this is being refined locally. Sharing information on vulnerable people is a challenging and complex area and one where issues are being resolved locally.

In addition to the above, the view from the ADSS Cymru is:

"A fundamental dilemma exists with regard to the sharing of information. On the one hand, organisations wish to address individual rights as determined by legislation and yet a broader view about sharing information can also be extremely positive. This will continue to be a matter that is carefully considered by Social Services and other organisations. There is no doubt that the understanding for the need to share information between organisations has improved. The practicalities to achieve the desired aim to share appropriate information are not always straightforward."



Communities, Equality and Local  
Government Committee

Disability Related Harassment  
Additional Note

21<sup>st</sup> October 2011



WLGA • CLILC

## **Work within Schools addressing disability related harassment**

1. The new Respecting Others: anti bullying guidance 2011 was published on 10<sup>th</sup> October 2011 and provides new guidance and practical solutions on preventing and responding to incidents of bullying in schools.

There are five new guidance documents:

- bullying around race, religion and culture
- bullying around special educational needs and disabilities
- cyberbullying
- homophobic bullying
- sexist, sexual and transphobic bullying.

2. This new guidance supplements Respecting Others: Anti-Bullying Guidance issues in September 2003 and sets out solutions for tackling certain types of bullying and harassment.
3. The new guidance on bullying around special educational needs (SEN) and disabilities is welcomed by the Welsh Local Government Association (WLGA) and local authorities as it sets out how to manage and monitor bullying. The guidance also contains a section on examples of school approaches and activities, which have been informed by children, young people and schools.
4. Schools are currently implementing the bullying guidance from 2003 and have been active in producing anti bullying strategies whilst also having activities through out the year and in anti – bullying week to raise awareness and address specific issues and needs. However, this new guidance will provide a new, enhanced set of solutions for preventing and responding to incidents of bullying, specifically in this case around disability, and is to be welcomed. It is obviously too early to see how schools are responding to this new guidance as it has only just been issued. However, they will continue to work on the good practice that has already been seen and to further enhance the school experience for all children and young people.

5. Under the Welsh Government (WG) policy agenda 'We are on the way: A Policy Agenda to Transform the Lives of Disabled Children and Young People' the WG set out a number of actions for improving the lives of disabled children and young people. Of these a sum of over £9 million was made available for four years up to 2009/10 for 'Unlocking the Potential of Special Schools' in order to enhance provision, promote inclusion and identify and disseminate best practice. This is an important element of ensuring that disabled children and young people feel a part of the school setting and that they are valued. Improving the inclusion of disabled children and young people can help to reduce incidences of bullying and harassment.
6. The WG also issued 'Promoting Disability Equality in Schools: Guidance for Head teachers and teachers in Wales'. This sets out, amongst other things, information for training and development. Training and development of school staff is important in further enhancing inclusion and a whole school approach to addressing bullying and harassment. Staff need to be aware that disabled children and young people are vulnerable to bullying and that they need to reassure them that their concerns will be taken seriously.
7. Although these documents are now a number of years old they have contributed to creating school settings which are inclusive and respectful of a child or young persons need.

### **Examples of schools addressing disability issues:**

8. A number of schools across Wales implement a 'Buddy System' for pupils. This system uses a mentor approach to promote inclusion. In these schools an able bodied pupil is a mentor for a pupil with a disability or SEN and they are paired together for a period of time to encourage integration into the whole school. This approach has been very successful at breaking down barriers and promoting a whole school approach. This type of approach has been used in a number of ways and creates an ethos of an integrated school which in term can help to significantly reduce the incidents of disability related bullying.

9. Schools across Wales also promote the 'respect' agenda where every child or young person in the school is respected irrespective of race, sexuality, disability etc. Once again this approach encourages an integrated whole school approach and encourages pupils to see each other as equal.

10. The WLGA is in the process of developing a set of guides for schools on the new equality duties under the Equality Act 2010. These guides will set out best practice and policy in relation to equality issues including disability. They will raise potential areas of concern and indicate how schools and local authority Equality Officers can address them.

### **Conclusion**

11. The WLGA recognises that there are a number of different practices across schools and settings in Wales which promotes inclusion of all children and young people. This integrated school approach is at the forefront of tackling disability related harassment and ensuring that every child or young person irrespective of their abilities feels a valued member of the school or setting. Approaches such as the 'Buddy System' ensure that this integration is a whole school approach.

12. The WLGA welcomes the new guidance and hopes that it will help to continue to imbed the good practice that is already seen across Wales, from training for staff, work with parents and promoting a respect agenda.

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### **For further information please contact:**

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## The Housing Associations of Wales: Measuring the Impact IV

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**Draft Report**  
**October 2011**

WELSH ECONOMY RESEARCH UNIT  
*Yr Uned Ymchwil i Economi Cymru*

## Executive Summary

This report was commissioned by Community Housing Cymru (CHC) and prepared by the Welsh Economy Research Unit (WERU) at Cardiff Business School. It is the fourth iteration of a series, the first of which took place in 2008.

Housing Associations (HAs) or Registered Social Landlords (RSLs) are not-for-profit voluntary bodies. They are fast becoming the principal business model for the provision of good quality, affordable homes for those in housing need. They are also an important agent in supporting housing-led regeneration and social care and, as they continue to deliver the Welsh Housing Quality Standard, are modernisers of the social housing stock in Wales. Revenue surpluses are reinvested to provide housing and to safe-guard stock. HAs are managed by boards of volunteers, comprising professionals, local councillors, and tenants.

The process of Large Scale Voluntary Transfer continues apace in Wales, and there are over 70 RSLs under the CHC umbrella with over 30 of these involved in new housing development (source: CHC). The Community Housing Directory for Wales (2010/11) reports that 119,220 homes are currently provided by CHC members (latest estimates take this figure to over 140,000 including recent transfers). This figure does not include the social housing stock that is currently managed by Ceredigion, Gwynedd and Blaenau Gwent, although all three have now undergone voluntary transfer. CHC member organisations now employ over 10,500 people<sup>1</sup> in total (including both full and part-time employees). The WERU economic impact assessment contained within this report includes organisations covered by the Financial Statements of Welsh Housing Associations (2010). These organisations account for over 7,500 people employed either full or part time.

The Welsh Government has published a number of documents which indicate their intention to raise the standard of housing in Wales. The One Wales (2007) programme set a target of increasing the supply of affordable homes by 6,500 in Wales by 2011.

The WERU research process detailed here was also accompanied by a count of new homes provided by RSLs using the template originated in 2008, as set out below:

- Number of additional homes by local authority area and tenure.
- Number of additional homes by local authority area and SHG/non SHG.
- Number of additional homes by local authority area which were built, renovated or acquired.

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<sup>1</sup> This figure reflects current direct employment in HAs as at October 2011 and is higher than the figure used for modelling the economic impact which is based on the 2010 Financial Statements of Welsh Housing Associations.

The latest data collection exercise by CHC indicates that 2,033 new homes were provided during the year 2010/11 by RSLs. This means that the target of 6,500 new homes set by 'One Wales' has been exceeded by 23%. Of the new homes provided during 2010/11, a total of 1,820 (or just under 90%) were achieved through Social Housing Grants (SHG) [see Appendix Table A2].

### Results of the Economic Impact Assessment

In 2010/11 Welsh HAs spent an estimated £802m (including operational expenditure, staffing costs, construction spend and maintenance/ major works). Table E1 shows how much of this expenditure was retained in Wales

**Table E1 Estimated Gross Spending of Welsh HAs in Wales by category 2010/11**

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Maintenance, repair and upgrading <i>(includes WHQS spend)</i>	200.4	32.0
Construction	177.4	28.4
Direct Labour costs	174.0	27.8
Other	27.0	4.3
Land acquisition	16.2	2.6
Transport/post/telecoms	8.2	1.3
Finance and business services	7.0	1.1
Rents and rates	4.8	0.8
Energy/water	3.6	0.6
Training services	3.2	0.5
Consumables (stationery)	2.9	0.5
Hotels/ Distribution	0.6	0.1
<b>Total</b>	<b>625.3</b>	<b>100.0</b>

*\* 'Other' includes items such as 'depreciation of stock' and 'other estate costs/management charges'.*

Welsh Input-Output tables detail transactions between different sectors of the economy and allow the effect of the target sector to be traced through the entire Welsh economy. These indirect impacts (supplier effects plus induced-income effects), shown in Table E2, are estimated to be £739 million of additional output in the region, £310 million of additional gross value added, and additional employment to service this extra demand of 11,600 Full-Time Equivalent (FTEs).

For every one full time person employed by a housing association, nearly two other jobs are supported elsewhere in the economy.



The combined direct and indirect economic impacts are shown in Table E2. In 2010/11 HAs supported a total output of £1,541m, gross value added of around £484m, and an estimated 17,900 FTE jobs in Wales.

**Table E2 Estimated Economic Impacts of the Housing Associations of Wales on the Welsh Economy 2010/11**

	<b>Direct Impact:</b> HA Sector Output/ Employment	<b>Indirect Impact:</b> (Supplier effect + Induced Income effect)	<b>Total Impact</b>
Output <b>£m</b>	802	739	1,541
Gross Value Added (GVA) <b>£m</b>	174	310	484
Employment: <i>Full Time Equivalents</i> <b>(FTEs)</b>	6,300	11,600	17,900

\* To provide an estimate of the direct GVA impact, total wage spend of Welsh HAs was used. This total should be treated as indicative only.

\*\* The direct employment estimate is calculated from HAs covered in the 2010 Financial Statements of Welsh Housing Associations

**Table E3 Estimated Regeneration Spend (excluding staff costs)**

<i>Spending Category</i>	<b>£m 2010/11</b>
Maintenance, repair and upgrading <i>(includes WHQ)</i>	235.8
Brownfield construction	162.0
Greenfield construction assoc. with regeneration	18.0
Training budgets	3.6
Community Regeneration projects and other expenditure	6.0
<b>Total</b>	<b>425.4</b>

Note to Table 4.1: Survey information provided a partial account of brownfield spending as a share of total construction spend. This data was supplemented by studying the activities of non-respondents, as portrayed on their websites and in company reports.

The contribution of Housing Associations to regeneration continues to be important particularly with respect to working towards WHQS, and with increases over the previous year reflecting the impact of the latest LSVTs.

## 1 Background and Study Objectives

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This report has been prepared by the Welsh Economy Research Unit (WERU) at Cardiff Business School for Community Housing Cymru (CHC). It is the fourth iteration of an exercise first carried out in 2008. Each report uses a consistent method, notwithstanding the introduction of up-dated Input Output Tables for Wales for the 2010 report. As with previous years, spending information was gathered from HA members (using the survey questionnaire which appears in the Appendix), and this with the Global Accounts has been used to estimate the economic impact of HA activity in Wales. The survey exercise was accompanied by a request for information from respondents on additional homes provided by them during the year. WERU acknowledges the support given by CHC in gathering this information from their membership.

The last four years have proved to be difficult for the construction industry, experiencing a persistently subdued private housing market. Conditions for first time buyers have shown little or no improvements as mortgage terms remain stringent. This has ramifications for the social housing sector. The demand for housing is ever increasing even as these providers face real cuts in public funding and harder-to-access investment finance. The public sector has high expectations of Housing Associations over and above their core contribution in terms of social housing provision: they play a key role in regeneration, they are active in the green agenda and they help to maintain capacity within construction.

The lengthy and meticulous process of Large Scale Voluntary Transfer continues. The activities of 34 HAs are included in the 2010 Global Accounts. Reported headline achievements throughout the year include:

- The implementation of a new regulatory framework following the Essex Review,
- The development of bids for EU convergence funding alongside the sector including:
  - Building Enterprise - a bid to improve key service delivery via the development and support of social enterprises and community assets within the housing sector.
  - Journeys into work - a bid to develop a strategic employment model for the housing sector. It aims to engage and support hard to reach social housing tenants through support, training, qualifications and work experience through to sustainable employment.

CHC is working with WEFO and the sector to ensure these bids and are hopeful that the following projects will be approved by late 2011:

- The opening of five outlets for Moneyline Cymru.
- Support for the Centre for Regeneration Excellence Wales (CREW).
- Arbed Funding for green jobs and homes.

These and other elements of HA work are explored in subsequent sections. Chapter 2 provides a brief context and review of CHC and HA activity in 2010/11. Chapter 3 presents the results of new work undertaken to provide estimates of the economic impact of the activities of HAs on the Welsh economy. Chapter 4 then provides a brief review of the contribution made by HAs to regeneration and the green agenda.

## 2 CHC and its membership of Housing Associations

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- 2.1 Community Housing Cymru (CHC) is the membership body for HAs, community housing mutuals and associated support providers in Wales. In 2009 it gained a charity status with four objectives:
- To promote the voluntary housing sector in Wales.
  - To help relieve financial hardship through low cost housing provision.
  - To provide a range of related support services.
  - To facilitate all aspects of provision of low cost social housing.
- 2.2 The organisation itself employs 15 people, with the CHC Group employing over 40 staff. This team is responsible for providing information on key sector developments and best practice, running training programmes, facilitating networking and conferences. CHC also publishes *Cartref* (a magazine providing updates on housing news) 6 times a year.
- 2.3 A core role of CHC is to highlight the activities of the HA movement and demonstrate how these link into the wider social and economic goals of Wales. As a knowledgeable intermediary, the organisation is also best positioned to feed information into the regulatory framework for housing within Wales, which requires working closely with government.
- 2.4 As new members join the HA movement making the sector more complex, and also as financial pressures upon the movement intensify, CHC plays a very important part in building and maintaining relationships and lines of communication within its membership. There are many opportunities to collaborate, develop partnerships, and share best practice, and these are seized by CHC's energetic team.
- 2.5 Previous WERU reports have highlighted some of CHC's partnerships and activities, which continue today. For example:
- CHC works with Shelter Cymru, Cymorth Cymru and The Chartered Institute of Housing.
  - Lobbying at Welsh party political conferences.
  - Regulatory Board for Wales.
  - Continue to build links with Welsh Local Government Association (WLGA).

- 2.6 In 2011, HAs in Wales were responsible for 140,000 homes, employing over 10,500 people (source: CHC). There are over 70 HAs operating in Wales, of which over 30 are involved in new housing development.
- 2.9 The first **National Housing Strategy**, “*Better Homes for people in Wales*”, published in 2001, set out the principle that all households in Wales should have the opportunity to live in decent quality homes. The **Welsh Housing Quality Standard** (WHQS) was adopted in 2002 to address the improvement of the physical condition of social rented housing stock. Social landlords in Wales have until 2012 to meet these standards. A number of Local Authorities are unable to meet the costs of achieving the WHQS and this, coupled with a bar on local authorities borrowing private finance for housing, has driven the transfer of stock to Registered Social Landlords (such as HAs).
- 2.10 To date, **Large Scale Voluntary Transfer** of housing stock has resulted in 8 local authorities transferring their allocation: Bridgend (to Valleys to Coast Housing); Monmouthshire (to Monmouthshire Housing); Rhondda Cynon Taff (to RCT Homes); Torfaen (to Bron Afon Community Housing); Merthyr Tydfil (to Merthyr Valleys Homes); Conwy (to Cartrefi Conwy); Newport (to Newport City Homes); and Ceredigion (to Tai Ceredigion). More recently Gwynedd stock has transferred to Cartrefi Cymunedol Gwynedd, Blaenau Gwent to Tai Calon Community Housing and Neath Port Talbot to NPT Homes, but their results are not yet reported in the latest Global Accounts. There have been some rejections: Swansea, Wrexham and the Vale of Glamorgan. Caerphilly and Flintshire are expected to ballot in this year and next year respectively. The Local Authorities of Cardiff, Carmarthenshire, Denbighshire, Pembrokeshire and Powys expect to achieve WHQS.
- 2.11 In 2005, the Welsh Assembly Government required HAs to join a consortium in order to qualify for Social Housing Grant (SHG). These Consortia were anticipated to generate collaborative working and achieve cost savings through scale economies. Table 2.1 below shows the Welsh Housing Consortia

**Table 2.1 Welsh Housing Consortia, 2011 (2010)**

<b>Name</b>	<b>Members include:</b>	<b>Primary coverage</b>	<b>Approximate No. of staff</b>
DEVCO	Cynon Taf Community Housing Group, Hendre Group (of which Hafod is part), Merthyr Tydfil HA,	South, Mid and West Wales	1556 (1,150)

	RCT Homes		
GENuS	Melin Homes, Newport Housing Trust, Seren Group, Monmouthshire Housing, Tai Calon	South East, and Mid Wales	794 (980)
Gorwel	Bro Myrddin, Cantref, Family HA, Grŵp Gwalia, Pembrokeshire	South, West and Mid Wales	1225 (1,000)
Integrate	Cadarn, Cadwyn, Cardiff Community, Coastal, Taff, United Welsh, and Valleys to Coast	South, and South West Wales	769 (1,000)
Syniad	Linc-Cymru, Pennaf Group, and Wales & West HA,	North, South East, Mid and West Wales	608 (400)
Undod	Tai Clwyd, Tai Eryri, First Choice, Mid Wales, and North Wales	North and Mid Wales	373 (400)

2.12 The Welsh Assembly Government *One Wales* document (2007) articulated the ambition that "...all households, in all communities and irrespective of their means, can afford a decent home..." with a commitment to support an increase in the supply of affordable homes by 6,500 in Wales over a four year period. The existing regulatory framework for these ambitions was tested by an independent review, commissioned in October 2007 by Jocelyn Davies AM, the Deputy Minister for Housing. These findings were published in June 2008 as the **Essex Review**.

2.13 In 2008, linked to WERU's work CHC sent out the first survey to consortia representatives in tabular form as follows:

- Table 1: Number of additional homes by tenure and local authority area.
- Table 2: Number of additional homes by SHG/non-SHG and local authority area.
- Table 3: Number of additional homes which were built, renovated or acquired.

2.14 This survey showed that 1,533 new homes were provided during 2007/08 by RSLs, with most of this new provision achieved through SHG (842 new units or 55%), and the remainder non-SHG comprising of units built through innovative ventures by the HAs themselves or planning gain (Section 106 agreements).<sup>2</sup>

2.15 In the summer of 2008 the Welsh Assembly Government announced it would make available up to £5m extra for a mortgage rescue scheme to prevent homeowners who faced repossessions from being made homeless. By May 2009, £9.5m had been

<sup>2</sup> The terms 'home' and 'unit' are used interchangeably in this report as per HA convention.

made available under this initiative, with grant funding of £5.8m approved, helping 88 families. In total 150 families will have been helped by the scheme.<sup>3</sup> Also, towards the end of 2008, the Welsh Assembly Government secured an additional £42m of funding from the Strategic Capital Investment Fund to support the provision of 500 additional homes to 2011, and brought forward £12m of SHG in 2008/09 with a further £28m to be available in 2009/10 to support RSL schemes.

- 2.16 In 2009 CHC repeated the 2008 survey exercise. This survey indicated that 2,142 new homes were provided during the year to 2008/09 by RSLs. Of these, 1,198 (or 56%) were achieved through Social Housing Grants, and 103 (or 4.8%) through SCIF.
- 2.17 The 2010 survey counted 2,286 new homes for the year 2009/10 provided by RSLs. Of these 1,470 (or 76%) were achieved through SHG, and 147 (or 7%) were provided through SCIF. This means that from 2007 to 2010 5,961 additional homes have been provided.
- 2.18 The latest data collection exercise indicates that 2,033 new homes were provided during the year 2010/11 by RSLs. Of these, 1,820 (or just under 90%) were achieved through Social Housing Grants (SHG) [see Appendix Table A2].
- 2.19 Between 2009 and 2011 CHC has set out to play a fully involved role in the implementation of the Essex Review. This is work in progress focusing on providing appropriate support to HAs in area of self-governance, regulation, rent benchmarking and Homebuy.
- 2.20 With an ever-tighter squeeze on funding, CHC also deploys its resources on accessing EU convergence funding, and in exploring and supporting innovative ways of accessing private funding.
- 2.21 A subdued economy means hardship for some, and costs imposed on people in Wales using 'loan sharks' are exorbitant. Home collected credit costs can exceed £80 for every £100 pounds lent. Housing Associations in Wales with CHC were instrumental in setting up Moneyline Cymru, which provides an affordable alternative to loan sharks. Crucially CHC mediated between Welsh HAs and Welsh Government to raise loan capital and revenue support from the DWP Growth Fund.
- 2.22 There are now five high street outlets in South Wales. Moneyline Cymru mitigates the need to use punitive credit agents, especially around Christmas and to cover costs of school trips and uniforms. Moneyline is a social business whose loan charges cover costs only.

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<sup>3</sup> <http://wales.gov.uk/topics/businessandconomy/recession/news/3130993/?lang=en>



- 2.23 Moneyline continues to receive support from CHC and the HA membership by both defraying revenue costs and through advertising its products to prospective customers. The six key HA representatives who first commissioned a feasibility study into affordable credit in Wales, liaised with the East Lancashire Moneyline, and developed the product range, now make up part of the Management Committee (which is a sub-board of the East Lancashire Money line). They are currently working to increase support for the Initiative so that it can be rolled out across Wales.
- 2.24 To date, Moneyline Cymru has loaned over £3m (amounting to 6,000 loans) and has encouraged over 2,500 people into saving. It won the 2011 Credit Today Responsible Lender of the Year Award. Community Housing Cymru won funding from the Big Lottery to provide a money advice service to help Moneyline Cymru customers with budgets, debt management and making the most of their incomes.
- 2.25 The estimated full role of HAs to the Welsh regeneration effort and green agenda is discussed in more detail in Section 4 of this report. It is sufficient here to note the highlights of work done by CHC and its membership in relation to these agenda. For example, the Community Regeneration Network (chaired by Nigel Draper of Valleys to Coast) has been set up to probe and disseminate knowledge and best practice. It was instrumental in the development of the Centre for Regeneration Excellence Wales (CREW).
- 2.26 Arbed funding is available to help fund the installation of whole house energy efficiency measures. The initiative was established in 2009 to lever in and manage investment into improving the energy performance of Welsh homes (but also buildings in general). The programme has many potential outcomes with respect to reducing climate change and fuel poverty as well as contributing to the regeneration effort in Wales.
- 2.27 Phase 1 comprises 28 area-based, home energy efficiency and renewable energy schemes (commissioned by WG in March 2010) and funded through SCIF. WG's £30m initial investment was matched by £31m from social housing providers, councils and energy companies. The money has been deployed to support a variety of fuel poverty reduction measures including the installation of solid wall insulation, solar panels, solar heated hot water and improved heating systems to well over 6,000 low-income homes. These were completed by Spring 2011.
- 2.28 Phase 2 received Welsh European Funding Office approval in Spring 2011 to set up a programme of area-based investment into energy efficiency, and renewable

measures and technologies, in existing homes. This comprises funding and retro-fitting fuel efficiency measures in some 4,800 existing homes in deprived areas of Wales. £45m of funds are available for the project.

### 3 The Economic Impact of Welsh Housing Associations 2010/2011

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#### 3.1 Background

3.1.1 In this section the methods employed to estimate the direct and indirect economic impacts of housing association activity in Wales are outlined. This is the fourth iteration of the study by the Welsh Economy Research Unit (WERU) which has been carried out annually from 2008 to 2010.

3.1.2 The following estimations relate to the financial year 2010/11.

3.1.3 The economic impact estimates were calculated through use of the *Welsh Input Output Tables*. WERU has developed this resource to provide a way of understanding and modelling economic activity in Wales, based on the interactions of companies and other economic actors within the region. Using the Input Output Tables, assessments of direct and indirect expenditure impacts can be made with regard to established sectors and new infrastructure.

#### 3.2 Methodology

3.2.1 The methodology used in the previous WERU reports to estimate the economic impact of housing associations in Wales was duplicated for 2010/11.

3.2.2 To provide good quality, affordable homes, Welsh HAs use their income (sourced from rents, grants, borrowings and property sales) to finance maintenance, repair and upgrading of existing housing stock; new build construction; and staff wages.

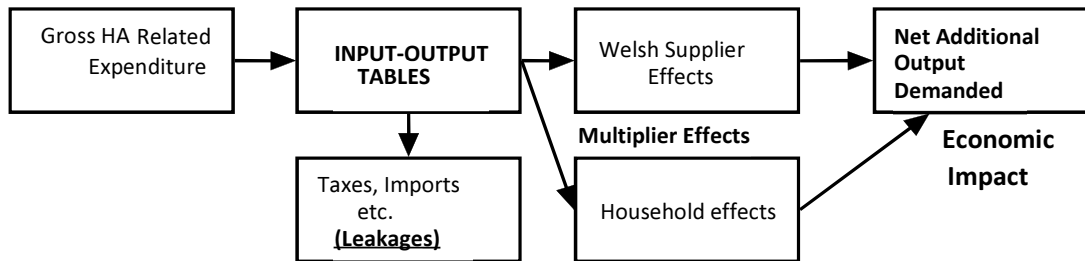
3.2.3 As the HAs spend their income it impacts upon other Welsh industrial sectors. Where these demands cannot be met within the region, they must be sourced from outside Wales. Expenditure data collected from HAs by means of a questionnaire (see Appendix 1) was used to calculate how much of the expenditure was retained in Wales (the direct impact).

3.2.4 The direct spending associated with HAs will have indirect consequences according to how that money is spent. Some of the goods and services purchased by HAs will require outputs of other Welsh industries, such as local maintenance/ building contractors, and this regional sourcing then leads to further spending in the locality by those contractors, and so on. The greater the level of local sourcing then the greater these *supplier effects* will be.

3.2.5 In addition to the supplier effects are *induced income* effects which originate from the earnings of workers in the HA sector. A proportion of the wages and salaries

accruing to HA employees are spent in the local region, which then generates economic demand and helps to build further regional incomes and outputs. The economic modelling process is highlighted in Figure 3.1.

**Figure 3.1 Estimation of Net Economic Impact in Wales**



3.2.6 The 2010 Financial Statements of Welsh Housing Associations, “*Embracing Change*”, (published by Community Housing Cymru) were used to inform a control total for direct expenditure. The Financial Statements of Welsh Housing Associations included for the first time the LSVT of Tai Ceredigion (which transferred at the end of November 2009).

3.2.7 The *Embracing Change* report includes information on returns from the audited financial statements of housing associations owning more than 250 homes each. The economic impacts estimated by WERU (following below) therefore relate to this cohort of major HA organisations. Smaller HA organisations are not included in these accounts, and therefore their effect cannot be modelled. However, they account for the difference in the quoted direct employment of 10,500 and the 7,500 employees (6,300 FTEs) that are covered by the financial accounts. Therefore, the spending effects (which are likely to be relatively small) linked to these employees have not been included.

3.2.8 An aggregate HA sector was then estimated from data provided in the completed questionnaires- this delineating purchases made from other Welsh sectors. The Welsh Input-Output tables were then used to process these HAs’ spending data. This enabled the size of indirect effects to be estimated as expenditure filters through the Welsh economy, and for the total impact to therefore be calculated.

### 3.3 The Economic Impact of HA Sector Activity: Total Spending of Welsh Housing Associations

3.3.1 By examining the latest available Financial Statements of Welsh Housing Associations (2010) and combining operational spend; an estimate of construction spend (calculated from the change in housing properties at cost year on year); spend on major works; and commercial/ non-social housing property spend, a control total

for HA expenditure was estimated. This came to a total of **£802m of direct gross spend by the Welsh HA sector.**

- 3.3.2 Dividing out this control total by the expenditure split derived from the questionnaire returns (appropriately weighted to reflect Traditional and LSVT HA numbers) enabled a breakdown of Welsh HA gross spending by category. Table 3.2 indicates that important components of spend are construction (£253m or nearly 32% of all gross spend) and maintenance, repair and upgrading of properties (£236m, or 29%).

**Table 3.2 Estimated Gross Spending of Welsh HAs by category 2010/11**

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Construction	253.4	31.6
Maintenance, repair and upgrading (includes WHQS spend)	235.8	29.4
Direct Labour costs	174.0	21.7
Other *	65.0	8.1
Land acquisition	30.5	3.8
Transport/post/telecoms	12.8	1.6
Finance and business services	10.5	1.3
Energy/water	7.2	0.9
Rents and rates	4.8	0.6
Training services	4.0	0.5
Consumables (stationery)	3.2	0.4
Hotels/ Distribution	0.8	0.1
<b>Total</b>	<b>802.0</b>	<b>100.0</b>

\* 'Other' includes items such as 'depreciation of stock' and 'other estate costs/management charges'.

### 3.4 Total Spending of Welsh Housing Associations in Wales

- 3.4.1 The information on regional sourcing from the spending questionnaires returned by HAs was used to inform the estimate of the total amount of Welsh HA spend that is within Wales itself. These estimates were further strengthened through discussion with HA representatives.
- 3.4.2 The spending questionnaires completed by HAs indicated the relatively high levels of local sourcing in spending on maintenance, repair and the upgrading of homes. This was the largest component of Welsh HA spend with £200m estimated to be retained within the Welsh economy. Where HAs did have to source materials from outside

Wales for major works programmes, the installation work was typically carried out by local labour. The increasing proportion of total HA spend on repair and maintenance activities, compared to previous years, can be seen to be influenced by the new LSVTs (typically LSVTs are working towards achieving WHQS and do little or no new build).

- 3.4.3 New build construction was defined as an operational (rather than capital) spend for the purposes of the Input Output analysis. This was consistent with the methodology used in the previous three studies. Previous Consortia estimations putting the Welsh share of this construction spend at 70% of the total were again adopted here. Table 3.3 shows that the Welsh share of new build construction in 2010/11 was an estimated £177m.
- 3.4.4 With direct labour costs (the wages and salaries paid to HA staff) the assumption was made that they are retained within the Welsh economy.<sup>4</sup> Importantly here, a good proportion of the earnings of HA employees are in areas that are relatively less well off.
- 3.4.5 Leakages in spending that do not constitute a positive impact on the Welsh economy were removed. These included expenditures on such items as rent losses/ bad debts and depreciation of stock in the 'Other' category.

**Table 3.3 Estimated Gross Spending of Welsh HAs in Wales by category 2010/11**

	<i>£m</i>	<i>Percentage of all Welsh HA spend</i>
Maintenance, repair and upgrading <i>(includes WHQS spend)</i>	200.4	32.0
Construction	177.4	28.4
Direct Labour costs	174.0	27.8
Other	27.0	4.3
Land acquisition	16.2	2.6
Transport/post/telecoms	8.2	1.3
Finance and business services	7.0	1.1
Rents and rates	4.8	0.8
Energy/water	3.6	0.6
Training services	3.2	0.5

<sup>4</sup> Direct labour costs exclude Employer costs, employee tax and National Insurance contributions.

Consumables (stationery)	2.9	0.5
Hotels/ Distribution	0.6	0.1
<b>Total</b>	<b>625.3</b>	<b>100.0</b>

\* 'Other' includes items such as 'depreciation of stock' and 'other estate costs/management charges'.

3.4.6 The next step of the modelling analysis was to then estimate the impacts on the Welsh economy of successive rounds of purchases made by suppliers from other suppliers (*supplier effects*). To this were added the *induced-income* effects generated as employees of HAs, and HA suppliers (and their suppliers) spent their incomes, thereby creating further economic demands and employment.

### 3.5 Indirect economic impacts of HA Sector Activity 2010/11

3.5.1 The indirect impact of HA spending in Wales (supplier effects plus induced-income effects) is estimated to be £739m of additional output in the region.

3.5.2 The impact on Gross Value Added, which is an estimate of how much real additional worth accrues to the region in terms of local additions to wages and profits, is estimated at £310m.

3.5.3 The additional employment required to service this extra demand is estimated to be 11,600 Full-Time Equivalent (FTEs). This implies that for every one full time person employed by a HA, nearly two other jobs are supported elsewhere in the economy by HA activity.

### 3.6 Total Economic Impacts of HA Sector Activity 2010/11

3.6.1 Combining the direct and indirect economic impacts of HA sector activity gives the total impact, as shown in Table 3.4. In 2010/11 HAs supported a total output of £1,541m, gross value added of around £484m, and an estimated 17,900 FTE jobs in Wales.

**Table 3.4 Estimated Economic Impacts of the Housing Associations of Wales on the Welsh Economy 2010/11**

	<b>Direct Impact:</b> HA Sector Output/ Employment	<b>Indirect Impact:</b> (Supplier effect + Induced Income effect)	<b>Total Impact</b>
Output <b>£m</b>	802	739	1,541

Gross Value Added (GVA) <b>£m</b>	174	310	484
Employment: <i>Full Time Equivalents</i> <b>(FTEs)</b>	6,300	11,600	17,900

\* To provide an estimate of the direct GVA impact, total wage spend of Welsh HAs was used.

This total should be treated as indicative only.

\*\*The direct employment estimate is calculated from HAs covered in the 2010 Financial Statements of Welsh Housing Associations.

### 3.7 Summary

- 3.7.1 The economic impact of HAs on the Welsh economy has been to support an estimated 17,900 FTE jobs, equivalent to around £484 million of value added in 2010/11.
- 3.7.2 Information collected from the HAs in Wales showed what had happened in the sector over the last year, and the Welsh Input Output Tables were used to calculate the economic impact on the Welsh economy. The Welsh Input Output Tables, which are produced and maintained by WERU, show how different sectors within the economy interact.
- 3.7.3 HAs spent a large proportion of their income on the repair, maintenance and upgrading of existing homes where a relatively high level of local sourcing was observed. Work towards achieving the WHQS was an important element in this. Furthermore, the HA sector expanded with the formation of new LSVTs (Cartrefi Cymunedol Gwynedd Cyfyngedig, Tai Calon Community Housing and NPT Homes, in April 2010, July 2010 and March 2011 respectively).
- 3.7.4 Spend on new build housing by Welsh HAs continued to be an important factor in helping to support the construction sector in the region.
- 3.7.5 There are limitations to the modelling process. Information collected for this study is based on a sample of data from the sector as a whole, and the model does not take into account what impact a change in demand would have on the cost of supply. However, the methodology used here is widely accepted as a powerful tool for estimating the economic impact of a sector.



#### 4 Wider Economic Effects: Regeneration Spending and the Green Agenda

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- 4.1 An enduring challenge for the Welsh Government administration is providing the conditions and structures whereby social housing will both improve and increase. The wave of Large Scale Voluntary Transfers (LSVTs) from Local Authorities (LAs) to HAS was initially made possible by the 1988 Housing Act but continues apace today. The inevitable outcome is that housing associations are becoming more important than local authorities in terms of the delivery and stewardship of social housing stock, even though LAs retain their key strategic interest in relation to planning housing provision.
- 4.2 Historically, social housing has been heavily funded by government in order to avert market failure in such provision. However, this funding is contracting in real terms, perhaps partly in response to the sector's greater access to private credit. Price Waterhouse Coopers note that government funding allocation to the (English) Housing Corporation rose from £3.9bn over two years to £8.4bn over the spending review period 2008-2011 (Price Waterhouse Coopers, 2011) equating to 36% extra funding but with the expectation of it delivering 52% more units of affordable housing.
- 4.3 Since 1988 private finance has been used to plug the emergent funding gap between the total cost of housing provision and government grants. In Wales, private finance facilities were estimated to be £751m by 2002 with banks holding 54% of this funding (Williams, 2011). According to the 'Checking Against Delivery' WG published budgets for environment, housing, and sustainability for 2010 have declined by over £100m compared with the previous year.
- 4.4 The changing mix between private and public funding inevitably leads to greater demands on HAS to provide performance and gearing information, to become more professional, diversify their activities, drive down costs, asset and risk manage, manage the lag between raising income for rents, raise loan finance to invest in new building projects, and convert additional capacity into a net borrowing position (Lupton et al, 2011).
- 4.5 It is very important that these additional responsibilities and accountabilities do not result in separation of the sector from the wider economic strategic goals of local and national governments, and especially so as their business horizons are likely to transgress traditional regional boundaries, making the activities of HAS less easy to fit into the strategic priorities of local government policy (Flint and Kearns, 2006).
- 4.6 Wales is fortunate to the extent that, as a small economy with a national government, the link between HA activity and the wider socio-economic goals intrinsic to the public funding element is likely to remain strong. CHC plays a very important role, on behalf

of their membership, in interpreting, understanding and communicating their wider significance to local economic development and helping Welsh government to gain a cohesive strategic picture from an increasingly complex and fragmented delivery framework. In this respect, the role of HAs in regeneration should not be underestimated. Not only is the expenditure substantial but there are important qualitative impacts.

- 4.7 Table 4.1 below gives an estimate of regeneration spending by CHC members for 2010/11. All repair and maintenance work is considered to be regenerative, and the figure for this spending is taken from Table 3.2 earlier. As with previous years we argue that all brownfield building work should be considered to fall well within the definition of regeneration. It was therefore necessary to estimate how much HA construction spending fell into this category (see note to table). In addition, greenfield spending can also be considered regenerative where it occurs in pockets of land contiguous to brownfield sites or within established developments. This figure is based on an assumption that previous development patterns have been upheld, although total spending on greenfield construction has fallen in absolute terms reflecting current economic uncertainties.

**Table 4.1 Estimated Regeneration Spend (excluding staff costs)**

<i>Spending Category</i>	<b>£m 2010/11</b>
Maintenance, repair and upgrading	235.8
Brownfield construction	162.0
Greenfield construction assoc. with regeneration	18.0
Training budgets	3.6
Community Regeneration projects and other expenditure	6.0
<b>Total</b>	<b>425.4</b>

Note to Table 4.1: Survey information provided a partial account of brownfield spending as a share of total construction spend. This data was supplemented by studying the activities of non-respondents, as portrayed on their websites and in company reports.

- 4.8 Even though the sector is facing considerable economic challenges, as noted in the previous report, the LSVTs' contribution to regeneration as they bring their housing up to WHQS has resulted in a sizeable boost to the previous year's regeneration spending. With this effect continuing, the sector contributes an estimated regeneration spending of just over £425m.
- 4.9 CHC has been appointed to the Centre of Regeneration Excellence Wales (CREW) Task and Finish Group. CREW was set up in November 2009, following the Essex Report, to provide a cohesive regeneration message throughout Wales under 4 broad headings:
- Training, education and skills
  - High Quality Research
  - Dissemination of Information
  - Exchange of best practice.
- 4.10 CREW is providing an innovative approach. For example, it has set up three thematic networks: 'Atmosphere', which invites the views of those who wish to contribute to building the 'feel' of a community; 'Landscape' inviting participation from those who wish to contribute to the physical characteristics of the community; and the 'Horizon' theme seeks to capture the ambitions and outward looking viewpoints of the community.
- 4.11 This feedback has then been used to develop a systematic approach to assessing change at community level, through the development of a toolkit. The Toolkit uses quantitative and qualitative data supported by locally collected data to create a comprehensive appreciation of community conditions. It is intended for use by regeneration agencies and/or community organisations, in providing a benchmark at the beginning of a regeneration project and then for evaluating change over time.
- 4.12 CREW is also, in partnership with Taff Housing Association, addressing information gaps on the regeneration activities of Registered Social Landlords (RSLs) in Wales by developing a directory of projects and programmes delivered by the housing sector. This is vital work in maintaining public understanding of the link between housing and regeneration and picking up the ways in which RSLs have been widening their scope of activities by providing opportunities for employment, improved health and better skills for their residents, as well as providing an appreciation of actual progress.
- 4.13 The CREW website also provides access to graduate placements in the field of regeneration, and publishes case studies. For example, the first placement with CREW resulted in the graduate accessing international regeneration research projects looking at best practice in Germany and Spain.
- 4.14 Another example of their work includes the hosting of a visit of nine students from State University of New York, Brownfield Studies Institute who are undertaking a four month project on regeneration in the Heads of the Valleys and Swansea Regeneration

Areas. The Brown Fields Studies Institute are pioneers in regeneration projects that 're-purpose' post-industrial sites and neighbouring communities, often closely linked to environmentally sustainable methods of 'green' industrial production. The students are investigating the potential for similar developmental opportunities in Wales. The outputs from the visit will be 'master plans' for green regeneration.

- 4.15 It is already evident that the regeneration agenda is closely linked to the urgent sustainability goals of Welsh Government. Fresh expenditure on social housing provision has to take advantage of the one-off opportunity to improve the energy efficiency of housing structures at the same time as reducing the fuel poverty of tenants. The application of green standards has important implications for green jobs.
- 4.16 In June 2011 CREW published a first report reviewing in detail the 'Low carbon skills requirements for the regeneration and built environment professional services sector in Wales'. This research project was funded through CREW and Construction Skills Wales (CSW), by the Department of Children, Education, Lifelong Learning and Skills (DCELLS) in support of its delivery of skills priorities as laid down in its Business Plan.
- 4.17 Housing Associations in Wales participated in this research exercise, again indicating the commitment of the sector to future-proofing Welsh housing, and to the wider socio-economic agenda.
- 4.18 2009 also saw the establishment of the Arbed Initiative set up to help fund the installation of whole house energy efficiency measures. The role of the Initiative is to lever in and manage investment into improving the energy performance of Welsh homes (but also buildings in general). The programme has many potential outcomes with respect to reducing climate change and fuel poverty as well as contributing to the regeneration effort in Wales.
- 4.19 Phase 1 comprises 28 area-based, home energy efficiency and renewable energy schemes (commissioned by WG in March 2010) and funded through SCIF. WG's £30m initial investment was matched by £31m from social housing providers, councils and energy companies. The money has been deployed to support a variety of fuel poverty reduction measures including the installation of solid wall insulation, solar panels, solar heated hot water and improved heating systems to well over 6,000 low-income homes. These were completed by Spring 2011.
- 4.20 Phase 2 received Welsh European Funding Office approval in Spring 2011 to set up a programme of area-based investment into energy efficiency and renewable measures and technologies in existing homes. This comprises funding and retro-fitting fuel efficiency measures in some 4,800 existing homes in deprived areas of Wales. £45m of funds are available for the project.

- 4.21 These are but a few of the many examples of the effort, co-operation and progress being made by agencies, stakeholders and policy makers, including HAs, and demonstrate the nature and quality of engagement by the sector in matters beyond simply the delivery of housing units.

## 5 Case studies

### 5.1 Cartrefi Cymunedol Gwynedd

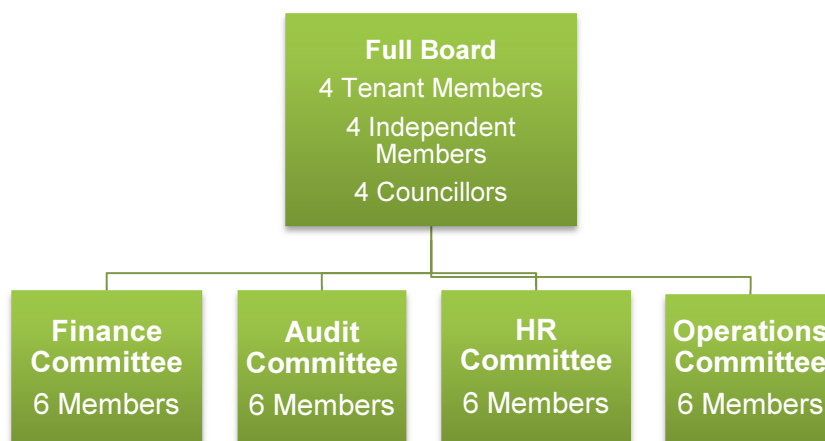
Cartrefi Cymunedol Gwynedd Cyf (CCG) was set up in April 2010 with the transfer of 6,300 homes from Gwynedd Council following a 'yes' vote from tenants in March 2009.

CCG is an Industrial and Provident Society with charitable rules and is a registered social landlord (RSL). CCG is regulated and registered with the Welsh Government and is a not-for-profit organisation. The primary purpose of the organisation is to provide affordable rented homes to those in most housing need.

The need to deliver WHQS improvements was the main driver of change in Gwynedd like many other areas in Wales, with the local authority unable to meet costs associated with improving its stock. The transfer of stock has ensured a £136 million investment in homes over a period of 5 years, and £446 million over 30 years.

CCG's Board is responsible for leading the organisation by providing strategic direction and operational governance. The Board is also responsible for ensuring that all promises made to tenants in the Offer Document are fulfilled. Board members monitor and challenge officers to ensure that CCG achieves its objectives and maximises its resources.

There are 12 voluntary members on the Board - four tenant members, four independent members and four nominated by Gwynedd Council. Alongside the Board sit four Committees – Finance, Audit, Operations and Human Resources. The Committees have the time to delve deeper into subject matters and make recommendations to the full Board.



### Vision

CCG's vision is to become the leading community-led provider of affordable homes in Gwynedd, using knowledge, skills and resources to develop and enrich local communities and protect the area's unique environment and culture.

## Values

- We are effective and reliable – it is important that we keep to our word and deliver our promises
- We are flexible and provide the services people want in ways to suit them
- CCG provides accessible and local services
- We are fair and honest with our customers
- We aim to be innovative and welcome new ways of working to increase choice
- We are committed to developing and protecting the economy and culture of Gwynedd

## Key facts

- 6,300 homes for rent
- 390 sheltered homes
- Around 250 employees based at 10 locations around Gwynedd
- 5 year WHQS investment programme worth £136 million
- Maximising local economic benefits and securing a lasting legacy is central to investment programme objectives through unique procurement policy
- 12 CCG workers supported on multiskill course through Coleg Menai, the local further education college
- 30 apprenticeships created through WHQS investment by CCG and its contractors
- Innovative procurement policy means five north Wales based businesses have secured WHQS related contracts worth almost £10 million

## CCG Initiatives

- To maximise local benefit through WHQS investment CCG has introduced a procurement model which gives Gwynedd businesses a greater chance of securing WHQS related work. The traditional model used by housing associations to deliver similar investment programmes means using one or two major contractors for the whole scheme. The strategy at CCG is to divide the work, with almost half the contracts available to SMEs and the remainder to one main contractor. Pre-qualification criteria to tender for the smaller contracts were simplified to encourage local companies to submit bids.
- To facilitate the procurement model CCG has employed officers directly to manage the supply chain and to provide support to the SMEs to manage their contract requirements. Successful companies have been awarded four year contracts rather than 12 months offering more stability.
- Lovell Partnership has been appointed as the main WHQS contractor. As part of their agreement they are obliged to employ and offer training opportunities locally. They have already taken on around 30 people in the area and awarded several contracts

to Gwynedd businesses.

- CCG is a tenant focussed organisation – five tenant forums have been set up to ensure the tenant's voice is heard at the heart of the organisation and is key when decisions are made. Tenants have been involved in appointing contractors on the WHQS programme and evaluating their work.
- A Customer Panel has also been set up which allows CCG tenants to participate and get involved if attending meetings is not for them. Questionnaires are sent to their homes and their views gathered through telephone surveys.
- The Neighbourhood team has been strengthened following transfer with two new Community Wardens employed. The wardens hold monthly surgeries for tenants on estates and are responsible for monitoring anti-social behaviour.
- A Junior Warden scheme during the 2011 summer holidays meant fifteen year six pupils from different schools across the county were given the opportunity to attend awareness sessions as well as help out with estate clean-ups and gardening. The six week scheme culminated in an awards ceremony to mark the youngsters' achievements.
- To mark a year since transfer CCG held two family fun days – one in Bangor and one in Dolgellau. Hundreds of tenants attended the events and were able to meet staff and prospective WHQS suppliers as well as enjoy a host of different activities and take part in competitions.
- With input from tenants CCG has produced a DVD explaining how they can prepare themselves and their homes for WHQS work. The film provides practical advice as well as information on who to contact at CCG before during and after the work.
- CCG has an annual Community Benefit Fund worth £250,000 available for local initiatives. The initiatives do not have to originate from tenants and can benefit whole communities.
- CCG has a policy of employing bilingual staff giving local people the opportunity to work through the medium of Welsh, this also means that customers receive a service in the language of their choice.
- A protocol has been implemented to facilitate communication with Gwynedd Council members. Councillors have one point of contact at CCG which simplifies the process and provides a better and more efficient service as well as quicker response times to their queries.



- CCG has facilitated mobile and flexible working for staff through the Sun Secure Global Desktop which is a web based solution that provides access to workplace desktop from any PC with internet access.
- A flexible mobile repair service has also been developed through Opti-time and Consilium Total Mobile systems which means CCG can offer appointments to tenants.
- CCG has provided training for prospective tenant Board members after nomination and pre-ballot. The training was designed to give potential board members an insight into the role and responsibilities of being a tenant Board member.

## 5.2 Tai Calon Community Housing

Tai Calon Community Housing was established in July 2010 following the transfer of just over 6200 homes from Blaenau Gwent County Borough Council. Of the tenants that voted 72.9% voted in favour of transfer. Tai Calon has adopted a Community Mutual structure whereby all tenants and leaseholders can be members and so are the 'owners' of the organisation. Tai Calon is based in state of the art offices on the outskirts of Blaina in Blaenau Gwent. The Board is made up of 15 volunteers, comprising a third tenant members, a third Council members and a third independent members.

The Board has established the Mission for the organisation which is:

- To deliver our promises, improving homes and lives.

And a medium term vision of creating:

- Excellent homes and services to make our communities proud.

The Board has developed the organisation's first Corporate plan which focuses on both core service delivery and investing in the communities in which Tai Calon works. The plan is underpinned by the agreed organisational values:

- Tenant focussed
- Listening and learning
- Respect
- Excellent
- Open

Tai Calon currently employs over 260 staff including its own Property Services team which carries out the responsive repairs service.

The 'Promises' to tenants developed through the pre transfer consultation process have been the operational driver for the first year. Tenants were very clear that improving homes and the services they receive were their priorities for the business. Tenants also recognised the community investment and regeneration opportunities that came from investing £111m in tenants' homes and gave a clear mandate to officers to pursue these objectives within the first year.

Tenants have been placed at the heart of the organisation's policy and strategy development processes. A diverse yet robust involvement and engagement structure has ensured that tenants are involved at all levels of Tai Calon e.g. tenants were involved developing the specification for the Welsh Housing Quality Standard work, reviewing Invitations to Tender during the OJEU process and appointing contractors. As part of the governance arrangements tenant and leaseholder members have formed a body that act as a scrutiny vehicle holding both the Board and the senior management team to account.

Tenants also directly monitor the outcomes of policies - for example, they undertake all of the satisfaction survey work for the responsive repairs service.

### Key Facts

- Tai Calon manages 6200 homes in Blaenau Gwent. Most of the homes are two and three bedroom houses but there are also some four bed roomed properties, flats and maisonettes and eleven sheltered housing schemes. A third of the housing stock is of non traditional construction
- Tai Calon is investing £111m in tenants' homes in its first five years. It has completed its year one WHQS internal improvement programme utilising the Genus consortium procurement framework, and has recently commenced it's year two work following the appointment of nine contractors selected through its own OJEU framework process.
- Tai Calon invested in supporting small and medium enterprises prior to the release of the OJEU notice through training and information events, for example outlining the process of preparing pre qualification questionnaires. 9 lots of varying sizes were also used to allow smaller contractors to bid based on their capacity. 7 of the contractors that won lots with Tai Calon are classed as small or medium enterprises and seven are based in South Wales.
- Employment rates within Blaenau Gwent are low in comparison to other parts of Wales. Tai Calon is developing opportunities to create jobs and training places. In its first year 5 apprentices were recruited to the Property Services Team, contractors carrying out the WHQS works have agreed to employ twelve apprentices; 4 trainees have been placed with Tai Calon through Jobmatch and all have secured full time employment; 2 Go Wales Graduates have worked with the organisation with one securing employment in Tai Calon's Communications team.

### Examples of Tai Calon's Initiatives

- Since July 2010 38 new jobs in the organisation have been created
- 236 kitchen and 158 bathroom refurbishments and 396 heating systems were completed in the 8 months of the first financial year
- An internal Tenant Liaison Officer function was introduced to support tenants through the internal improvement process
- Tai Calon forged links with key partners for the benefit of its tenants e.g. local credit union, the local authority, the Health Board, Communities First and the Police

- The organisation is focusing on the social and business benefits of procurement and appointed a dedicated manager to lead this
- Value for money is a key objective and resources have been invested in developing a response to this.
- A Quality and Design Forum was established to develop and review policies for the repairs and assets functions of the organisation. It has also been the vehicle to appoint contractors, review performance and develop service standard surveys.
- A Membership Scrutiny Committee made up of tenants and leaseholders is in place that holds the Board to account and is working with the Executive Team in the self assessment process
- An Equalities Panel has been established made up of a diverse range of tenants to ensure Tai Calon meets its legislative and moral obligations around equality and diversity
- An Environmental Improvement Fund has been set up for communities to bring forward neighbourhood and community based projects
- A Time banking scheme has been established to incentivise tenant and leaseholder engagement and active citizenship within neighbourhoods
- A focus on reducing void properties has resulted in void numbers reducing from over 321 in July 2010 to 202 in October 2011
- All staff have undergone customer excellence training in Tai Calon's first year
- A leadership development course has been established for the organisation's leaders
- An Economic and Financial Inclusion Strategy and working group have been developed to support tenants in these hard economic times
- Tai Calon's involved tenants have been recognised through an award from TPAS Cymru
- The Chief Executive sits on the Local Service Board for Blaenau Gwent
- Tai Calon supports social enterprise, housing the Young Wales project within its building

- Tai Calon is working in partnership to deliver low level employment and training projects on its estates e.g. Construction taster days with young people
- It is using social media to communicate key messages i.e. Facebook and Twitter

### 5.3 Tai Ceredigion

Tai Ceredigion was launched on 30 November 2009, after a successful ballot of tenants. Tai Ceredigion is a not-for-profit registered social landlord which is registered with the Welsh Government and under the Industrial and Provident Societies Act 1965. In common with other housing associations, Tai Ceredigion invests any surpluses back into the business.

Tai Ceredigion has 15 Board Members - 5 Council nominees, 5 tenants and 5 independent representatives. The Association is based in Lampeter and currently employs 127 members of staff. It has an Executive Team comprising the Chief Executive, Deputy Chief Executive, Director of Housing and Support and Director of Property Services. The Senior Management Team includes managers from all departments of the Association.

Tai Ceredigion's values recognise the importance of its role within the local community and include having the Welsh Language at the heart of our business, being a good employer with opportunities for career development, focussing on meeting the housing and employment needs of local people, striving to improve the local economy and paying attention to the wider regeneration and community development needs of the county.

Tenant involvement is at the heart of everything that is done at Tai Ceredigion. As well as tenant Board Members, a Tenants Monitoring Group meets monthly with the Executive Team to monitor all aspects of the Association's performance. Tenant Inspectors have been trained to ensure that the standard of works carried out to homes is in line with that agreed. A Tenant's Liaison Panel involves itself in producing key documents such as the newly launched Tenants Handbook and reviewing key policies such as the Anti-Social Behaviour Policy.

The main promise within the Offer Document produced in the run up to Transfer was to bring all properties up to the Welsh Housing Quality Standard. Tai Ceredigion has taken an innovative approach to procuring the works developing the principles contained within the Welsh Government's Can Do Toolkit. During the last year local businesses and contractors have been going through the long tendering and interviewing process to be selected to undertake the improvements programme to bring every Tai Ceredigion home up to Welsh Quality Housing Standard by December 2014. Tai Ceredigion had promised to build on the previous work done by the County Council with local contractors and has done this by making them aware of the building contracts going out to tender and helping them to find independent advice and support with bidding for those contracts.

#### Key facts:

- Tai Ceredigion manages 2,227 properties through Ceredigion. These include 1,876 general needs properties and 351 sheltered properties.
- We have 138 leaseholders who purchased their properties under the Right to Buy.
- Tai Ceredigion plans to spend £35m on WHQS works by December 2014.
- 127 staff
- A DLO of 44 craftsmen

**Other Tai Ceredigion initiatives include:**

- Piloting green energy solutions for affordable warmth for tenants in rural areas with E.ON
- Developing community projects for play areas and community gardens (for example, securing £28,000 for the Plannu Llanafan project, funded by the Tidy Towns initiative)
- Installing computers with internet access and Nintendo Wii and Wii fit into all sheltered schemes to allow the tenants to keep active and to socialise with each other and visitors to the schemes.
- Tai Ceredigion has secured £675,000 of Arbed funding to provide green energy improvement to homes in areas of Ceredigion which were in desperate need of affordable warmth.
- Tai Ceredigion has secured £125,000 of European funding to for a brand new estate caretaking and handyperson service called 'Gwasanaethau Medra Services'; which will deliver tidier estates and more help for our elderly and disabled tenants and leaseholders.
- Our Community Inclusion Advisor has identified £52,101.95 additional income for tenants through benefits which have not been claimed etc.
- Focusing on local job creation and offering apprenticeships. 10 apprentices to date (2 have recently completed their training and have gained contracts of employment with the Association, with a third to finish in the coming weeks) and 2 Go Wales graduate placements.
- Helping communities by fund raising for local charities by raising sponsorship through taking part in local events.
- To tie in with Tidy Wales week (19<sup>th</sup> – 25<sup>th</sup> September 2011) Tai Ceredigion organised 'skip days' for its tenants on various estates throughout the county. The events were hugely successful with up to 2 skips filled at a number of estates. The aim of the scheme was to improve the local environment at the housing estates by allowing residents, who were unable to access large waste collections to dispose of large household waste appropriately.
- Primary school pupils and sheltered housing tenants have got together in Aberystwyth to form, what is believed to be, Wales' first Intergenerational Club. The Club was officially launched on Wednesday 13 July at Plas Crug Primary School. A partnership between Tai Ceredigion, Plas Crug Primary School and the Strategy for Older People, Ceredigion County Council, has seen the bringing together of Primary school pupils and sheltered housing tenants to establish an Intergenerational Club. Over the course of the first two meetings, the pupils and older people have identified a range of activities that they would like to do together as well as establishing ground rules for the Club. Activities proposed for future Club meetings include cooking (and eating), music and singing, art, computers, clothes, book and film clubs, photography, crafts, walking and games.

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## Appendix 1 – Spending Survey

### Housing Association/Consortium Spending Survey



For further information on this survey or if you have any questions regarding it please contact:  
Neil Roche 029 20 876648 or Jane Bryan on 029 20 876042.

Name of Housing Association/Consortium:

Contact Name:  Tel No:

Position:  Email:

#### SECTION 1: EMPLOYMENT

1a. Can you tell us the total number of people directly employed by your Housing Association/Consortium.

Please count all employees for whom National Insurance contributions are paid, plus any working directors, partners and owners.

Number of Staff:	Full Time:	Part Time:	Total:
<b>Actual 2010/11</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Estimate 2011/12</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1b. In addition, could you estimate the number of hours a part time member of staff would work per week on average. We realise this may vary by staff member & workload, but nevertheless your best estimate will be useful.

hrs.

1c. Please can you estimate the number of volunteers active in your HA/Consortium (incl. board members)

2010/11  Number of Volunteers

#### SECTION 2: EMPLOYMENT COSTS

2. What are the total gross payroll costs for the following years (corresponding to employees. in Q1a)?

(include NI, overtime and other staff costs, such as directors' or partners' remuneration)

£

<b>Actual 2010/11</b>	<input type="text"/>
<b>Estimate 2011/12</b>	<input type="text"/>

#### SECTION 3: INCOME

3. What was the total income of your Housing Association/Consortium, net of VAT, for 2010/11 ?

	Income (£)
<b>TOTAL INCOME</b>	<input type="text"/>
<b>which came from:</b>	
Social Housing Grant	<input type="text"/>
Other Grants (.....)	<input type="text"/>
Rents (incl. commercial & residential)	<input type="text"/>
Sales (Property and Services)	<input type="text"/>
Borrowings	<input type="text"/>
Other (.....)	<input type="text"/>

[PLEASE COMPLETE "Page 2" which is on a separate sheet]

**SECTION 4: EXPENDITURE**

4. Please provide your best ESTIMATE of the value and destination of your association/consortium expenditure for the period 2010/11 under each of the following headings.

For example if £1,000 of your spending was on Finance and Business Services and 80% was sourced in Wales then £1,000 would go in the first column [A], and 80% in the second column for that category [B].

Destination of expenditure is defined as the location where goods are purchased from, not where the goods originated or were manufactured.

PLEASE EXCLUDE VAT & DIRECT STAFF COSTS. IF YOU ARE UNABLE TO EXCLUDE VAT PLEASE TICK HERE (dropdown)

OPERATIONAL EXPENDITURE 2010/11	[A] Expenditure (£)	[B] %	[C] %
		spent in Wales	spent in rest of UK
Energy/water for HA offices/HQ etc			
Rents & Rates			
Hotels/Distribution (HA expense items)			
Training Services			
Finance and business services			
Transport/post/telecoms etc			
Consumables paper/office stationery etc			
Construction			
Land Acquisition			
Maintenance & Repair (existing & acquired dwellings)			
Other (please specify):			
Other (please specify):			
<b>TOTAL</b>			

Please feel free to add further categories if applicable.

Please leave categories blank where no expenditure was incurred.

**SECTION 5: REGENERATION RELATED EXPENDITURE**

- 5a. Please can you provide a rough ESTIMATE of the following percentages percentage of CONSTRUCTION spend which was spent on:

percentage of CONSTRUCTION spend which was spent on:	
Greenfield Development	
Brownfield Development	

- 5b. Please could you provide links\* to any information on regeneration work that your HA is involved with Examples might include: 106 agreements; work with local SMEs (including social enterprises); and community regeneration projects (e.g. urban renewal projects, removal of an eyesore, building renovations).

\*please add internet links/ names or reports or other relevant information to text box above

**SECTION 6: GREEN AGENDA**

6. Finally, please could you indicate any spend directly related to supplying carbon neutral housing and/or helping achieve the green agenda.

Examples might include: spend on renewable energy programmes (Photovoltaic cells etc.), tenant education about sustainability, community owned energy initiatives.

IF POSSIBLE, PLEASE INCLUDE THE PROPORTION OF PURCHASES SOURCED WITHIN WALES

Table A1	Additional Homes provided 2010/2011 by Tenure (Source: CHC)												Total
	Integrate		Gorwel		DEVCO		Syniad		GENuS		Undod		
LA Area	Rented	LCHO	Rented	LCHO	Rented	LCHO	Rented	LCHO	Rented	LCHO	Rented	LCHO	
Isle of Anglesey							12	9			46	2	69
Gwynedd											57		57
Conwy											59	27	86
Denbighshire							96	13			32	16	157
Flintshire							81				7	12	100
Wrexham							35				24	14	73
Powys							7		1		18		26
Ceredigion			16								9		25
Pembrokeshire			94	17									111
Carmarthenshire			54	18									72
Swansea	40	28	35										103
Neath Port Talbot	76	23	2										101
Bridgend	57				43	1	18						119
Vale of Glamorgan	104	11			1		16						132
Cardiff	151	12			26	1	9						199
Rhondda Cynon Taf	22				38	11							71
Merthyr Tydfil					62		2						64
Caerphilly	123								4				127
Blaenau Gwent	21						41		7	1			70
Torfaen									55	32			87
Monmouthshire									49	32			81
Newport									93	10			103
<b>Totals RSLs</b>	<b>594</b>	<b>74</b>	<b>201</b>	<b>35</b>	<b>170</b>	<b>13</b>	<b>317</b>	<b>22</b>	<b>209</b>	<b>75</b>	<b>252</b>	<b>71</b>	<b>2033</b>
<b>Total</b>	<b>668</b>		<b>236</b>		<b>183</b>		<b>339</b>		<b>284</b>		<b>323</b>		<b>2033</b>

<b>Total rented</b>	594		201		170		317		209		252		<b>1743</b>
<b>Total LCHO</b>		74		35		13		22		75		71	<b>290</b>

Table A2	Additional Homes provided 2010/2011 with and without grant (Source: CHC)															
	Integrate		Gorwel		DEVCO		Syniad		GENuS		Undod		Total			
LA Area	SHG	NON-SHG	SHG	NON-SHG	SHG	NON-SHG	SHG	NON-SHG	SHG	NON-SHG	SHG	NON-SHG		SHG	NON-SHG	
Isle of Anglesey							21						46	2	69	
Gwynedd													57		57	
Conwy													56	30	86	
Denbighshire							109						37	11	157	
Flintshire							81						18	1	100	
Wrexham							35						36	2	73	
Powys							7			1			18		26	
Ceredigion			16										9		25	
Pembrokeshire			111												111	
Carmarthenshire			71	1											72	
Swansea	68		29	6											103	
Neath Port Talbot	99		2												101	
Bridgend		57			43	1	18								119	
Vale of Glam	115				1		16								132	
Cardiff	92	71			26	1	9								199	
Rhondda Cynon Taf	22				38	11									71	
Merthyr Tydfil					62		2								64	
Caerphilly	123									4					127	
Blaenau Gwent	19	2					41			8					70	
Torfaen										82	5				87	
Monmouthshire										81					81	
Newport										91	12				103	
<b>Totals RSLs</b>	<b>538</b>	<b>130</b>	<b>229</b>	<b>7</b>	<b>170</b>	<b>13</b>	<b>339</b>	<b>0</b>	<b>267</b>	<b>17</b>	<b>277</b>	<b>46</b>	<b>2033</b>			
<b>Total</b>	<b>668</b>		<b>236</b>		<b>183</b>		<b>339</b>		<b>284</b>		<b>323</b>		<b>2033</b>			

Table A3		Additional Homes provided in the financial year 2010/2011 (Source: CHC)																	
LA Area	Integrate			Gorwel			DEVCO			Syniad			GENUS			Undod			Total
	Built	Renovated	Acquired	Built	Renovated	Acquired	Built	Renovated	Acquired	Built	Renovated	Acquired	Built	Renovated	Acquired	Built	Renovated	Acquired	
Isle of Anglesey										21						44		4	69
Gwynedd																54		3	57
Conwy																28	30	28	86
Denbigh										109		3				9	5	34	157
Flintshire										78						3	4	12	100
Wrexham										35		1				19	1	18	73
Powys											6		1			18			26
Ceredigion				16												9			25
Pembrokeshire				92		19													111
Carmarthenshire				45	5	22													72
Swansea	40		28	20		15													103
Neath Port Talbot	58	4	37			2													101
Bridgend	57						43		1	16	1	1							119
Vale of Glamorgan	74	8	33						1	16									132
Cardiff	92	6	64				26		1			9							199
Rhondda Cynon Taf	22						40		9										71
Merthyr Tydfil							62					2							64
Caerphilly	115		8															4	127
Blaenau Gwent	21									41				6				2	70
Torfaen														61	4	22			87
Monmouthshire														67		14			81
Newport														95		8			103
<b>Totals RSLs</b>	<b>479</b>	<b>18</b>	<b>171</b>	<b>173</b>	<b>5</b>	<b>58</b>	<b>171</b>		<b>12</b>	<b>316</b>	<b>7</b>	<b>16</b>	<b>230</b>	<b>4</b>	<b>50</b>	<b>184</b>	<b>40</b>	<b>99</b>	<b>2033</b>
<b>Total</b>	<b>668</b>			<b>236</b>			<b>183</b>			<b>339</b>			<b>284</b>			<b>323</b>			<b>2033</b>
Total built	479			173			171			316			230			184			1553
Total renovated		18			5						7				4			40	74
Total acquired			171			58			12				16			50		99	406

**CELG(4)-10-11 : Paper 4**

**Submission from South Wales Police to  
Communities, Equality and Local Government Committee**

**Following report from GMB Union to CELG(4)-04-11 : Paper 6  
Inquiry into Community Safety in Wales**

This report provides a response to the five points detailed on Page 61 of the above GMB submission to the committee. The material contained has been circulated widely to Officers and Staff as part of our internal consultation with employees. This information has been previously disclosed and discussed with Unions and Staff Associations. GMB have been party to these discussions and as such this information has already been made available to them.

## **Context**

The Force faces a £47m gap in funding over the next four years, with 80 per cent of these grant reductions required within the first two years between 2011 and 2013. This report provides a summary of the relevant considerations regarding the change programme currently being undertaken by South Wales Police in response to budgetary reductions.

The reduction in funding to the Police Service and specifically South Wales Police is of a magnitude unprecedented in living memory. The impact these reductions could have on both the community and South Wales Police personnel are significant as such many options were considered before embarking on the change programme, however the available choices were limited and to do nothing was not an option.

On appointment as Chief Constable of South Wales Police in January 2010, Chief Constable Peter Vaughan set up the Reform programme to fundamentally review the way in which the force delivered its service and to ensure its structure was fit for the challenge of delivering our Mission of 'Keeping South Wales Safe' and the vision of 'Being the best at understanding and responding to our communities needs'.

Following the publication of the Comprehensive Spending Review in 2010 the programme also became the lead on delivering the Value for Money plan to meet the anticipated budget shortfalls.

Fundamental to this programme is a comprehensive and detailed 'Lean' based review of processes across the organisation over the four years of the Comprehensive Spending Review. With the balance of reductions being of the order of 80% in the first two years, it was clear that the organisation was required to focus on those opportunities where the maximum savings could be achieved, while providing a more efficient and effective service for our communities.

The plan put in place clearly delivers this requirement but also includes the Chief Constable's personal commitment that wherever possible frontline service should be protected and if possible enhanced. This does not mean that frontline posts will remain unaffected, whether they are officers or police staff but more importantly focuses on reducing bureaucracy, streamlining our processes and focusing resources on delivering a better, more efficient service.

In an organisation which spends approximately 80% of its budget on people it is clear that to meet funding reductions there would be a need to reduce payroll expenditure and this reduction has been spread across both Officers and police staff. In making these reductions Chief Officers and managers have been conscious of the fact that we have employees who have given many years loyal and committed service to the force and remain steadfast in ensuring everything practicable is done to ensure they leave with dignity. This has included focusing on vacancy management to minimise the number placed 'at risk' and when appropriate offering early voluntary retirement and voluntary redundancy. In the vast majority of cases staff have been redeployed from redundant posts into other roles, providing them with both the training and support they need. In addition support has been provided to those staff leaving to facilitate moving forward when they leave the service.

In respect of police officers we have concentrated on reducing the number of officers in non operational posts; protecting the frontline. This work is being lead by senior operational police officers and is focused on ensuring we maintain visibility and



quality of service at a local level and where appropriate merging specialist resources to capitalise on the benefits of new technology and economies of scale. This includes significant opportunities arising from developing new collaborative ventures with colleagues in Gwent and Dyfed-Powys to deliver cost effective specialist services on a regional basis.

## **The Development of the Public Service Centre**

### **Call and Incident Management Staff Reductions**

Project Reform Public Service Centre was introduced to streamline and improve the service we provide to the communities of South Wales and develop a “One Stop Shop” ethos. This vision was determined by a Project team and staff from the respective business area. The processes and systems that have resulted from this redesign have identified that a reduction in staff to provide the service is appropriate and has been developed using agreed and tested principles.

The reduction in staff and the implementation of this project are robustly governed in that the Project team report to Chief Officers weekly and a full project review will be presented to the South Wales Police Authority in December 2011 for scrutiny. This intrusive level of governance ensures that the project reaches key milestones before proceeding to the next phase and South Wales Police continue to deliver a professional service to its communities. Any resource reduction against current and future process need to be seen in a far broader context than purely historical comparisons as the Public Service Centre is operating in partnership with a new local policing model and therefore process management and demand have significantly been altered, again facilitating the reduction in staff levels.

### **Switchboard and Auto Attendant**

South Wales Police have consulted with a wide range of stakeholders prior to agreeing to deliver an automated switchboard and the overall view of those consulted was that this was an appropriate and necessary organisational development and one which was somewhat overdue in streamlining our service

delivery. Certain aspects of the automation were seen as vital to customer service including the Welsh Language option and a default position for callers to automatically speak with a call handler if they became confused or did not identify the correct option. The auto attendant pilot phase was launched in September with all exchange lines and 101 filtering through the system, whilst being supported with a full switchboard to allow for any modifications.

Technical delivery of the auto attendant did require some modifications initially in call routing, but this was a momentary activity in the overall call handling profile and did not affect our emergency call handling provision. The switchboard strength has now reduced to 12 and the auto attendant supports the majority of telephony for the force. As with all technical interventions early adjustments were required but the auto attendant is operating to the predicted levels and call routing is functioning very effectively. The impact during the technical modifications has been minimal and our communities have not voiced any concern. There have been no complaints recorded as a consequence of this change process. To ensure we are listening to our communities and customers we are consulting daily with victims and callers to further develop and enhance the service we provide.

A performance outcome of the auto attendant implementation is that our overall call abandonment rate (the proportion of waiting callers hanging up before speaking with an operator) has reduced, demonstrating the benefits of the automated system and Public Service Centre process.

### **Project Consultation**

A range of consultation forums were organised both internal and external using a variety of methods, this included market research surveys at key locations across the force area, effective use of social media and a number of community focus events drawing diverse members of our communities together to observe their views and opinions.

South Wales Police visited or received visits from approximately 10 of the 43 forces including the Police Service of Northern Ireland. A number of the forces were within

our Most Similar Force (MSF) grouping. What was evident is that the Call and Incident Management model within each force was different to our own and therefore the approach to this aspect of business varied. The forces consulted experienced different challenges and opportunities in the reform of their call handling and public service processes within their organisations. The South Wales Police Public Service Centre model and implementation has considered these points and built the findings into the redesign and ongoing development. The external MSF consultation is ongoing and forms part of the continuous improvement ethos that South Wales Police support allowing the structure and process of the Public Service Centre to continually evolve.

### **Public Service Centre Multi Skilled Call Handlers**

The vision and design aim of the Public Service Centre is to deliver a “One Stop Shop” facility for the communities of South Wales and this will be supported by utilising staff that have a range of call handling skills from dealing with emergencies to providing information and also less urgent enquiries. It is incumbent on any public organisation to ensure that when we provide a service we deliver it at the first point of contact as often as possible. This is the premise of the Public Service Centre which moves away from the current, less efficient position; where the initial call taker may not be the person who deals with the enquiry. The delivery of such a service could never be a simple transition due to the significant training requirement and the maintenance of daily service delivery to a high standard. To date all staff have received the required IT training, and additional development in the form of tutorship and supported on-the-job learning to broaden skills is ongoing.

The most recent force performance data for October 2011 indicated that the call handling target for 999 calls was maintained at 98% and non-emergency call handling at 92%; demonstrating closely matched performance with that evidenced prior to the auto attendant and recent reforms being implemented.

### **Station Enquiry Clerks**

The Project objective and vision has been to “place the citizen at the centre of everything we do and develop a department that is solely public focused”. Presently, Station Enquiry Clerks carry out a range of administrative tasks that duplicate some functions carried out centrally and take them away from the principal aim of dealing with public callers. The role provided by these dedicated staff is vital to our communities but over time has become blurred. The Project has been designed to deliver against the objective by employing a systematic approach and focus on process improvement.

A period of analysis was introduced to this vital business area examining foot fall, call levels and the role of staff at enquiry counters. The analysis stage has only recently concluded and the findings are of interest but have only started to determine what the future for enquiry desk functions will be. The Station Enquiry Clerk Reform programme has now entered the redesign phase and at the conclusion of this and following BCU and Staff Consultation the design will be presented to the Police Authority for consideration.

As GMB indicate on page 62 of their submission the project has not ruled out the closure or reduction in hours of the front desk at certain stations. Any change in station processes will be based on evidence and the demand from communities for service. It cannot be the best use of resources to staff station counters on a 24/7 basis when they receive 4 or 5 visits per week and a handful of phone calls as the demand would simply not justify the response.

### **Impact on the communities of South Wales**

The provision of an emergency and non emergency call handling service to the public is of paramount importance and this is recognised by South Wales Police together with the risks attached to any change. With a view to this the force has invested in a dedicated Project team who have applied a range of design and systems methodologies to deliver the redesign of the Public Service Centre.

The confidence and reassurance required with such a large scale project is evidenced in the return to call handling normality and a performance level that

replicates call handling prior to the introduction of the auto attendant. South Wales Police are conscious that the programme to deliver the Public Service Centre is a unique undertaking for the force but it is designed to deliver a first class service with highly trained and professional staff and the application of the latest technology to the benefit of the communities of South Wales.

Y Pwyllgor Deisebau  
Petitions Committee

Ann Jones AM, Chair  
Communities, Equality and Local  
Government Committee,  
National Assembly for Wales,  
Cardiff Bay  
CF99 1NA

Bae Caerdydd / Cardiff Bay  
Caerdydd / Cardiff CF99 1NA

Our ref: P-03-317

09 November 2011

*Deaf Ann*

**P-04-317 Hijinx Funding for the Arts**

The Petitions Committee considered the following petition during its meeting of 1 November.

*'Following the disproportionate cut in the revenue funding of Hijinx Theatre we call upon the National Assembly of Wales to urge the Welsh Government to ensure sufficient funding is available so that the exemplary and ground breaking work undertaken by Hijinx is not threatened. This unique welsh company has spent 30 years developing opportunities for people with learning difficulties to be included at all levels and this cut will result in a serious reduction in their current provision.'*

The Committee is aware that the Communities and Culture Committee undertook an inquiry into the Accessibility of Arts and Cultural Activities in Wales in the third Assembly, and feels that this work is highly relevant to the Hijinx petition.

The Committee agreed to write to you to ask whether the Communities, Equality and Local Government Committee could do a short piece of work to review the implementation of the recommendations made as a result of the inquiry into the accessibility of arts activities. We appreciate that the Committee has a full programme of work and that there is unlikely to be an opportunity for the whole Committee to look at this area. We therefore agreed to ask whether a task and finish group could be set up to carry out this task

I would be grateful if you could let me know if this is something your Committee may take up.

Yours sincerely,

*William*

**William Powell, AM**

**Chair, Petitions Committee**

Encs: Additional information on petition

- Hijinx Theatre is a professional theatre company founded in 1981 touring high quality productions to small venues throughout Wales and beyond. A large part of our remit is working with learning disabled and general community groups.
- Hijinx endeavour to cast learning disabled actors alongside professionally trained actors whenever possible, creating an inclusive cast and, as there is currently no professional drama training for talented adults with learning disabilities in Wales, this is something we are addressing as a matter of urgency with plans in development to provide such training.
- Hijinx set up the **Odyssey Theatre** project in 1999 – funded by the National Lottery up until 31<sup>st</sup> March 2011 [not part of the revenue grant]. Odyssey is a participatory community group for adults of all abilities who also collaborate with several local organizations Meadowbank Special School (a school for children with severe communication problems) and music students from Royal Welsh College of Music and Drama
- **Odyssey was runner up in the National Lottery Awards, Best Arts Project category in 2009.**
- **Hijinx Outreach** offers workshops and projects to people within the learning disabled community
- **Hijinx Outreach** produces **Unity Festival** - a week-long mixed ability festival of performances, workshops and other activities from companies across the world in collaboration with the WMC and Mencap Cymru - (historically funded through additional fundraising and with revenue grant support for core staff wages and general office costs.)
- Hijinx's revenue grant in 2010/11 is £234,448 + £29,990 lottery funding for Odyssey Theatre project - a figure which represents standstill funding for the last 5 years.
- From 1<sup>st</sup> April 2011 the grant will be £160,000 to **include** Odyssey. This represents a cut of £74,448 + £29,990 = £104,438
- All ACW Quality Monitoring forms over the past three years have rated the company's work "good" or "excellent"
- ACW's decision flies in the face of the Welsh Assembly Government's priorities and is contrary to the aspirations of it's own Investment Review.
- With the new grant Hijinx will not be able develop work with people with learning disabilities and it represents a radical reduction in the activity currently offered.
- There **will** be staff redundancies and a re-structuring of the company – and a marginalized community will suffer.
- Hijinx are unique and innovative - the only company in Wales who offer professional opportunities to adults with learning disabilities, both as performers and workshop assistants. Hijinx are committed to inclusive working and believe that everyone has something to offer regardless of ability.





**Multiple Sclerosis Society  
Cymru**

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**Ann Jones AM  
Communities, Equality and  
Local Government Committee  
National Assembly for Wales  
Cardiff Bay  
CARDIFF  
CF99 1NA**

15 November 2011

Dear Mrs Jones AM,

### **Accessibility of Railway Stations in Wales**

I am writing as a representative of an organisation that worked closely with the Equality of Opportunity Committee on your inquiry into access to railway stations in Wales in 2010.

Approximately a third of people who are affected by Multiple Sclerosis will need a wheelchair. Many more will rely on crutches, frames or other pieces of equipment to assist their mobility, all of whom will need ramps and lifts to access platforms and trains.

MS Society Cymru was therefore an active stakeholder during the inquiry providing written and oral evidence.

The Equality of Opportunity Committee's March 2011 Legacy Report stated:

*'We would recommend to our successor Committee that they undertake a follow up session with the Minister for Transport and other stakeholders to assess how our recommendations were implemented by the Welsh Government and the impact this has had to improve accessibility.'*

We are not aware of any significant improvements to access across Wales since your inquiry or the existence of any strategic plan to roll out station improvements across Wales. Clearly some stations have received investment, but the majority remain inaccessible.

I was therefore wondering if the **Communities, Equality and Local Government Committee** had any plans to revisit this issue.

Prif Weithredydd/Chief Executive **Simon Gillespie**  
Cadeirydd/Chairman **Tony Kennan CBE**  
Noddwr/Patron Professor, The Baroness Finlay of Llandaff  
Sylfaenydd/Founder **Sir Richard Cave KCVO CB DL**



Access to transport is a key concern for people living with MS, so I look forward to reading your response.

Yours sincerely,



**Joseph Carter**  
POLICY, PRESS AND CAMPAIGNS MANAGER  
RHEOLWR POLISI, YR WASG AC YMGYRCHOEDD  
**MS Society Cymru**

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