

Our Review of the Year

2021 - 22

Housing

672 individuals were housed in our supported accommodation. Our average occupancy rate was **99%**.

560 individuals successfully moved into their own accommodation or on to other support providers.

78 individuals were housed through our Private Rented Scheme.

Tenant & service user safety remains our top priority. We maintained **100%** on compliance across all our sites.

Our on-site Maintenance Team worked quickly to fix any faults, completing **1813** jobs across the year.

George Williams House officially opened providing **18** self-contained, **zero** carbon apartments for our service users.



Support & Advice

During the year, our staff provided:

4200+ hours of housing advice

3400+ hours of support on topics including:

- » Advocacy
- » Health & well being initiatives
- » General advice
- » Training & employment
- » Mental health & medical services
- » Budgeting & financial planning



Employment, Education & Training

During the year, service users engaged with:

- » **123** life skill sessions
- » **400** budgeting sessions
- » **276** work skills sessions
- » **286** mental health sessions



Working as part of YMCA Cardiff Group, we continue to offer activities & a social space for local communities to meet at YMCA Plas Community Centre.

The Boards of the Housing Association and YMCA Cardiff have committed to merging the two organisations into one entity. Due diligence has been undertaken and this process is currently being worked through. Any future merger will strengthen YMCA Cardiff Group to offer the best possible services to the local community.

Our focus remains on delivering low needs housing provision in partnership with Cardiff Council.

We are also proud to report that during 2021-22, our commitment to our team culture was recognised with an **IIP Platinum accreditation**. **Only the top 2% of organisations across the UK receive this accreditation!**

INVESTORS IN PEOPLE™
We invest in people Platinum

YMCA

Here for young people
Here for communities
Here for you