

# Our Review of the Year

## 2019-20

**669** people were housed in our hostel provision throughout the year providing support and a safe place to live for the most vulnerable in our society.

**215** people accessed our emergency bed spaces throughout the year. Our average occupancy rate was 99%.

**37** people were housed through our managed private rented scheme, with 86% of residents still maintaining their tenancies at the end of March 2019.

For more information on YMCA Cardiff Housing Association please contact [enquiries@ymcacardiff.wales](mailto:enquiries@ymcacardiff.wales)



For the second time our association was regulated by the Welsh Government Housing Regulation Team. Working in partnership with the Regulatory team we scored an **'Increased'** score for both governance and finance. We have made significant changes to our governance and organisation over the last year and will be working towards a Standard scoring for 2020/21.



We currently hold the **Investors in People Gold standard** which is a significant achievement. We also retain **Trusted Charity status** (previously PQASSO).

### A Quality Employer...



### When it comes to our team we promote...

- ▶ Open and transparent organisational culture where staff are encouraged to engage
- ▶ Staff health and well being focus that includes weekly walks and other opportunities
- ▶ Job swaps for all employees
- ▶ A quality pension scheme for all staff
- ▶ Two away days a year where the focus is on team building and fun
- ▶ Focus on professional development and ongoing training



### A Quality Landlord

We work in partnership with other agencies, local neighbourhood groups, the local authority and South Wales Police to provide safe environments for our residents and are pro active in seeking solutions to any issues that may arise. Maintaining tenancies is a key priority. Our Tenants and residents survey recorded an **84%** satisfaction rate with our overall services.

Tenant and resident safety remains our top priority. Throughout the year we maintained **100%** on Gas compliance across our sites.

Our on site maintenance team work hard to fix any faults quickly and undertook **2629** maintenance jobs over the past year.

### A Quality Support Organisation



During the year, our staff provided over **4000** hours of housing advice and over **3000** hours of support for our residents and tenants in the following themes:

- ▶ Advocacy
- ▶ Health and well being initiatives
- ▶ General support and advice
- ▶ Training and employment advice
- ▶ Mental health support

Our Design for Life Scheme is home to our drop-in where residents have space to spend time with each other, use the computer facilities and access advice and guidance from our dedicated and friendly staff. **712** residents attended sessions on basic life skills, **203** accessed financial & budgeting sessions and **410** undertook ICT classes.

Our Aspire project, which focuses on getting residents back into employment, saw **119** of our residents attend employability sessions, with **16** successfully undertaking a work placement and a further **6** residents moving into full time employment after this.



Our residents were actively involved in over **110** hours of volunteering in the local community over the past 12 months

“ We believe the YMCA delivers more than just housing! ”

Throughout our ongoing partnership with our retail team, we continued to support **2** charity shops in the city, providing opportunities for our residents and access to sustainable clothing and furniture for the local population.

Working with our sister organisation, YMCA Cardiff, we continue to offer health and wellbeing activities and a social space for local communities to meet and engage in our running of the YMCA Plas community centre.