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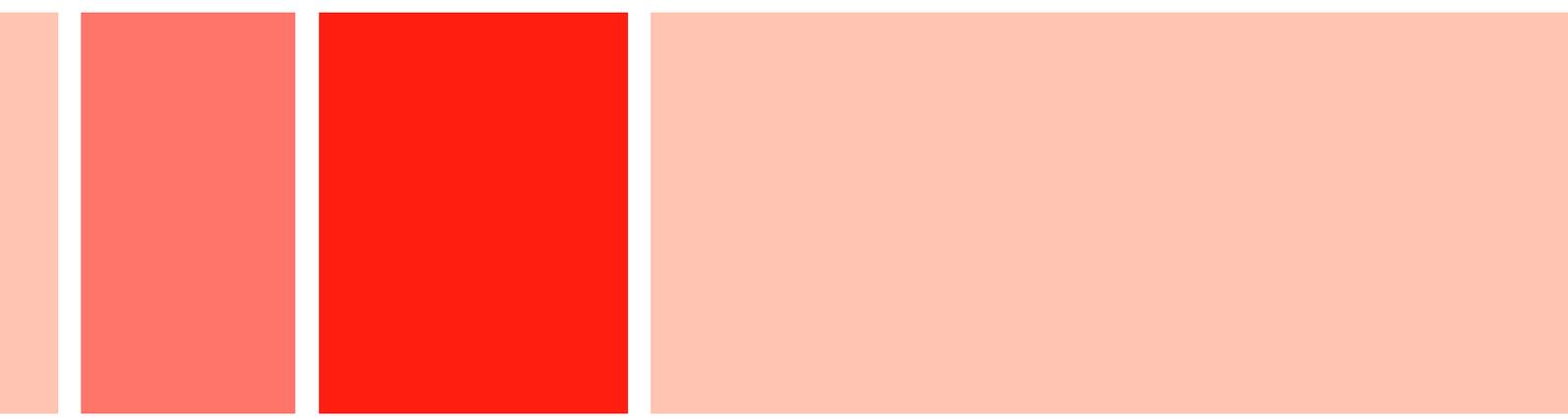
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Housing Associations in Wales - Improving the lives of tenants and communities: A descriptive study



Housing Associations in Wales – Improving the lives of tenants and communities: A descriptive study

Housing + Cymru

Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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1. Introduction

- 1.1 Registered Social Landlords, or as they are more commonly known, housing associations, own and manage approximately 150,000 homes across Wales.
- 1.2 The primary roles of associations as landlords are the development of new homes for rent (and in some instances for shared ownership), the repair and improvement of existing homes, and the provision of housing management services.
- 1.3 Some associations have extended their core role to provide:
 - Care & Repair services providing information, advice and repair, improvement and adaptation of the homes of older people, to assist them in maintaining independence in the community;
 - housing related support services to people with a variety of support needs;
 - care services such as residential and domiciliary care.
- 1.4 Large Scale Voluntary Transfer (LSVT) associations and some traditional associations also consider that one of their key roles is to act as agents of regeneration.
- 1.5 Many associations (both LSVT and traditional associations) have also developed a variety of additional services and support for tenants and their families and, in some cases, for the wider community. These additional services range from the provision of information to community projects and support. The latter includes, for example, education and skills-related activities (e.g. IT Learning Centres), activities that improve people's health and well being (e.g. armchair exercise for older people) and financial inclusion activities (e.g. support for credit unions).
- 1.6 These activities are funded from a variety of sources, including public sector organisations (e.g. health authorities), charitable organisations (e.g. National Lottery) and private organisations (e.g. supermarkets). However, many of the activities are funded from associations' own resources.
- 1.7 The role of housing associations as agents of community development and community support is being increasingly recognised, including in the Welsh Government's housing strategy ***Improving Lives and Communities***. One of the 10 Delivery Outcomes that form a core part of the current regulatory framework for Welsh housing associations is, '*We engage with others to enhance and maximise outcomes for our service users and the community*'. The detail that sits below this Delivery Outcome refers to housing associations providing 'enhanced services' and to supporting local authorities in the delivery of their strategic housing role.

- 1.8 A range of information was available about community development activities being undertaken by housing associations in Wales, but a comprehensive picture was missing. This has resulted in the contribution that housing associations were making to the lives of their tenants and their families, to local communities, and to the broader policy objectives of the Welsh Government, not being fully understood or acknowledged. In addition, the absence of a comprehensive picture has meant that the potential for developing collaborative projects across groups of associations, and opportunities for sharing positive practice and learning, has not been maximised.
- 1.9 The Welsh Government has therefore commissioned this descriptive study of the work being carried out by Welsh housing associations to improve the lives of tenants and communities.
- 1.10 The study was undertaken on behalf of the Welsh Government by consultants Housing + Cymru. Its aim was to gather and summarise information about these activities, and to answer questions about:
- what services and support associations provide to tenants, families and communities over and above basic landlord services;
 - the overall contribution of housing associations to the broader policy objectives of the Welsh Government;
 - the benefits brought by such services and support to tenants, families and communities;
 - the volume, outputs and outcomes of such services and support provided in the financial year 2010-11;
 - the expenditure on such activities from housing associations' own resources and other sources;
 - the reasons associations decide to go beyond their basic landlord function.
- 1.11 The study has gathered information on housing associations' work in developing and supporting communities in relation to a range of broad Welsh Government policy objectives:
- improving people's health and well being and reducing inequalities in health
 - improving people's well being and reducing social isolation
 - creating safer communities
 - creating jobs and training opportunities
 - promoting equality of opportunity and access
 - digital inclusion
 - improving education, skills and learning more generally
 - tackling poverty

Plus work associations are doing on:

- reducing carbon emissions
- developing local capacity.

1.12 Throughout the project, the consultants liaised closely with the project steering group, which was made up of the following individuals:

- Ceri Breeze, Head of Housing, Welsh Government
- Sara James, Housing Directorate, Welsh Government
- Lisa Dobbins, Housing Directorate, Welsh Government
- Steve Palmer, Housing Directorate, Welsh Government
- Kevin Howell, Community Housing Cymru.

The steering group received regular updates on the research, and their views and inputs were sought at key stages. Housing + Cymru would like to thank all members of the steering group for the help and support they provided.

1.13 Housing + Cymru would also like to convey their heartfelt thanks to all those housing associations that provided information for this study. 100% of associations approached responded to the request for information, despite very tight timescales and the level of complexity involved in compiling the information.

2. Methodology and report structure

2.1 This Chapter sets out the methodology used to carry out the project, and the structure of the remainder of this report.

Scope and definitions

2.2 The project was undertaken between January and March 2012.

2.3 The steering group for the project identified 39 housing associations that were to be included within the scope of the study. These are listed at Appendix 1.

2.4 Associations were asked to identify programmes or projects in which they had been involved (i.e. developed, led or managed, either alone or in partnership with others) which fell under the definition of: *'activities, programmes or projects which aim to benefit tenants, the families of tenants and the communities in which they live and which are **additional** to associations'*:

- *statutory housing management and maintenance duties as a landlord;*
- *contractual obligations as a support or care provider (in receipt of Supporting People Grant, Supporting People Revenue Grant, social care or health funding);*
- *obligations as a Care and Repair agency in relation to the expenditure of Welsh Government core grant and Rapid Response Adaptation Programme funding;*
- *ARBED¹ funded activities.'*

2.5 Whilst it was not possible to be definitive about the types of activities that would fall within this definition, associations were provided with guidance that set out the types of activities that would fall within the scope of the project. The guidance provided to associations is shown at Appendix 2.

Information gathering

2.6 The main information gathering mechanism used in the study was a questionnaire developed in conjunction with the project steering group. The questionnaire was complex, reflecting the significant amount of information to be collected from each housing association. It comprised four sections:

1. Contact details

¹ ARBED is a Welsh Government funding stream provided to social housing providers to improve the energy efficiency of homes in deprived communities across Wales. Associations were asked specifically to include information on low carbon activities that were NOT funded by ARBED.

2. Activities – whether the association was involved in the kind of activities identified, and the reasons why/why not;
3. Activities the association was involved in during 2010-11;
4. Activities commenced after April 2011.

The questionnaire provided to associations is shown at Appendix 2.

- 2.7 The questionnaire was sent to all participating associations electronically. Associations were offered the option of responding either by completing an online questionnaire or by completing a spreadsheet and returning it to the researchers by e-mail.
- 2.8 The survey achieved a 100% response rate. Of the 39 associations contacted, 8 completed the online questionnaire and 31 completed spreadsheets. 3 of the 39 housing associations indicated that they did not carry out activities that fell within the scope of the study. The remaining 36 associations submitted details of the activities in which they were involved.
- 2.9 The research was also informed by a series of telephone interviews with key officers:
 - at four associations whose questionnaire responses indicated that they did little community development work, to identify the reasons for this and the potential barriers to them doing more work of this sort;
 - at two associations who are involved in substantial and wide ranging community development activity, selected:
 - because of the extent of their community development activity; and
 - because they represent the two main types of associations in Wales - a large LSVT association and a smaller traditional association;
 - at ten housing associations, to produce case studies of activities identified by the researchers as exemplifying work, carried out in relation to each of the Welsh Government objectives and the additional category 'Developing local capacity'.

Categorisation

- 2.10 For each of the activities listed, associations were asked to indicate which of the Welsh Government's main policy objectives they contributed to.
- 2.11 Where associations indicated that an activity contributed to a range of policy objectives, the researchers (using all information provided) identified the MAIN objective to which the activity was addressed.

2.12 The researchers also felt that some activities listed, although contributing directly to one or more of the Welsh Government's policy objectives, played a more important role in helping to develop the **capacity** of organisations and communities in their area to contribute to those objectives. A separate category entitled 'Developing local capacity' was therefore created, into which activities were put where the researchers considered their primary objective was to:

- support local enterprises and social enterprises to develop and grow through funding, policies around procurement or strategic support to organisations (e.g. by becoming members of boards or providing training); or
- support improvement in the delivery of local public services; or
- use their development expertise to develop community assets; or
- support local community and voluntary groups; or
- harness the voluntary activity of staff members to contribute to specific activities undertaken in the local community.

2.13 In a small number of cases activities reported by associations were aggregated into one activity (e.g. where the association provided funding for community groups this has been listed as one activity, rather than the 20 or so different recipients of funding being reported individually).

2.14 84 activities reported by associations were discounted by the researchers because:

- they were deemed to be specifically excluded by the scope of the project (e.g. housing management or Supporting People core tasks, or Arbed funded activities);
- activities listed as new projects for 2011-12 repeated information about activities listed for 2010-11.

Quality and coverage of information provided

2.15 The timescales for this project were very short. The information requested from associations was broad in range and complex, potentially necessitating the input of a number of different members of staff. Some of the responses received were very comprehensive while others were less so. Members of the research team were aware of activities undertaken by associations that were not included in questionnaire responses. Contact was made with a number of associations to encourage them to provide a more comprehensive picture of their work. However, we are aware that there is still under-reporting of activities by associations. For example, one association submitted revised information which showed more than three times the number of activities in their original response, but this was

received after the project deadline and too late to be included in the analysis.

- 2.16 In addition, as outlined above, the following issues need to be borne in mind regarding the information provided:
- not all questionnaires were complete (i.e. information on some issues was missing); and
 - associations took very different approaches to providing information on some aspects of the questionnaire (e.g. in relation to the number of full time equivalent staff – see ‘Delivery of activities’ in paragraph 2.19 below).

The highly constrained timescale for the project did not allow for follow up of instances of missing data or data reported in different ways, and the researchers therefore had to re-interpret some data provided. Where this was necessary, the researchers took a conservative approach, including only data that could be clearly interpreted from other evidence provided.

- 2.17 For all these reasons, the data provided in subsequent chapters should be treated with caution. Whilst it provides a reasonably robust indication of the range and scope of community development activity undertaken by housing associations across Wales, it cannot be said to constitute a completely comprehensive picture.

Report structure

- 2.18 Chapter 4 presents an analysis of the reasons housing associations gave for their involvement in community development activities. Chapter 4 also contains detailed case studies of two associations who are involved in substantial and wide ranging community development activity.
- 2.19 Chapters 5-14 present analysis of information on activities under each of the main Welsh Government objectives, and for the additional category ‘Developing local capacity’. Information is provided under the following headings:

2.20 Extent of activities

This section details:

- the number of activities which contributed in some way to this Welsh Government’s objective
- the number of activities addressed solely or primarily to this objective
- the number of activities from 2010/11 which continued into the following financial year.

2.21 Types of activities

This section provides a summary description of the types of activities addressed solely or primarily to this objective. Appendix 3 lists these activities in more detail.

2.22 Outcomes and outputs

This section shows:

- the number of individuals benefitting from activities addressed solely or primarily to this objective. However, not all associations were able to specify this. Some reported that, for example, *'24 flats were invited'*, or *'this was an event for the whole community'*. The researchers have not attempted estimates from the information provided, but have counted for the purposes of this report only information where associations have specified numbers clearly. Numbers reported are therefore likely to be underestimates;
- examples of outputs from these activities;
- a summary of the main outcomes for those benefitting from these activities. Many associations were unable to provide substantive information on outcomes. We have reported on all outcomes where information was provided. Appendix 4 lists outputs and outcomes in more detail.

2.23 Delivery of activities

This section shows:

- whether activities addressed solely or primarily to this objective were 'mainstreamed' (i.e. part of the core work of the association) or one-off projects, and which activities were delivered collaboratively with other associations;
- a summary of the main public, private and voluntary sector partners involved in the delivery of these activities. Appendix 5 lists partners in more detail;
- the amount of staff time associations provided to these activities. Many associations found it difficult to specify this and, in questionnaire returns, this question was often left blank, or contained different sorts of information. For example, some associations counted all staff that had been involved in the activity, without taking into account the length of time they were involved for, while others provided an annualised figure; some counted all staff that had any involvement in an activity, and others only counted dedicated staff. The researchers have not

attempted estimates from the information provided, but have counted for the purposes of this report only information where associations have specified full time staff equivalents clearly. Full time staff equivalents reported are therefore likely to be underestimates;

- the number of these activities which were reliant on volunteers for their delivery, and the amount of time volunteers gave to these activities.

2.24 **Expenditure on activities**

This section shows:

- total expenditure from all sources on activities addressed solely or primarily to this objective. Some associations found it difficult to estimate expenditure, and, in questionnaire returns, this question was sometimes left blank, or contained imprecise information. The researchers have not attempted estimates from the information provided, but have counted for the purposes of this report only information where associations have specified expenditure clearly. Expenditure reported is therefore likely to be an underestimate.
- total funding (including staff costs) from the associations themselves. again this is likely to be an underestimate;
- the range of association funding for individual activities;
- the main sources of non-association funding. Appendix 6 lists funders in more detail.

2.25 Chapters 5-14 also each include a case study on one activity identified by the researchers as exemplifying work carried out in relation to each of the Welsh Government objectives and the additional category 'Developing local capacity'.

2.26 Chapter 15 outlines barriers to association involvement in community development activities.

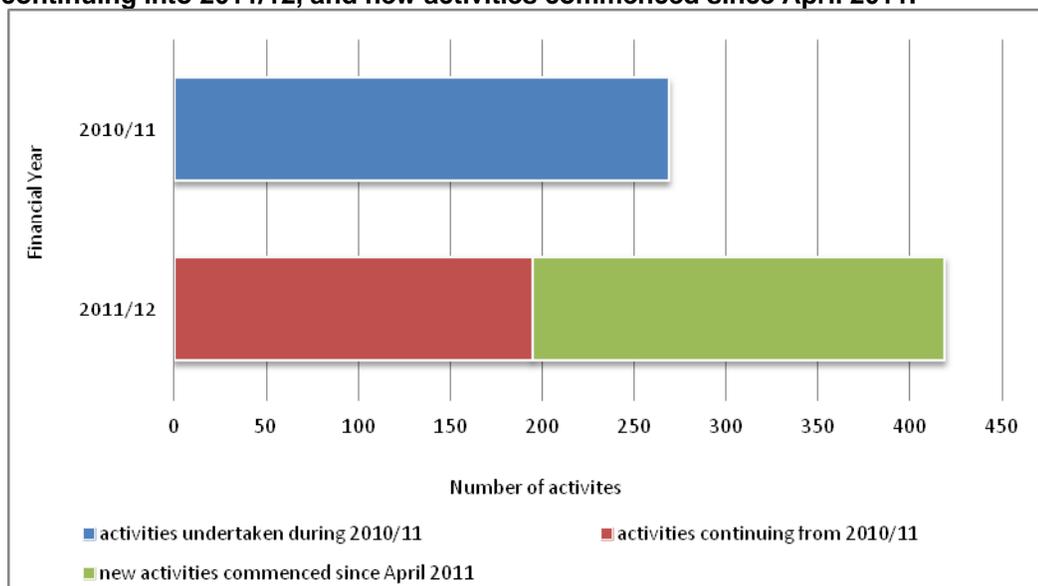
3. Key findings

- 3.1 Housing associations in Wales are involved in a substantial amount of community development activity. For example, in 2010/11:
- the housing associations in the study were involved in at least 276 separate community development activities
 - at least 48,690 individuals plus 8,485 households benefitted from these activities
 - expenditure from all sources on these activities totalled over £10million
 - of this, funding from associations themselves totalled over £6million.
- 3.2 This should be recognised as the success it is for:
- the Welsh Government, in that one group of key delivery partners is making a substantial contribution to the delivery of its policy objectives;
 - the housing association movement in Wales, who have recognised the substantial contribution they can make to the communities they work in;
 - tenants and communities, who stand to benefit from the actions housing associations take to address their wider needs and aspirations.
- 3.3 This Chapter provides key findings on community development activities housing associations were involved in. More detailed information on activities under a range of Welsh Assembly Government policy objectives can be found in Chapters 5-14.

Extent of activities

- 3.4 Of the 39 associations approached, 3 said they were not involved in any activities which met our description. The remaining 36 associations listed a very wide range of activities.
- 3.5 As quantified from survey returns:
- a total of 269 activities were recorded for 2010/11;
 - at least 195 of these have continued beyond April 2011;
 - a total of 224 activities have commenced since April 2011.

Figure 1. Community development activities undertaken during 2010/11, activities continuing into 2011/12, and new activities commenced since April 2011.



3.6 However, as detailed in paragraphs 2.15 – 2.17 above, there is likely to have been quite a substantial degree of under-reporting of activities by associations. In addition, the ways in which associations have recorded ‘activities’ varied very widely in terms of scale. For example, some associations listed as ‘activities’ individual relatively small-scale projects (e.g. bonfire parties, a children’s playday). Others listed as ‘activities’ very substantial areas of work (e.g. Community Development and Regeneration) **Extreme caution therefore has to be exercised in drawing conclusions from crude quantification of activities.**

3.7 Associations were asked to indicate which of the following Welsh Government’s main policy objectives they contributed to:

- improving people's health and well being and reducing inequalities in health
- improving people's well being and reducing social isolation
- creating safer communities
- creating jobs and training opportunities
- promoting equality of opportunity and access
- digital inclusion
- improving education, skills and learning more generally
- tackling poverty
- reducing carbon emissions.

3.8 Figure 2 shows the number of activities contributing in some way to each of these objectives in 2010/11, and the number of activities addressed

solely or primarily to each objective. Figure 3 shows the same information for activities commenced since April 2011.

3.9 In both years, the pattern has been very similar. The greatest number of activities was addressed primarily to:

- improving well being and reducing social isolation
- improving education, skills and learning
- creating jobs and training opportunities
- tackling poverty.

Figure 2. Number of activities contributing in some way, and contributing solely or primarily, to each Welsh Government objective in 2010/11.

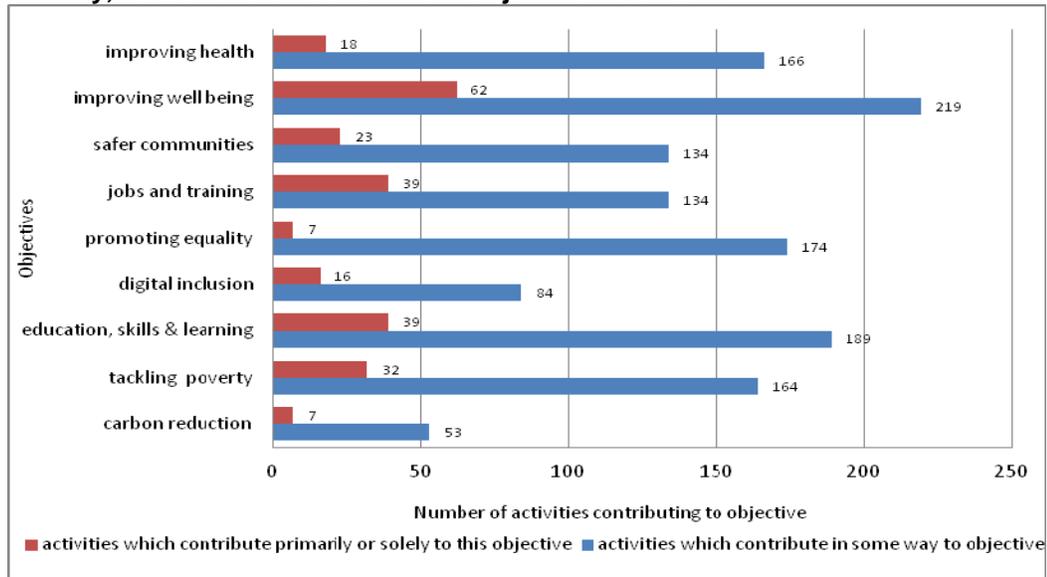
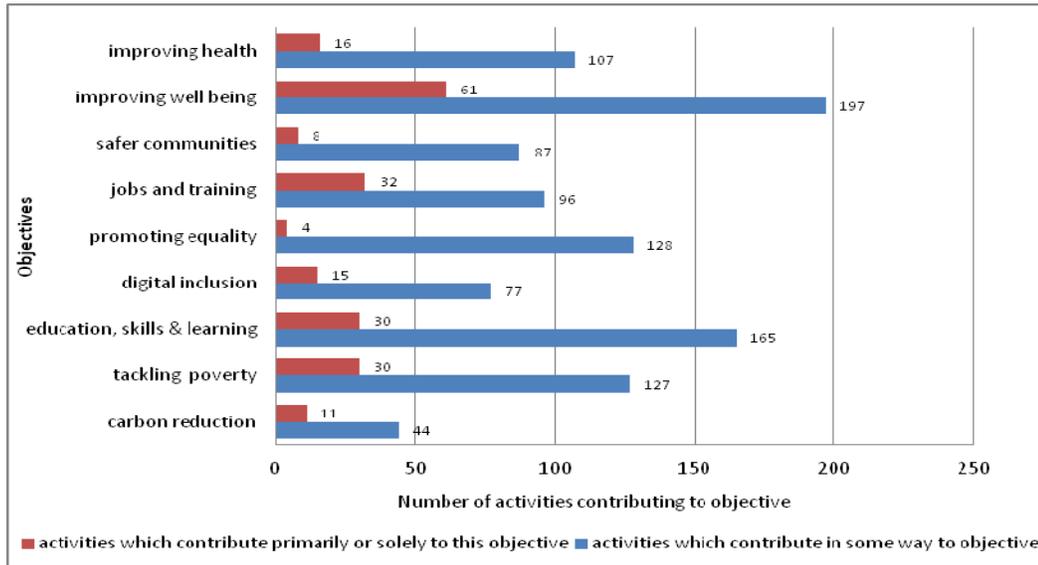


Figure 3. Number of activities commenced since April 2011 contributing in some way, and contributing solely or primarily, to each Welsh Government objective.



ch Welsh Government objective.

3.10 In addition to the above, a wide range of activities were identified which, although contributing to one or more of the Welsh Government’s policy objectives, were primarily addressed to developing the capacity of organisations and communities in the areas in which associations operated:

- in 2010/11, a total of 33 activities were primarily addressed to developing local capacity
- since April 2011, associations have commenced an additional 17 such activities.

Types of activities

3.11 There was tremendous variety in the range, type and scale of activities in which associations were involved.

3.12 Activities ranged from the large scale, for example:

- developing and sustaining Moneyline Cymru
- installation of 500 PCs into association properties
- the development of a cultural hub in a key town centre location
- developing a social enterprise to undertake repair and maintenance activities
- Green Futures, a participative learning project
- The North Wales Financial Inclusion Partnership

- time banking and volunteering projects involving significant numbers of people

to the smaller scale, for example:

- armchair aerobics for older tenants
- anger management training
- information days
- bonfire parties
- an Eid celebration in a sheltered scheme.

3.13 More detailed information about the types of community development activities associations were involved in under each Welsh Government objective is included in Appendix 3.

Outcomes and outputs from activities

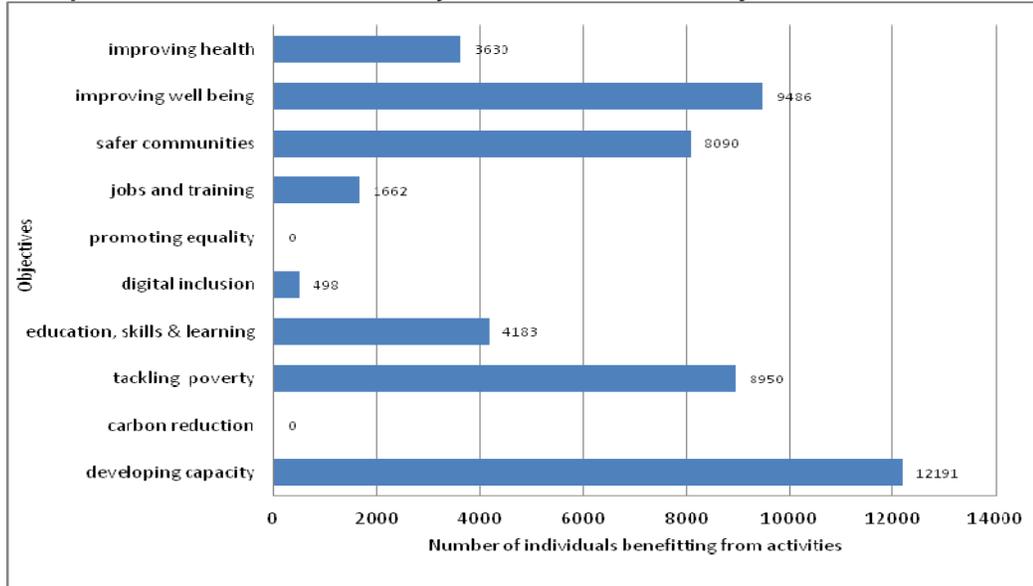
3.14 At least 48,690 individuals plus 8,485 households benefitted from these activities during the financial year 2010/11.

3.15 However, these numbers, though impressive, are likely to be under-estimates. Not all associations were able to specify how many individuals had benefitted from these activities. Some reported that, for example:

- *‘the local community in general benefited’*
- *“activities benefited all residents of one town”*
- *“at least 25,000 people benefited indirectly”*.

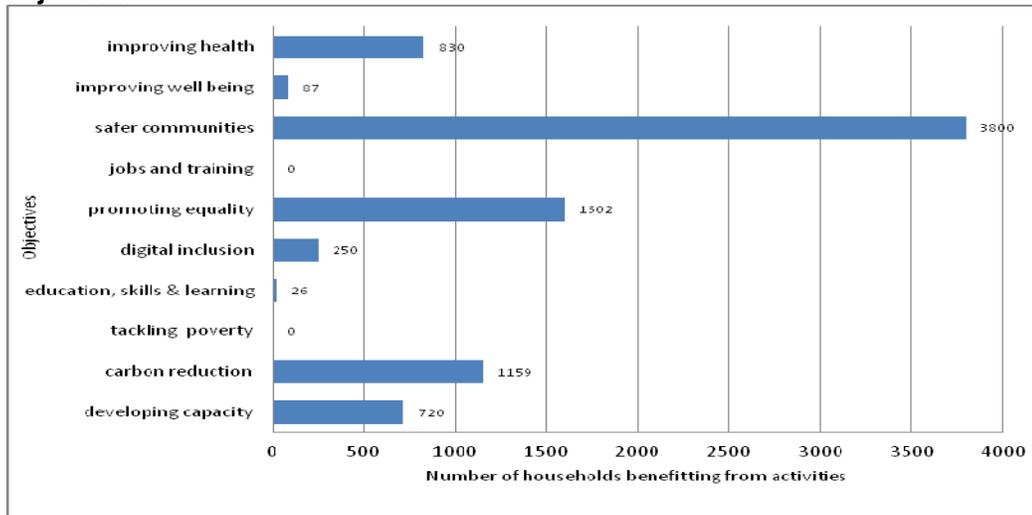
3.16 Figure 4 shows a minimum estimate of the numbers of individuals, benefitting from activities, under each Welsh Government policy objective in 2010/11.

Figure 4. Number of individuals (minimum estimate) benefitting from community development activities in 2011/12, by Welsh Government objective.



3.17 Figure 5 shows a minimum estimate of the numbers of households, benefitting from activities, under each Welsh Government policy objective in 2010/11. (This is in addition to the numbers shown in Figure 4).

Figure 5. Number of households (minimum estimate) benefitting from community development activities in 2010/11, by Welsh Government objective.



3.18 The greatest numbers benefited from activities that sought to:

- develop local capacity
- improve well being and reduce social isolation
- tackle factors that help overcome poverty
- create safer communities.

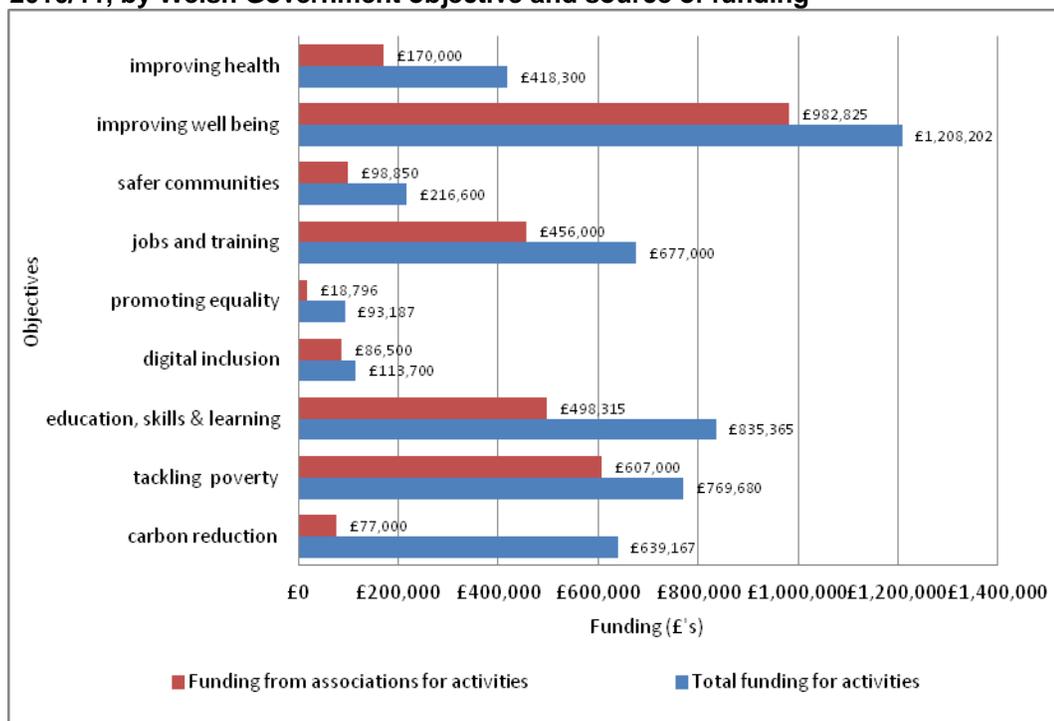
- 3.19 Outputs of activities varied widely between the different policy objectives. Outputs during 2010/11 included, for example:
- one food coop taking 1351 orders throughout the year, each containing either one bag of fruit, vegetables, stir fry, salad or eggs
 - 196 volunteers registered on one timebanking project
 - visits to 101 schools to raise awareness of domestic abuse
 - at least 650 people offered employment advice and support
 - 500 free PCs distributed to tenants
 - help to develop the capacity of at least 60 local community organisations.
- 3.20 Outcomes of activities also varied widely between different policy objectives. Outcomes during 2010/11 included, for example:
- at least 580 older people facilitated a speedy but safe discharge from hospital.
 - one family intervention project showing savings in excess of £300,000 for agencies involved
 - an estimated £455,244 of income generated and £123,191 reduction to Job Seekers Allowance payments as a result of the increased employment rates of trainees in one project
 - £800k secured for Gypsy Traveller site improvements
 - personal debt reduction of £42,927.82 and increased income of £10,476.93 for tenants in one financial inclusion project.
- 3.21 However, many associations were unable able to provide substantive information about the outcomes of activities. It is clear that considerable work remains to be done, to help associations define and capture the outcomes and impacts of the community development work they are involved in.
- 3.22 More detailed information about outputs and outcomes under each Welsh Government objective is included in Appendix 4.

Expenditure on activities

- 3.23 The expenditure on associations' community development activities is substantial.
- 3.24 In 2010/11, total expenditure from all sources on community development activities in which housing associations were involved was at least £10,045,996.

- 3.25 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £6,188,416. Funding from associations for new activities commenced since April 2011 has increased to at least £6,918,205.
- 3.26 However, many associations found it difficult to estimate expenditure, and information was often missing or imprecise. The researchers have used only clearly reported information. Therefore, expenditure quoted in the above paragraphs, though impressive, is likely to be an underestimate.
- 3.27 Figure 6 shows total expenditure on activities during 2010/11 (from all sources and from associations themselves) under each objective. Again, the figures quoted are likely to be underestimates.

Figure 6. Expenditure (minimum estimate) on community development activities in 2010/11, by Welsh Government objective and source of funding



- 3.28 These figures, though impressive, are dwarfed by the expenditure on activities which sought to develop local capacity. In 2010/11, in addition to the expenditures shown in Figure 6 above:
- total expenditure from all sources on activities to develop local capacity was at least £5,074,795.
 - of this expenditure, funding from associations themselves (including staff costs) amounted to at least £3,195,130.

3.29 Non-association funding for community development activities in 2010/11 came from statutory, private, voluntary and charitable sectors. The main sources of funding were:

- statutory sector:
 - local authority departments
 - Welsh Government
 - Communities 2.0
 - Community Safety Partnerships
 - Future Jobs Fund
 - Heads of the Valleys Programme
- private sector:
 - associations' contractors
 - private donations/ sponsorship
 - banks
- voluntary and charitable sectors:
 - National Lottery
 - Groundwork Trust
 - National Energy Action.

More detailed information about sources of non-association funding under each Welsh Government objective is included in Appendix 5.

3.30 The amount of association funding for individual activities varied enormously. For some activities, associations contributed no funding. For others, they contributed very large amounts, for example:

- in 2010/11, one association contributed £2,000,000 to the development of a creative hub in a key town centre location
- since April 2011, another association has spent £3,200,000 on improving the thermal efficiency of homes, via a programme to install new boilers, thermostatic valves and insulation).

It should, however, be noted that many relatively low cost activities have benefitted very large numbers of individuals (for example, see the case study on intergenerational activities in Chapter 6 below).

Delivery of activities

3.31 Increasing numbers of Welsh housing associations regard community development as part of their core business. In 2010/11:

- 176 community development activities (65%) had been 'mainstreamed' within individual associations (i.e. become part of the core work of the association)
- 93 further activities (35%) were carried out as one-off projects in individual associations.

- 3.32 Of the above, only 16 activities (6% of all activities) were delivered by groups of associations working in partnership. Despite the fact that many of the activities associations are involved in are often similar, the extent of collaboration between associations was limited. Many of the projects which achieved significant outcomes for tenants and communities (e.g. Money Line Cymru) have demonstrated what housing associations in Wales can achieve with greater collaboration.
- 3.33 Associations carried out community development activities with a wide range of partners in the public, private and voluntary sectors. Figures 7 & 8 show the total number of partners from each sector involved in delivering activities under each Welsh Government objective during 2010/11 and 2011/12. More detailed information about partners is included in Appendix 6.
- 3.34 Voluntary and public sector partners were involved in work within every objective, and there was only one objective, safer communities, in which the private sector had not been involved. In both years, the largest proportion of partnerships was with the voluntary sector, closely followed by the public sector. Between 2010/11 and 2011/12:
- the % of voluntary sector partnerships increased from 49% to 53%
 - the % of private sector partnerships increased from 9% to 11%
 - the % of public sector partnerships decreased from 42% to 36%.

Figure 7. Associations' partners in community development activities in 2010/11, by sector and Welsh Government objective.

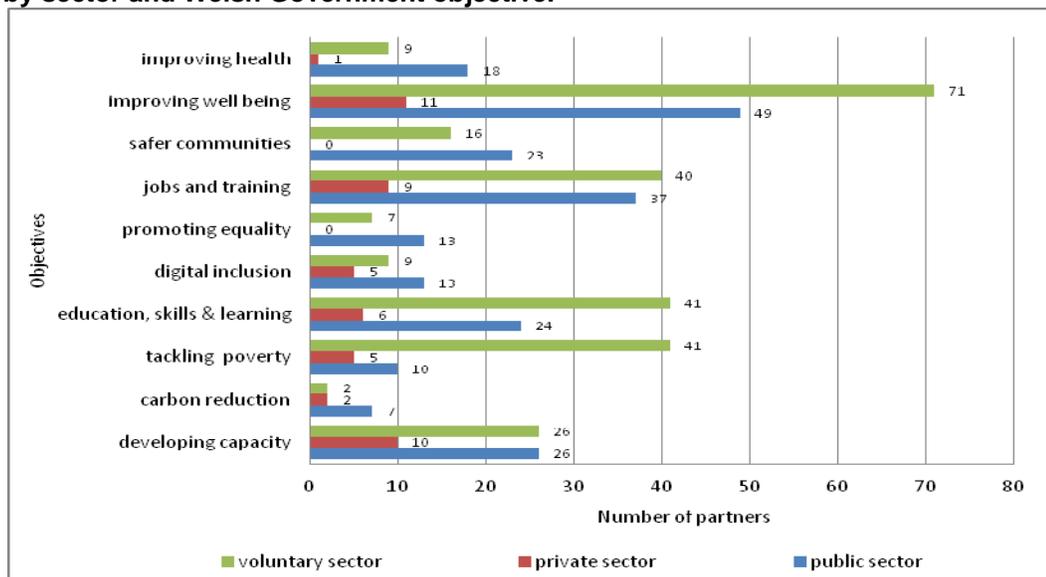
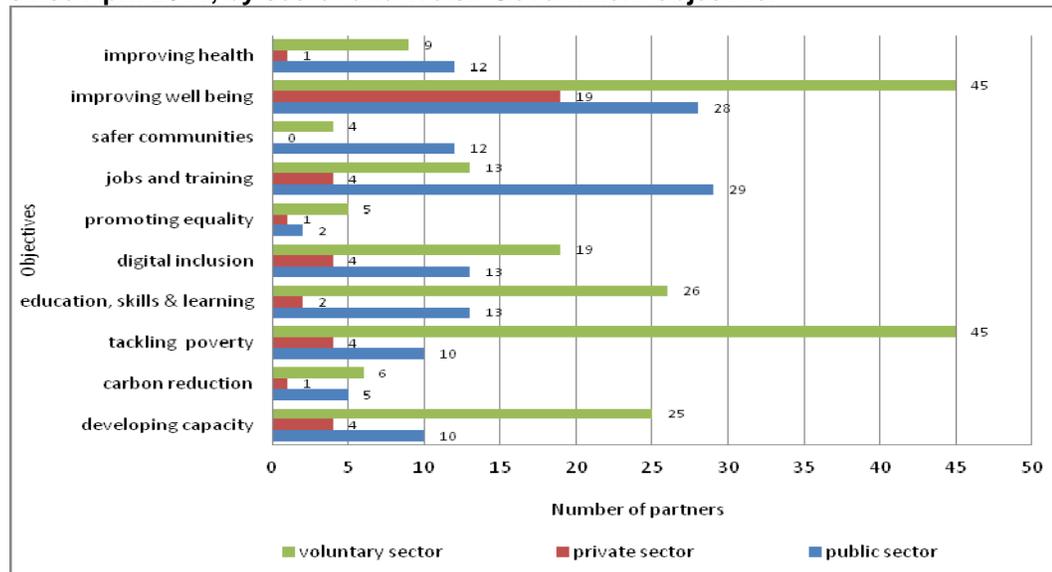


Figure 8. Associations' partners in community development activities commenced since April 2011, by sector and Welsh Government objective.



- 3.35 Many associations found it difficult to estimate the total amount of staff time involved in delivering community development activities, but from returns we can say that association staff time involved has amounted to the equivalent of at least:
- 70 FTE posts during the financial year 2010/11
 - 54 FTE posts since April 2011.
- 3.36 Volunteers provided time to the delivery of 134 activities in 2010/11. The number of hours provided to each activity ranged from less than 100 hours (in the majority of cases) to 2571 hours (given to a Time Exchange project).
- 3.37 More detailed information on all the above under each Welsh Government objective is included in Chapters 5 - 14.
- 3.38 Information collected for this project has clearly demonstrated that most housing associations in Wales are involved in an impressive amount of community development activity, and that this activity contributes substantially and directly to a wide range of Welsh Government objectives that go far beyond housing.
- 3.39 As things currently stand, not all housing associations are involved in community development activities, and the extent of associations' involvement varies significantly. This creates a patchwork of services across Wales, with the range of services available to tenants and communities varying widely from landlord to landlord and from local authority to local authority. Some level of variation between areas and

landlords is entirely logical given the different local contexts and the variations in approach taken by associations. However, greater collaboration and sharing of practice and learning between associations may help to reduce what could currently be considered as 'a landlord and postcode lottery', and it is to be hoped that this report will aid that collaboration and sharing.

4. Reasons for involvement in community development activities

Associations' reasons for involvement in community development activities

- 4.1 35 of the 36 associations involved in these activities explained the reasons for their involvement. Five broad groups of reasons emerged, and are outlined below.

Strategic priority

- 4.2 For 22 associations, involvement in community development activity was integral to the strategic priorities or the mission of the organisation.
- 4.3 In the case of Large Scale Voluntary Transfer (LSVT) associations, a commitment to this sort of activity was central to their pre-transfer offer document to tenants. LSVTs said, for example, "Our commitment to tenants through the promises made in the offer document explicitly commits the organisation to community investment activities, in particular education, skills and training, local employment."
- 4.4 For other associations, this commitment was spelled out in their corporate plans. They said, for example "We have a set of corporate objectives around delivering outcomes relating to our role as a landlord, for the environment, for economic well being and social well being"

Tenant focus

- 4.5 6 associations said that their involvement in community development activity related to their commitment to improve the quality of life of their tenants. They said, for example, that such activities helped "provide a range of opportunities to enable our tenants and residents within our communities to become involved in local area based activities at a level appropriate to their needs."

Community focus

- 4.6 6 associations said that their involvement in community development activity was related to their commitment to improve the communities in which they operate. They said, for example, "We are a community based association and see our role as providing more than bricks or mortar" and that they wanted "to maximise community benefits for the area".

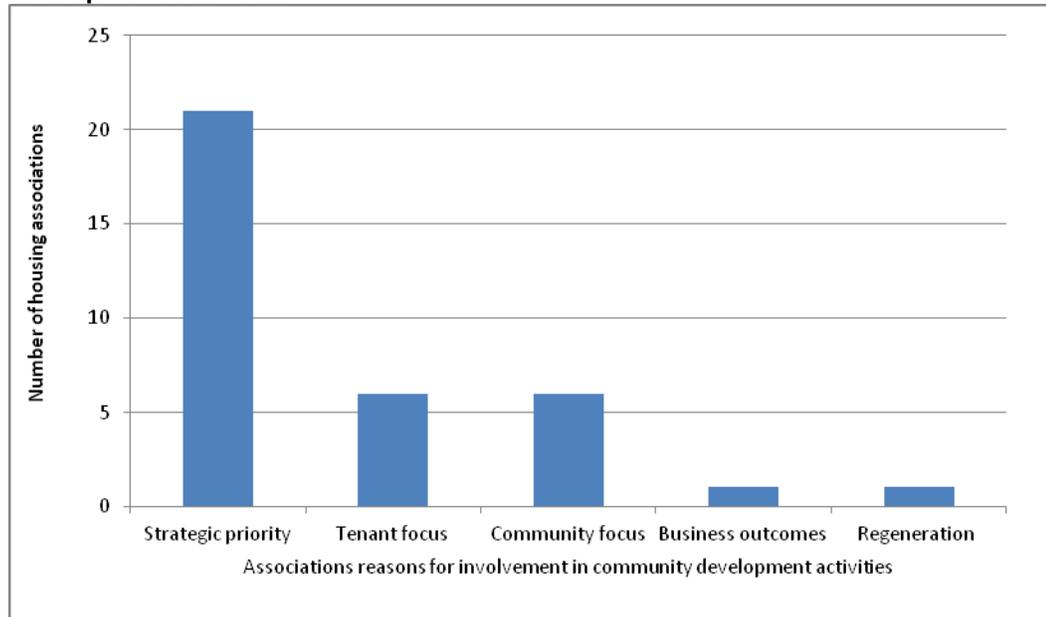
Business outcomes

- 4.7 One association said that its involvement in community development activity was related to improved business outcomes. They said that “(Such activities have) a number of impacts on our service. Better, more engaged communities who are able to access mainstream services results in less anti social behaviour, an increase in the ability to manage money and thus make rent payments, reducing arrears”.

Regeneration

- 4.8 One association said that their involvement in community development activity was related to regeneration activity. They said that such activities were a “mainstream part of our overall regeneration activities”.
- 4.9 Figure 9 shows the number of associations falling within each of these five groups.

Figure 9. Associations’ reasons for involvement in the delivery of community development activities



- 4.10 For the majority of associations (60%), their involvement in community development activity was linked to their organisation’s strategic aims and mission. This would suggest that community development activity is now regarded as a core part of the business of the majority of Welsh housing associations.

Case Studies

4.11 The case studies below illustrate in more detail why two associations are involved in community development activities.

4.12 Two associations were selected for more detailed study:

- because of the wide extent of their involvement in community development activities; and
- to provide examples of two different types of association:
 - an LSVT association formed following a transfer of local authority stock, which set out to meet a number of commitments given to its tenants in a pre-transfer offer document;
 - a traditional association established in the 1970s, which has grown organically over time.

Case Study: Valleys to Coast

Valleys to Coast (V2C) was the first housing association in Wales to be formed by the large scale transfer of homes from a local authority. Established in September 2003, V2C owns and manages over 6,000 homes in a diverse mixture of valley and town locations within the county borough of Bridgend, and also provides management services to some 780 leaseholders in the area.

Funded by a consortium comprising of the Nationwide and Principality Building Societies and the European Investment Bank, they are planning to spend over £65m by 2014 to improve the condition of the homes they own.

Reasons for involvement

V2C's vision extends beyond providing homes. The organisation is equally passionate about developing and supporting thriving communities and promoting local engagement. They say that this ethos runs through the association *'like a stick of rock'*. They point to the clear co-location of their estates with a wide range of indices of poverty, and believe this type of work is necessary to address long-standing market and service failures in the communities in which they work. They believe that this is what LSVTs were created to do, and that this was what their tenants voted for at transfer.

Mainstreaming activities

The association has taken a mainstreamed approach to these activities, because it is of a scale and size to enable it to do so, and in order to embed resources right through the organisation *'like a stick of rock'* not just conceptually, but also through its staffing structure. It has consciously tried to move away from funding cycle management (which it characterises as *'chasing delivery and looking for pots of money'*). A mainstream approach allows the organisation to work to a 30 year business cycle, and to take what it describes as a more productive *'slow burn'* approach.

Resourcing activities

V2C has established a Community Regeneration Team of 14 (FTE) posts, who lead on community development activity within the association. V2C is now building a firmer framework for delivery by investing in people and training to ensure all its staff are fully equipped to carry out this type of work, and by embedding physical assets in place (e.g. community hubs in banks of shops, transfer of land to the Allotments Association) to support the work. Eventually, it hopes to look for ways to embed assets more fully in the community through community ownership (e.g. via a community holding trust independent from V2C).

Activities are paid for partly by rent, and the association uses this as a catalyst to lever in extra finance via grant funding, community benefit from contractors, etc. (Connaught has recently provided a community hub in one area).

Approach to activities

The association tries to be entrepreneurial and to facilitate its partners' work. It primarily sees itself not as a delivery body, but as a facilitator to make things happen, and tries to help partnerships (with the local authority, Communities First, the Community Development Trust, etc.) evolve and develop.

Influences on approach

V2C's own priorities reflect partner organisations' priorities and national priorities, in that they are all trying to address issues such as poverty, financial exclusion, equality and diversity, etc. and working to common agendas (such as addressing homelessness). V2C's priorities have remained relatively constant, but nuanced changes have been made over the years to reflect changing external priorities. It believes its priorities mesh well with national priorities in Wales, but fears what it calls a '*seismic shift*' in UK-wide policies. Because of this shift, the main strands of its current work are around financial inclusion, benefit advice and support, debt, and other activities aimed at alleviating poverty.

Measuring outcomes

V2C is working on developing a more robust way of monitoring the outcomes of the activities it is engaged in. At the moment, it says it '*counts a lot of stuff*', so that it will have the necessary data when its monitoring methodology matures, but it does not yet use this data effectively. It is looking to develop GIS mapping of a wide range of shared data (e.g. on unemployment, smoking cessation, reduction in prescriptions for antidepressants, etc.) so that it can tell the story about what is happening. However, it believes that story is complex, and that 'outcomes are about real stories about real changes for real people'. The association knows that, for example, the local constable says '*things are a lot better since you're managing the estate*', but feels that greater faith is needed that long term outcomes will occur.

The association is particularly proud of its job creation and training. For example, its current contracts have provided over 12,000 weeks of job and training opportunities. Its target is for 52 weeks training per £1million of contract value, and for its ARBED contracts, this has been increased to 156 weeks per £1million.

It is also proud of:

- its work on financial inclusion (which it has deliberately separated from work on rent arrears);
- its pilot work with Dwr Cymru on incentivising debt collection (which has resulted in Dwr Cymru writing off £200,000 of debt, thus helping to 'lift off that load from people' and to lift the debt burden in the area);and
- the creation of Moneyline Cymru and of the capital it has invested into credit unions.

Learning points

V2C's most significant learning point to date has been the importance of taking things *'long and slow, using our 30 year business plan to invest in people and to get it right. We are not buffeted by the winds of grant changes. It's about leadership and vision, and fixing your eyes on the horizon'*.

Case Study: Tai Eryri

Cymdeithas Tai Eryri is a traditional housing association, which owns and manages 1,600 rented homes in the counties of Gwynedd and Anglesey, both rural areas and strongholds of Welsh culture and the Welsh language. The association also has an interest in 350 shared equity homes in the counties of Gwynedd, Anglesey and Conwy. The Association has operated a group structure since 1999. The associations' charitable subsidiary company Canllaw (Eryri) Cyf manages the Gwynedd and Ynys Môn Care & Repair agencies.

In 2010 Tai Eryri established a non-charitable subsidiary Cywaith Cyf which focuses on developing assets for social, economic or environmental benefit and facilitating community regeneration activity.

Reasons for involvement

The reason why Tai Eryri is involved to such a degree in community development activity can be linked to the original objectives of the association when it was established in 1978. From the outset the association saw its role as more than just developing and managing homes, but providing homes to enable people to remain in communities. The association regarded the provision of housing as a means to an end (that of thriving communities) rather than an end in itself. More recently this has been expressed succinctly in Tai Eryri's mission, which sets out the primary role of the association as *"Improving Lives, Developing Sustainable Communities, Promoting the Welsh Language"*.

Mainstreaming activities

Tai Eryri's Corporate Plans for the last 5 years have incorporated targets around investing in communities and reducing carbon emissions (two of the six corporate goals of the association). Both the community investment and carbon reduction goals are seen as core activities for Tai Eryri (alongside core housing management, development and governance issues) and are a key part of the performance management framework adopted by the association. There is a programme board for each of the six corporate goals (led by a member of the Executive Team and involving a cross section of staff) which manages the

delivery of activities.

Resourcing activities

Tai Eryri resources its community development activity by core funding the Community Initiatives Team, which comprises 2.5 full time equivalent staff members. Team members provide capacity to directly deliver some community development activities and manage a range of projects delivered by others.

The association suggested that the outlook in relation to community development activity was looking increasingly troubled, as most projects were heavily dependent on grant aid, and it is becoming increasingly difficult to access and retain funding.

Approach to activities

Over the last 10 years, the association's community development role has increased, but up until recently in a piecemeal manner, as Tai Eryri responded to issues presented to it by its tenants and by the communities in which it works. For example, the association's background in community development activity led to them being asked by the community in Peblig ward to act as the accountable body for the Communities First project.

Tai Eryri regards its role in relation to community development as having two distinct strands 'People' and 'Community Catalyst'. The 'People' role involves the association working with individuals and groups to deliver a range of initiatives to develop skills, providing training and employment opportunities, address fuel poverty and financial exclusion. The 'Community Catalyst' role involves the association using its size and resources to take risks which smaller community groups would not be able to, in order to facilitate capital projects which lead to the development of community assets.

Influences on approach

The key drivers for Tai Eryri's involvement in community development work are a combination of the associations' own ambitions, national and local policy agendas and what tenants and communities tell them.

In terms of national priorities, it is mainly influenced by those which fit with the ambitions of the association (e.g. strategic regeneration areas, targeted recruitment and training, Communities First, rural development, carbon reduction). Initially it was not particularly influenced by local priorities, but over time this has changed, as the association has developed effective relationships with key people outside housing within both local authorities. It has taken time for key regeneration stakeholders in the local authorities to come to regard the association as not just a housing partner, but also a regeneration partner.

Tenants and the communities that they live in are the major drivers of the direction the association takes, hence the emphasis on measures to address fuel poverty and financial inclusion.

Measuring outcomes

The association knows that its measuring of the outcomes of community development activity is inconsistent and is something that it needs to improve upon. The association has, in a number of cases, built in funding for external evaluation of activities.

Learning points

Tai Eryri identified capacity as a key obstacle for a smaller housing association involved in community development activity. It suggested that it takes time and commitment to:

- develop relationships of trust with community groups who are often initially suspicious of the association;
 - get the community to engage, and to articulate their needs and aspirations;
 - develop high level relationships with councillors and officers in local authorities, to establish the association as a key regeneration partner;
- and that these factors create pressures on smaller organisations, in terms of capacity.

5. Improving people's health and well being and reducing inequalities in health²

Extent of health activities

- 5.1 During the financial year 2010/11, 33 associations were involved in the delivery of a total of 166 activities which contributed in some way to the Welsh Government's objective of improving people's health and well being and reducing inequalities in health. Of these, 18 activities (at 13 associations) were addressed solely or primarily to this objective. At least 9 of those activities are continuing.
- 5.2 In 2011/12, 25 associations commenced involvement in an additional 107 activities which contribute in some way to this objective. Of these, 16 activities (at 13 associations) were addressed solely or primarily to this objective.

Types of health activities

- 5.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- improvements to homes to increase the independence of older people and people with disabilities
 - health information days
 - healthy eating lunch clubs
 - food cooperatives
 - child development support
 - mental health therapies
 - provision of food vouchers for street homeless people.
- 5.4 Additional types of activities in 2011/12 included:
- exercise for older people
 - one-to-one Health and Wellbeing coaches
 - sport/walking leadership training
 - grow-your-own projects.

Outcomes and outputs from health activities

- 5.5 At least 830 households plus 3,630 individuals benefitted from these activities during 2010/11.

² More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

5.6 Outputs of activities included, for example:

- 253 people over 75 benefited from fire safety improvements
- 266 people over 75 had adaptations carried out
- one food coop took 1351 orders, each containing either one bag of fruit, vegetables, stir fry, salad or eggs.

5.7 The main health outcomes included:

- improved confidence and self esteem
- improved awareness of available health and related services
- improved awareness and skills re healthy eating
- improved access to healthy food
- more positive child development outcomes
- improvements to the homes of elderly people and people with disabilities leading to:
 - prevention of falls and accidents within the home
 - speedy but safe discharge from hospital of 580 older people.

Expenditure on health activities

5.8 In 2010/11, total expenditure from all sources on health activities in which housing associations were involved was at least £418,300.

5.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £170,000. Funding from associations for new health activities commenced since April 2011 amounts to at least £40,500.

5.10 The amount of association funding for individual activities ranged from £40 - £130,000 in 2010/11, and ranges from £100 - £16,000 for new activities commenced since April 2011.

5.11 In 2010/11, the main sources of non-association funding for associations' health activities were:

- from the statutory sector:
 - local authority departments
 - Local Health Boards
 - Welsh Government
 - Community Safety Partnership
- from the voluntary and charitable sectors:
 - Age Cymru
 - local groups
 - private donations.

Delivery of health activities

5.12 In 2010/11, 10 activities had been mainstreamed within associations, and 8 were carried out as one-off projects.

5.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide variety of partners, including:

- from the public sector:
 - local authority departments
 - Local Health Boards
 - other health bodies
 - non-health community bodies
 - universities
- from the private sector:
 - a supermarket
 - an energy provider
- from the voluntary sector:
 - Age Cymru
 - Sports Wales
 - national organisations
 - local groups
 - individual volunteers.

5.14 Association staff time involved in delivering these activities amounted to the equivalent of at least 12.5 FTE posts for 2010/11, and at least 7 FTE posts for projects commenced since April 2011.

5.15 Volunteers provided time to the delivery of 5 activities in 2010/11. The number of hours provided ranged from:

- <100 hours (3 activities)
- 301-400 hours (1 activity)
- 624 hours (1 activity)

Case study

Newydd Housing Association has employed two Community Wellbeing coaches, to provide one-to-one support for individuals living in Barry, who wants to make a life-style change. The coaches use a behavioural model to provide non-clinical interventions, to deal with issues such as diet, obesity, alcohol, drugs, mental health and social isolation. The project is targeted at the poorest communities, and attempts to tackle health inequities through an early intervention preventative model.

Referrals to the coaches can be made by a range of agencies or by the individuals themselves. The coaches provide individuals with either a brief signposting intervention (1 session) or a more in-depth intervention (over 6 sessions). Individuals participating in the

programme are checked 6 weeks, 12 weeks and 6 months after beginning the scheme, to ascertain whether improvements have been sustained. To date, 100% of participants have sustained behaviour change at the 12 week stage. Newydd believe that this will result in tangible health outcomes, but note that these will probably not show clearly for 10 years.

There are now over 4,000 Health Trainers in England (employed by Primary Care Trusts) but, Newydd's health coaches were the first in Wales. Cynon Taf Housing Association has also recently employed one coach, and RCT Homes are also about to recruit a coach.

Newydd's coaches are employed by the association, and were recruited from amongst members of the local community who had previously had difficulty in securing employment (one was a single parent, the other had little employment experience). Prior to commencing coaching, Newydd paid for both coaches to undertake 3 months' City and Guilds Level 3 Health Training. Newydd says it has been very lucky with the individuals appointed as coaches, but stresses that the job requires high levels of skills to deal with some individuals who have multiple needs and may present a risk if not dealt with appropriately.

Before the scheme commenced, the association worked to build up a wide referral network (comprising statutory and voluntary services in the area) that refer people to the scheme. Newydd's staff team (Housing Officers, Maintenance Team, etc) also refer tenants if they feel tenants have an underlying issue which needs to be addressed. The coaches have a high degree of visibility in the community and promote the service through local events, local groups and Facebook.

From the start of referrals in July 2011 to the end of February 2012, the coaches provided brief (signposting-type) intervention to over 500 people, and 178 people went through a 6-session intervention. On occasion, 30 referrals have been received in a single day. Newydd says that tenants 'love the project', and there is now a waiting list for referrals.

The scheme is managed by a Steering Group comprising Newydd, Communities First, and Public Health Wales.

Funding for the project was very difficult to obtain. This was partly because of the perceived risks of providing advice on health issues. However, once Public Health Wales became involved as active partners, this aspect became easier. It was also felt by many that projects such as this should be funded by Health bodies. The Cardiff and Vale University Health Board supports the scheme, and Community Wellbeing Coaches feature in their Food and Physical Activity Action Plan, but they have no money to support the initiative.

The first year of the scheme was funded by £10,000 from Newydd, plus a grant of £33,400 from the Welsh Government's Barry Regeneration Area fund. The total cost of running the scheme in its present form for another year is estimated at £62,800. However, Newydd hopes to run the scheme not only in Barry, but to roll it out to its other areas of operation. The cost of a wider scheme for Year 2 is estimated at £144,000. £14,000 of this total is a one-off cost for setting up a data monitoring system, using a star method to measure distance travelled against health outcomes. To date, the Barry Regeneration Area fund is committed to grant aiding a further 6 months in Barry to the tune of £26,400, Communities First is committing £3,000, and Newydd £44,300. A further grant application for Year 2 is pending.

The scheme addresses every Communities First objective around health, and has many benefits for Newydd as an association, in that:

- it goes a long way to helping to meet one of the association's key objectives -'to improve health and employment prospects for tenants';
- it has proved very successful at aiding engagement with tenants, building relationships, and at breaking down barriers;
- it supports Housing Officers, who often have little time or expertise to deal with underlying health problems;
- it is helpful with tenants who have multiple problems;
- it has worked at building links and referral arrangements with other agencies (e.g. CAB, credit unions, gyms);
- coaches have picked up many issues around supporting vulnerable people (e.g. child protection issues) that had not been raised by other professionals;
- the scheme has raised the association's profile generally in Barry.

6. Improving people's well being and reducing social isolation³

Extent of well being activities

- 6.1 During the financial year 2010/11, 33 associations were involved in the delivery of a total of 219 activities, which contributed in some way to achieving the Welsh Government's objective of improving people's well being and reducing social isolation. Of these, 60 activities (at 23 associations) were addressed solely or primarily to this objective. At least 35 of those activities are continuing.
- 6.2 In 2011/12, 26 associations commenced involvement in an additional 197 new activities which contribute in some way to this objective. Of these, 61 activities (at 18 associations) are addressed solely or primarily to this objective.

Types of well being activities

- 6.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- projects to promote volunteering, such as time-banking schemes
 - roadshows providing information to tenants and communities about services available in their local areas
 - community events, such as fun days or arts events
 - projects which seek to prevent older people from becoming socially isolated, such as support for social clubs and befriending projects
 - environmental improvement activities, such as community gardening projects, community litter picks and projects which involved the community in identifying potential future uses of open spaces
 - activities which seek to involve young people, such as sports, play and dance activities, intergenerational activities and activities to involve young people in designing improvement to their communities.
- 6.4 Additional types of activities in 2011/12 included:
- the development of leaflets and aps to provide tenants and communities with information about services in their area
 - community projects such as family fun days, visits to eco-towns for tenants whose homes are having photovoltaic panels installed and a project to bring the performing arts to rural communities
 - projects targeted at young people, such as the provision of life skills and tenancy management skills training for young homeless people, sending

³ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

disruptive school children on external projects to learn new skills and develop their self confidence

- environmental improvement activities such as tree planting and projects to develop community allotments
- intergenerational projects where young people and older tenants share skills and experiences through story telling, the production of a DVD and arts projects.

Outcomes and outputs from well being activities

6.5 At least 9,486 individuals and 87 households benefitted from these activities during 2010/11.

6.6 Outputs of activities included, for example:

- 2 pieces of public art were created
- 6 community events/training sessions were held
- 196 volunteers registered on time-banking project
- 25 people gained formal qualifications
- over 600 young people participated in free outdoor play provision.

6.7 The main well being outcomes included:

- tenants and residents better equipped to access services
- increased sense of ownership and pride in the community
- reduced incidents of anti social behaviour
- increased sense of safety in the home and local area
- improved motivation amongst young people
- improved self confidence and self esteem
- improved relations between older and younger people
- improved local environment
- improved levels of satisfaction with the local area as a place to live
- improved awareness of ways to reduce waste, recycle and save energy and energy costs
- young people learning new skills
- 20 vulnerable young parents able to maintain their tenancies.

Expenditure on well being activities

6.8 In 2010/11, total expenditure from all sources on well being activities in which associations were involved was at least £1,208,202.

6.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £982,825. Funding from associations for new well being activities commenced since April 2011 amounts to at least £431,948.

- 6.10 The amount of association funding for individual well being activities ranged from £0 to £200,000 in 2010/11, and also ranges from £0 to £200,000 for new activities commenced since April 2011.
- 6.11 In 2010/11 the main sources of non-association funding for well being activities were:
- from the statutory sector:
 - local authorities
 - Arts Council for Wales
 - Probation Service
 - Welsh Government
 - from the private sector:
 - associations' contractors
 - banks
 - from the voluntary and charitable sectors:
 - Lottery
 - Groundwork Trust
 - Woodland Trust
 - British Trust for Conservation Volunteers.

Delivery of well being activities

- 6.12 In 2010/11, 35 well being activities had been mainstreamed within associations, and 25 were carried out as one off-projects. 5 of the mainstreamed activities were delivered by groups of associations working in partnership.
- 6.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:
- from the public sector:
 - local authorities
 - schools
 - Police
 - Probation
 - Fire Service
 - Further Education Colleges
 - from the private sector:
 - contractors
 - banks
 - artists
 - A4E
 - Activity Centres
 - from the voluntary sector:
 - Communities First partnerships

- Keep Wales Tidy
- tenant & residents groups
- credit unions
- Age Cymru
- County Councils for Voluntary Service

6.14 Association staff time involved in delivering activities amounted to the equivalent of at least 10.5 FTE posts in 2010/11 and at least 5.98 FTE posts for projects commenced since April 2011.

6.15 Volunteers provided time to the delivery of 45 of the activities in 2010/11. The number of hours provided ranged from:

- <100 hours (27 activities)
- 101–200 hours (11 activities)
- 201-300 hours (2 activities)
- 301- 400 hours (3 activities)
- >401 hours (2 activities).

Case Study

Monmouthshire Housing Association is involved in the delivery of a substantial number of activities whose primary aim is improving people's well being and reducing social isolation. The association has given increased emphasis and support to the work it does on intergenerational activities, because it has a substantial number of sheltered housing schemes dotted across a large rural county, and a substantial proportion of its family homes occupied by older people. A recent 'Insight' project showed that older tenants form a significant proportion of MHA's customer base were at risk of feeling increasingly isolated within their communities. Intergenerational activity is one approach to addressing this isolation.

The intergenerational activity organised by the association has included:

- a storytelling project, involving 40 children at Undy Primary School and the residents of a sheltered housing scheme in the village;
- a Strictly Come Dancing vs Street Dance Tea Party at a community centre, involving young people from the local estate and older residents from the local area;
- Cookery Taster sessions held in church halls, where older people pass on their cookery skills to young people, showing them how to survive and manage on a limited budget and minimise food waste;
- an Arts Project in a sheltered housing scheme (which sparked relationships so that young people involved have returned to the scheme to show the residents how to use the scheme's Wii, and to have an informal carol service);
- a gardening project where older tenants helped a school to grow vegetables on a plot of land in the school grounds; and
- fostering a relationship with a group of children in a secondary school at risk of being excluded, who have undertaken a range of social activities with residents at two sheltered housing scheme in the town.

The activities have involved a range of partners such as Communities First, schools, and training providers. The association's role has been to facilitate events by arranging venues and inviting people, and therefore the cost to the association has been minimal (the greatest cost being staff time). Because of the minimal costs, these activities are sustainable and easily mainstreamed within the association, with frontline staff playing an active role in promoting events to tenants. Schools are becoming increasingly interested in participating in activities with older people, as part of their commitment to being community focused.

The benefits of involvement in intergenerational events have been that older tenants and young people have enjoyed themselves and developed relationships, and that older tenants feel less isolated in their communities. This is of importance to the association as its key performance indicators are tenant satisfaction and tenant satisfaction with their community as a place to live.

The association could point to various outcomes achieved by individual projects, for example:

- relationships established between older tenants and young people (a number of examples were provided of friendships which developed following activities, either on an individual or group basis)
- the impact of the intergenerational activity on the school performance of young people at risk of exclusion and their career choices
- older people feeling happier and more satisfied.

The association has to date not formally evaluated the outcomes of these activities, but is in the process of measuring how the activities change the attitudes of tenants and young people, by speaking to participants prior to and after activities.

Key learning points for the association have been:

- that there is a significant resource in the community that can be tapped into to facilitate intergenerational activities;
- that the willingness and enthusiasm of people to get involved in intergenerational activities should not be underestimated;
- that activities do not have to cost a lot to be successful.

Intergenerational activities link directly to the association's Healthier and Happier Communities Framework. The association regards older people as a key group of tenants. Improving the quality of older people's lives, and acting as a link between tenants and the range of services available in the area, are seen as key roles for the association. Intergenerational activities link with the Council's priorities around supporting vulnerable adults, and connect with the priority to ensure that schools are more community focused. Intergenerational activities also link directly to the Welsh Government's Strategy for Older People in Wales, specifically the strategic aim of promoting positive images of ageing and ensuring that over 50's are able to participate as fully as they wish in their communities.

7. Creating safer communities⁴

Extent of safety activities

- 7.1 During the financial year 2010/11, 31 associations were involved in the delivery of a total of 134 activities, which contributed in some way to the Welsh Government's objective of creating safer communities. Of these, 23 activities (at 17 associations) were addressed solely or primarily to this objective. At least 13 of those activities are continuing.
- 7.2 In 2011/12, 19 associations commenced involvement in an additional 87 activities which contribute in some way to this objective. Of these, 8 activities (at 6 associations) were addressed solely or primarily to this objective.

Types of safety activities

- 7.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:

- engagement with young people to deliver issue-based youth work and the development of activities for their peers
- activities, play days, and trips for children and young people
- reinstatement of play facilities
- projects to tackle domestic abuse
- improved home security
- projects to promote fire safety.

- 7.4 Additional types of activities in 2011/12 included:

- training for the community in park/play equipment maintenance and safety
- a Junior Wardens Scheme and Schools Intervention Programme to raise awareness of how anti social behaviour impacts on communities
- a family intervention project to tackle root causes of anti social behaviour.

Outcomes and outputs from safety activities

- 7.5 At least 3,811 households plus 8,090 individuals benefitted from these activities during 2010/11. In addition, one activity benefitted all the residents of one town, whilst another activity was estimated as having benefitted at least 25,000 people indirectly.

⁴ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

7.6 Outputs of activities included, for example:

- 101 schools visited to raise awareness of domestic abuse
- security measures installed for 64 victims of domestic abuse, 38 older people and 4 victims of burglary
- improved security to the homes of 22 older people
- provision of lockable caps to 20 heating oil tanks
- notices served and court action taken on anti social behaviour
- engagement of young people in environmental volunteering
- involvement of two tenants in British Council Active Citizens (going on an exchange visit to Kenya).

7.7 The main safety outcomes included:

- reduced anti social behaviour
- reduction in fly-tipping
- reduction in number of home fires
- reduced nuisance caused by young people during school holidays
- improved relationships within the community and with young people in particular.

Expenditure on safety activities

7.8 In 2010/11, total expenditure from all sources on safety activities in which housing associations were involved was at least £216,600.

7.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £96,850. Funding from associations for new safety activities commenced since April 2011 amounts to at least £87,600.

7.10 The amount of association funding for individual activities ranged from £21 - £34,583 in 2010/11, and ranges from £100 - £60,000 for new activities commenced since April 2011.

7.11 In 2010/11 the main sources of non-association funding for associations' safety activities were:

- from the statutory sector:
 - local authorities
 - Community Safety Partnerships
 - Welsh Government
- from the voluntary and charitable sectors:
 - Big Lottery Fund
 - Communities First
 - Women's Aid.

Delivery of safety activities

- 7.12 In 2010/11, 10 activities had been mainstreamed within associations, and 13 were carried out as one-off projects. 2 of the mainstreamed activities were delivered by groups of associations working in partnership.
- 7.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide variety of partners, including:
- from the public sector:
 - local authorities
 - Police
 - schools
 - Fire Service
 - Community Safety Partnerships
 - from the voluntary sector:
 - Communities First
 - local groups
 - play associations.
- 7.14 Association staff time involved in delivering these activities amounted to the equivalent of at least 8 FTE posts for 2010/11, and at least 4 FTE posts for projects commenced since April 2011.
- 7.15 Volunteers provided time to the delivery of 11 activities in 2010/11. The number of hours provided ranged from:
- <100 hours (9 activities)
 - 201-300 hours (1 activity)
 - 1050 hours (1 activity).

Case study

Tai Eryri has organised a Forum Theatre project, where young people who had witnessed and experienced domestic abuse enacted their experiences through theatre as a training/awareness raising tool.

Forum Theatre has been used since the 1970s as a technique to educate people on how to take an active part in their community and tackle oppression. It has been used worldwide to find answers to problems, to influence legislation, and to encourage the strengthening of communities. It is recognised as an official method of 'Social Change' by the United Nations through UNESCO.

Tai Eryri organised a 6-day Forum Theatre workshop for 10 young people aged 11-18 from Gorwel, the Tai Eryri organisation that supports women and families fleeing domestic violence. The young people, with the help of a trained facilitator, worked on the theme of

'the taboo and impact of domestic violence on children', and then presented the theatre to an audience of 91 health workers at Ysbyty Gwynedd as part of Domestic Violence Child Protection Training. The process had therapeutic benefits for the young people involved, audience members described the experience as 'very impactful and moving', and it stimulated lively discussion of what professionals could do to prevent and change outcomes.

During the last 2 years, the theatre has been very successful, and the group has performed for over 1000 people, including:

- Anglesey councillors;
- Gwynedd's Domestic Abuse Forum;
- a 'Children Matters' Conference in Cardiff organised by Women's Aid;
- the High Sheriff Awards at Caernarfon Magistrates Court;
- the National Eisteddfod at Wrexham;
- a Domestic Abuse Awareness event at the Welsh Assembly, Llandudno Junction.

The project cost £5,500 in total. £4,000 came from the proceeds of a charity ball organised by association staff (an annual event), and the remainder (including staff costs) was funded from association resources. 2 staff members spent approximately 300 hours in total helping to coordinate and manage the project.

Tai Eryri, together with 6 other local organisations, has now established a partnership with the aim of securing funding to give this work a sustainable future, and are hoping to employ a full time facilitator. Representatives have recently visited the House of Commons to discuss Forum Theatre training, in relation to lack of access to benefits for over 19 year olds doing A levels, and they would like to broaden the scope of Forum Theatre work to, for example, young people from Communities First areas (e.g. by training young people as facilitators, developing social enterprises, etc).

As well as helping to 'create safer communities', the activity also has the potential to contribute to the achievement of a wide range of other Welsh Government objectives:

- improving people's health and well being and reducing inequalities in health;
- improving people's well being and reducing social isolation;
- creating jobs and training opportunities;
- promoting equality of opportunity and access;
- improving education, skills and learning more generally; and
- tackling poverty.

8. Creating jobs and training opportunities⁵

Extent of jobs and training activities

- 8.1 During the financial year 2010/11, 29 associations were involved in a total of 134 activities which contributed in some way to the Welsh Government's objective of creating jobs and training opportunities. Of these, 35 activities (at 19 associations) were addressed solely or primarily to this objective. At least 28 of those activities are continuing.
- 8.2 In 2011/12, 27 associations commenced involvement in an additional 96 activities which contribute in some way to this objective. Of these, 32 activities (at 18 associations) are addressed solely or primarily to this objective.

Types of jobs and training activities

- 8.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- targeted recruitment and training
 - establishing social enterprises to provide employment opportunities
 - providing work placement and work experience
 - providing support to individual residents to assist them in accessing training and employment opportunities
 - providing apprenticeships
 - providing work placements for school pupils
 - providing a Welsh language broker.
- 8.4 Additional types of activities in 2011/12 included:
- offering volunteer placements for job seekers
 - providing bespoke training and work taster sessions for long term unemployed.

Outcomes and outputs from jobs and training activities

- 8.5 At least 1,662 individuals benefitted from these activities during 2010/11.
- 8.6 Outputs of activities included, for example:
- 8 tenants received support for cv/application form writing
 - 8 tenants have completed short courses

⁵ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

- 409 people were offered support
- 99 people were provided with training, advice or support
- 41 individuals gained experience of the working environment
- 9 job hunting/interviewing skills workshops were held
- 40 participants engaged in one programme
- 312 participants registered on another programme.

8.7 The main jobs and training outcomes included:

- 3 tenants moved into employment
- increase in tenants confidence and employability
- improved chances for participants to re-enter the labour market
- 12 apprenticeships created
- an estimated increase in income of £455,000 generated through increased employment rates of trainees
- an estimated reduction of £123,000 in JSA payments, through increased employment rates of trainees.

Expenditure on jobs and training activities

8.8 In 2010/11, total expenditure from all sources on jobs and training activities in which associations were involved was at least £677,000.

8.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £456,000. Funding from associations for new jobs and training activities commenced since April 2011 amounts to at least £441,000.

8.10 The amount of association funding for individual activities ranged from £0 to £130,000 in 2010/11, and ranges from £0 to £200,000 for new activities commenced since April 2011.

8.11 In 2010/11 the main sources of non-association funding for jobs and training activities were:

- from the statutory sector:
 - Department for Work and Pensions
 - Welsh Government
- from the voluntary and charitable sectors:
 - Backing Young Britain
 - Groundwork North Wales.

Delivery of jobs and training activities

- 8.12 In 2010/11, 25 activities had been mainstreamed within associations, and 10 were carried out as one off projects. 3 of the mainstreamed activities were delivered by groups of associations working in partnership.
- 8.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:
- from the public sector:
 - local authorities
 - further education colleges
 - Job Centre Plus
 - Welsh Government
 - Careers Wales
 - from the private sector:
 - associations' contractors
 - employers
 - A4e
 - from the voluntary sector:
 - Communities First partnerships
 - Gofal
 - Construction Youth Trust
 - Groundwork North Wales
 - Wales Council for Voluntary Action.
- 8.14 Association staff time involved in delivering these activities amounted to the equivalent of at least 26 FTE posts in 2010/11 and at least 28.4 FTE posts for projects commenced since April 2011.
- 8.15 Volunteers provided time to the delivery of 8 of the activities in 2010/11. The number of hours provided ranged from:
- <100 hours (3 activities)
 - 301- 400 hours (3 activities)
 - >401 hours (2 activities).

Case study

Taff Housing is a key partner in the 'Our Business' project, which is a Cardiff based collaboration between Gofal and Taff, Cadwyn, United Welsh and Cardiff Community Housing Associations. The three year project ran from 2009 to 2012 and aimed to work with housing tenants through mentoring, training and support to enable them to engage with training, learning and job opportunities. It targeted those furthest from the job market and worked to a mental health and well-being model.

The project had two main elements:

- the provision of one-to-one mentoring based support to those referred
- the development of a social enterprise – PS Services⁶ – which provides cleaning and grounds maintenance services

The project was funded 50% by Social Housing Management Grant, with the other 50% being contributed by the five partner organisations. Taff Housing contributed £4,000 per year.

Taff Housing referred tenants to the project from general needs housing, hostels and supported housing projects. Gofal provided project management and delivered support to tenants. Other partners included Genesis, Skill Build, Job Centre Plus, Enterprise Centres and People Can (formerly Novas Scarman). A wide range of courses were provided as part of the project, including confidence building, basic skills, first aid, food hygiene and IT. The project also had a direct link to the Intermediate Labour Market programme run by Gofal.

Taff Housing considers the project to be part of its community development role. The organisation has always seen its remit as going beyond housing and has had staff with community development roles for some years. As well as 'Our Business', Taff has engaged in other work in relation to the jobs and training agenda, including targeted recruitment and training and other initiatives. This range of initiatives has now been brought together at a strategic level. In the organisation's current business plan, one of four outcomes is *'our customers' economic, financial and personal potential will be improved'*. In its business plan, the organisation notes: *'Our experience tells us that we have both the skills & the opportunity to help our customers increase their aspirations and their personal potential. In particular, we are keen to help the children of our current tenants to aim higher and achieve more. A safe, affordable home is of course the foundation for this to happen; but our work in supporting families and young people and our customer involvement and community development activities go further to help raise self-esteem and confidence levels and promote social inclusion.'*

As well as being a strategic outcome for Taff, other drivers for the project are the level of demand from tenants for assistance, and the fit with both national and local authority priorities. The Cardiff Council *'What Matters'* strategy includes as one of seven strategic outcomes *'people in Cardiff achieve their full potential'*. A new driver for the project is the welfare reform agenda. Taff considers that it is positioned well to work with customers on jobs and training due to staff knowledge of the communities in which they work and the positive relationships the organisation has with tenants.

The 'Our Business' project has been a resounding success. Of the 102 Taff tenants who were referred to the project, 93 remained engaged with the project after receiving the support provided, and 50% were engaged in training, employment, volunteering or education. Individuals are able to say how Our Business has changed their lives. For example: *'Before starting at PS Services one month ago, I had not had a full-time job. After starting, I moved out of the (Taff) house and now I have a flat of my own. I am now more confident. I can see a future for myself. My daughter lives in Birmingham. Now, I have a job and money, I can go to see her every 10 days. Gofal are nice people to work with. I get help*

⁶ <http://www.gofal.org.uk/gofal-enterprises/ps-services>

from them. They have put me on track and made a difference to my life. I am appreciative of what they have done.'

(Waraq Osman).

The scale of demand for the project was much greater than anticipated, and an unexpected outcome is that more people are now actively engaged with Taff as an organisation.

The aim of developing a social enterprise capable of delivering services to the partner agencies was achieved via the establishment of PS Services. It is going from strength to strength, providing services for the partners in the projects and acquiring new contracts, as well as providing work experience and paid employment for participants of the 'Our Business' project.

Taff Housing considers 'Our Business' to represent extremely good value for money and is continuing to fund a second phase of the project – 'Our Business 2'. Job Centre Plus payment by results funding has also been successfully accessed. 'Our Business 2' will work with some of those who have been supported by the first project with the specific aim of getting them into work.

9. Promoting equality of opportunity and access⁷

Extent of equality activities

- 9.1 During the financial year 2010/11, 31 associations were involved in the delivery of a total of 174 activities which contributed in some way to achieving the Welsh Government's objective of promoting equality of opportunity and access. Of these, 7 activities (at 5 associations) were addressed solely or primarily to this objective. At least 6 of these activities are continuing.
- 9.2 In 2011/12, 24 associations commenced involvement in an additional 128 activities which contribute in some way to this objective. Of these, 4 activities (at 3 associations) are addressed solely or primarily to this objective.

Types of equality activities

- 9.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- hosting meetings of the South Wales Disability Network
 - chairing and providing administrative support to an authority wide multi agency diversity group which leads on community cohesion
 - providing administrative support for a multi agency migrant workers forum, which seeks to address the needs of migrant workers from overseas in the local area
 - providing temporary accommodation for refugees and support to assist them find permanent housing and work
 - assisting in the delivery of an intergenerational gardening project involving pupils from a recently established special needs school and a high school to help integrate pupils from the special needs school into the local community.
- 9.4 Additional types of activities in 2011/12 included:
- establishing a Fairer Futures forum where staff, tenants, board members and members of the public can come together to discuss equality and diversity and share good practice in a non-judgmental environment
 - supporting a Youth Forum to provide opportunities for young people aged 11 to 25 to become active members of the community and contribute to discussions on policy and practice within the association
 - promoting careers for women in the construction sector by delivering talks in secondary schools
 - holding an Eid celebration at a sheltered housing scheme for Somali elders.

⁷ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

Outcomes and outputs from equality activities

- 9.5 At least 1,602 households benefitted from these activities during 2010/11. In addition one association said that *“the wider population of the local authority area”* benefitted from one activity.
- 9.6. Outputs of activities included, for example:
- 11 monthly planning meetings held leading to a full day festival event
 - 6 forum meetings hosted
 - 1 community cohesion consultation event delivered
 - training provided on estates with high level of incidents of hate crime
 - meetings hosted to enable tenants to access information about services for people with disabilities.
- 9.7 The main equality outcomes included:
- 90% of refugees moved on from accommodation to more secure accommodation
 - 85-90% of refugees either undertook training or gained employment whilst in temporary accommodation
 - £800,000 capital funding secured for improvements to a Gypsy Traveller site.

Expenditure on equality activities

- 9.8 In 2010/11, total expenditure from all sources on equality activities in which associations were involved was at least £93,187.
- 9.9 Of this expenditure, funding on equality activities from associations themselves (including staff costs) amounted to at least £18,796. Funding from associations for new equality activities commenced since April 2011 amounts to at least £10,000.
- 9.10 The amount of association funding for individual equality activities ranged from £0 - £11,000 in 2010/11, and ranges from £0 to £5,000 for new activities commenced since April 2011.
- 9.11 In 2010/11 the main sources of non-association funding for equality activities were the Welsh Government Community Cohesion Fund and donations from individuals and (unspecified) grant giving bodies.

Delivery of equality activities

- 9.12 In 2010/11, 7 activities had been mainstreamed within associations and 1 was delivered by a group of associations working in partnership.

9.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:

- from the public sector:
 - local authorities
 - universities
 - Further Education Colleges
 - Local Health Boards
 - Police
- from the private sector
 - an association's contractor
- from the voluntary sector:
 - Communities First partnerships
 - BAWSO
 - Gweini
 - County Councils for Voluntary Service
 - Age Cymru
 - NEON Youth Club
 - Keep Wales Tidy
 - Seafarers UK.

9.14 Association staff time involved in delivering activities amounted to the equivalent of at least 1 FTE post in 2010/11 and at least 0.4 FTE posts for projects commenced since April 2011.

9.15 Volunteers provided time to the delivery of 3 of the activities in 2010/11. In each activity volunteers provided less than 100 hours of their time.

Case study

Merthyr Tydfil Housing Association plays a key leadership role in promoting equality, diversity and community cohesion in Merthyr Tydfil County Borough:

- the associations' Chief Executive acts as the Chair of the local authority-wide Multi Agency Diversity Forum;
- the association provided administrative support for the Forum;
- the association also provides administrative support for the Migrant Workers Forum;
- the association leads the team who organise the annual 'Global Village' event which celebrates the diversity of Merthyr Tydfil.

This work is clearly linked to the Welsh Government policy objective of promoting equality of opportunity and access, and to the Welsh Government's All Wales Community Cohesion Strategy.

The Multi Agency Diversity Forum is a sub group of the Merthyr Tydfil Community Safety Partnership, and includes amongst its members:

- various departments and teams within the Local Authority (e.g. YOT, Community Safety, Education, Housing, Equality Officer)
- South Wales Police
- Safer Merthyr Tydfil
- Cwm Taf Local Health Board
- Communities First projects
- Glamorgan University
- Probation Service
- Merthyr College
- Voluntary Action Merthyr Tydfil
- housing associations
- a wide range of voluntary agencies.

The Forum was initially formed to focus on hate crime, and Merthyr Tydfil Housing Association had long been involved in the group. However, the Association was approached by South Wales Police to Chair the forum, which has subsequently revised its role to incorporate all aspects of equality and diversity, and the promotion of community cohesion.

The association receives no payment to perform this role. It is funded entirely by the association, and the costs are minimal, predominantly involving the time of the Chief Executive and administrative support.

Whilst the tenants of the association may not experience any direct benefit from this activity, the associations' leadership of the Multi Agency Diversity Forum and the outcomes from the activities delivered by the Forum's partners help strengthen the communities in which tenants live, for example via:

- work undertaken to address hate crime and improve hate crime reporting;
- funding secured to purchase and refurbish the Gypsy and Travellers site;
- work to raise awareness of the different communities in Merthyr Tydfil;
- delivering programmes to increase social integration and inclusion and reduce isolation.

The association itself benefits from the leadership role it performs. It helps the association strengthen key partnerships and relationships, whilst at the same time giving a message to the association's staff and partners that it is committed to the promotion of equality and community cohesion.

The leadership role performed by the association is driven by:

- the association's commitment (set out in its Corporate Plan) to work in partnership with the Council to achieve key elements of the Community Plan;
- the association's organisational values and its recognition that as a small community based association it is reliant on partnership working to deliver key outcomes; and
- recognition that Merthyr Tydfil Council is a small local authority with limited resources, and that all partners must play a greater role to ensure the delivery of the Community Plan.

The leadership role performed by the association links directly to the priorities of public bodies who form the Local Service Board for Merthyr Tydfil, and is also closely aligned with the priorities of the Welsh Government, who have provided funding for key community

cohesion activities which have been project managed by the Multi Agency Diversity Forum, (including the development of a Community Cohesion Strategy, and engagement activities with local communities).

10. Digital inclusion⁸

Extent of digital inclusion activities

- 10.1 During the financial year 2010/11, 27 associations were involved in the delivery of a total of 84 activities, which contributed in some way to the Welsh Government's objective of digital inclusion. Of these, 16 activities (at 13 associations) were addressed solely or primarily to this objective. At least 11 of those activities are continuing.
- 10.2 In 2011/12, 21 associations commenced involvement in an additional 77 activities which contribute in some way to this objective. Of these, 15 activities (at 9 associations) were addressed solely or primarily to this objective.

Types of digital inclusion activities

- 10.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- the establishment of a Community Development Officer Digital Inclusion to increase access to and use of IT
 - IT training and support for tenants
 - provision of computers in associations' offices as a community resource
 - free installation of PCs into association properties
 - provision of refurbished IT equipment to community bodies and tenants
 - provision of a Centre for Digital Learning.
- 10.4 Additional types of activities in 2011/12 included:
- upskilling staff to act as volunteers to train residents in IT skills
 - projects to engage older people in IT
 - provision of IT equipment to sheltered housing schemes
 - training for tenants in use of new technology (including mobile phones, Kindles, TV remote controls).

Outcomes and outputs from digital inclusion activities

- 10.5 At least 250 households plus 498 individuals benefitted from these activities during 2010/11.

⁸ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

10.6 Outputs of activities included, for example:

- 2 free wireless hotspots in one local authority area
- free community wireless broadband for tenants on one estate.

10.7 The main digital inclusion outcomes included:

- installation of 500 free PCs into association properties
- 140 people supported to go online for the first time
- increased confidence and skills in use of IT
- tenants now using the internet for shopping and Skype
- improved access for communities to IT facilities.

Expenditure on digital inclusion activities

10.8 In 2010/11, total expenditure from all sources on digital inclusion activities in which housing associations were involved was at least £113,700.

10.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £86,500. Funding from associations for new digital inclusion activities commenced since April 2011 amounts to at least £74,327.

10.10 The amount of association funding for individual activities ranged from £200 - £26,000 in 2010/11, and ranges from £200 - £24,600 for new activities commenced since April 2011.

10.11 In 2010/11 the main sources of non-association funding for associations' digital inclusion activities were:

- from the statutory sector:
 - Communities 2.0
 - Heads of the Valleys Innovation Programme
- from the voluntary and charitable sectors:
 - charitable trusts.

Delivery of digital inclusion activities

10.12 In 2010/11, 8 activities had been mainstreamed within associations, and 8 were carried out as one-off projects. 1 of the mainstreamed activities was delivered by two associations working in partnership.

10.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide variety of partners, including:

- from the public sector:

- local authority departments
- Communities 2.0
- schools
- from the private sector:
 - BT
 - IT installers and suppliers
 - IT trainers
- from the voluntary sector:
 - Communities First
 - recycling community enterprises
 - youth clubs
 - Wales Co-op Centre.

10.14 Association staff time involved in delivering these activities amounted to the equivalent of at least 4 FTE posts plus one intern for 2010/11, and at least 3 FTE posts for projects commenced since April 2011.

10.15 Volunteers provided time to the delivery of 7 activities in 2010/11. The number of hours provided ranged from:

- <100 hours (6 activities)
- 101-200 hours (1 activity).

Case study

Melin Housing Association has been undertaking substantial work on digital inclusion.

The 'Getting Connected' project aims to provide internet access and free PCs to all residents (approx. 400 in total) in the north of the Torfaen area. PCs were bought in bulk through the association's and local authority's procurement network. The association employed 2 graduate interns to install the PCs in residents' homes, and to provide initial IT support. Both have gone on to full time employment in IT, and the project is being completed by one member of staff part time, plus 2 volunteers (one a Melin tenant).

The project is part of a wider Digital Inclusion Strategy with Torfaen Council, which looks to bring housing, employment and business development together to deliver a 'Digital Silicon Valley for Wales'. The association and the local authority have part funded the project, but the main funding has come from the Heads of the Valleys Programme, who provided the capital costs of the PCs.

This project is almost complete, but the overarching aim is to provide internet access devices incrementally to all of Melin's 3,300 properties. The association has recognised that PCs are not necessarily the primary or best route for internet access for all their residents, and that some (for reasons of age, the need for mobile access, etc.) may prefer to use laptops, handheld devices or tablets.

Future funding will depend on the association being able to evidence that the money has been well spent. Already they can point to money saved by residents by shopping on line

and using money comparison websites, to improved social networking (including one resident who got in touch with a relative after a 40 year gap), and to the use of the internet to support community groups. A study soon to be published will detail how people have used their PCs, and will be used to put together a future funding bid.

The association intends to absorb staffing costs and overheads for the remaining work, but is exploring different sources of funding for the capital costs of devices (including recycling their own office PCs, and trying to access funding from non-digital sources, for example, employment funding sources).

The 'Getting Connected' project is linked to two other Melin projects:

- the Digital Hub, an IT training academy in Blaenavon owned by the association, and run in conjunction with Microsoft and Cisco. This has now been open for 12 months, and 20 people have so far embarked on the 2/3 year M.Sc level course in digital engineering offered;
- the i-Homes project, a demonstration digital home in the process of being set up, using state of the art technology (e.g. computers to set heating temperature, lights which switch on when rooms are in use, etc).

Melin believes that all these projects are important in the light of the fact that, for example, Blaenau Gwent has the lowest rate of internet access in the UK, and the projects link well to the association's corporate priorities around community investment, enterprise and employment, tackling social isolation, and getting people work-ready.

11. Improving education, skills and learning⁹

Extent of education, skills and learning activities

- 11.1 During the financial year 2010/11, 33 associations were involved in a total of 189 activities which contributed in some way to the Welsh Government's objective of improving education, skills and learning. Of these, 39 activities (at 21 associations) were addressed solely or primarily to this objective. At least 29 of these activities are continuing.
- 11.2 In 2011/12, 29 associations commenced involvement in an additional 165 activities which contribute in some way to this objective. Of these, 30 activities (at 18 associations) are addressed solely or primarily to this objective.

Types of education, skills and learning activities

- 11.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- life skills training (e.g. cookery, IT)
 - learning activities focused on young people (e.g. a sexual health project)
 - education services for families
 - funding to enable tenants to access skills training or education
 - accredited tenant training programmes
 - work with schools (e.g. providing work placements for under 16's).
- 11.4 Additional types of activities in 2011/12 included:
- craft skills training (e.g. making bird boxes)
 - supporting educational trips
 - life skills training (e.g. food safety training)
 - work with schools (e.g. to develop the business acumen of students).

Outcomes and outputs from education, skills and learning activities

- 11.5 At least 26 households plus 4,183 individuals benefitted from these activities during 2010/11.
- 11.6 Outputs of activities included for example:
- 34 after school club sessions held

⁹ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

- 50 young people participated in activities
- 8 young people participated in an international football tournament
- 24 courses provided.

11.7 The main education, skills and learning outcomes included:

- increased confidence and self esteem
- increase in IT skills
- increased resident awareness of issues such as sustainability
- increased level of motivation
- formal educational qualifications achieved and distance travelled for individual learners
- reduction in level of anti social behaviour
- service users were able to cook a number of healthy meals
- 21 young people accessed employment or training
- 40 young women were enabled to access support and re-engage with learning/education.

Expenditure on education, skills and learning activities

11.8 In 2010/11, total expenditure from all sources on education, skills and learning activities in which associations were involved was at least £835,365.

11.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £498,315. Funding from associations for new on education, skills and learning activities commenced since April 2011 amounts to at least £193,700.

11.10 The amount of association funding for individual activities ranged from £0 to £5,000 in 2010/11, and ranges from £0 to £90,000 for new activities commenced since April 2011.

11.11 In 2010/11 the main sources of non-association funding for associations' education, skills and learning activities were:

- from the statutory sector:
 - the Welsh Government
 - local authorities
 - The Arts Council for Wales
- from the private sector:
 - Tesco
 - New Directions
 - sponsorship from unspecified sources
- from the voluntary and charitable sectors:
 - Lottery.

Delivery of education, skills and learning activities

11.12 In 2010/11, 23 activities had been mainstreamed within associations and 16 were carried out as one off projects. None of the activities were delivered by groups of associations working in partnership.

11.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:

- from the public sector:
 - local authorities
 - schools
 - further education colleges
- from the private sector
 - associations' contractors
 - Tesco
 - New Directions Employment Agency
 - North Wales Training Agency
- from the voluntary sector:
 - Communities First partnerships
 - TPAS
 - Rathbone
 - the Wallich
 - Wales Council for Voluntary Action
 - Workers Education Association.

11.14 Association staff time involved in delivering activities amounted to the equivalent of at least 18.2 FTE posts in 2010/11, and at least 8.2 FTE posts for projects commenced since April 2011.

11.15 Volunteers provided time to the delivery of 19 activities in 2010/11. The number of hours provided ranged from:

- <100 hours (9 activities)
- 101–200 hours (4 activities)
- 201-300 hours (1 activities)
- 301- 400 hours (1 activities)
- >401 hours (4 activities).

Case study

Bron Afon's Green Futures programme aimed to involve tenants, staff and Board members in a participative learning process, that engaged them in thinking about the long term future of land and open spaces in the communities in which the organisation works.

Green Futures was designed as a precursor to the development of Bron Afon's thinking

around environmental management, sustainability and open space strategies. The aim was to ensure that investment in the environmental elements of the Welsh Housing Quality Standard would be deliberative, sustainable and achieve maximum impact and outcomes for. It was a one-off project that aimed to inform mainstream delivery and support the corporate plan priority of building skills and capacity.

The Green Futures programme ran for 10 months and comprised modules on:

- climate change
- sustainable development and biodiversity
- growing of local food
- sustainable design
- environmental justice and the needs of young people
- local environments - cars, parking, garages, lighting and community safety
- leisure and health issues
- energy and microgeneration
- the green economy
- ownership and development issues.

Each module involved an evening session comprising a mix of presentations and small group work facilitated by Bron Afon staff. Laptops were provided to enable participants to look at pre-loaded websites and case studies. Each session ended with a lively debate about the relevant topic.

Presentations and discussions involved 24 external speakers from national and local organisations as diverse as the University of Glamorgan, Sustain Wales, Science Shop Wales, the Design Commission for Wales, the Welsh Government, Torfaen County Borough Council and Valleys Kids. A requirement for visiting speakers was that their presentations should not assume prior knowledge of the subject matter, or that anyone participating could read or write.

The programme also involved study visits to Container City and Coin Street in London and the Centre for Alternative Technology in Machynllyth.

A small grant of £1,500 was obtained from the Climate Change Department of the Welsh Assembly Government as a contribution to transport, IT and catering costs. Bron Afon contributed £7,500, as well as officer time.

The programme was attended by 96 participants, of whom 45 have received accreditation certificates from the Open College Network. Participants came from the Membership Committee, Area Forums, Bron Afon's Board, staff, local partner bodies, four schools, Blaenavon's Neon Youth Club, the Youth Forum, Torfaen County Borough Council and two national agencies.

Alongside accredited learning, other outcomes included:

- the recording of all thoughts and ideas raised to inform the development of a set of principles for Bron Afon to use in respect of open space. These principles are influencing the focus and outcomes of the redesign of facilities and grounds

management services, and provide a backdrop to the commissioning of consultations on major environmental works;

- consideration of how Bron Afon can increase the number of allotments and space for growing other plants and trees;
- a range of small environmental schemes suggested by residents and/or staff being taken forward, eg:
 - some volunteers have begun a Green Fingers project working with residents of retirement complexes to grow vegetables in raised beds
 - several of the young participants are working on restoring a community garden
 - some areas of grass are being left uncut and wildflowers have been planted to provide wildlife corridors for birds and insects;
- some participants deciding that they wanted to develop their knowledge further. A group of staff and residents from St Dials in Cwmbran are undertaking a basic urban design course so that they can help find design solutions for the environment around blocks of flats;
- Bron Afon becoming a Network Partner to Cynnal Cymru (Sustain Wales);
- Science Shop Wales conducting sessions with staff interested in taking forward thinking around sustainability and lowering the organisation's carbon footprint.

The feedback from participants about the format of the course was very positive. As a result, Bron Afon has established a second participative learning programme, entitled Fairer Futures, which is concerned with equalities and diversity.

Bron Afon has identified five key learning points from the programme:

1. Interesting speakers. The group will fall in numbers if they are bored. Bron Afon chased people with an engaging story to tell;
2. No homework. Programmes such as Green Futures are not like school. Don't force the group to have to go away and produce something for the next meeting. They will be worried if they can't do this and will avoid the next meeting;
3. Stick to the agenda. Bron Afon made sure that speakers understood there was a wide age range in the audience and that the event was about people getting a chance to talk about issues. The speakers were there to quickly raise interest in a topic and then pass it to the group to talk and share ideas;
4. Keep the group informed. People want to know that their ideas have been taken away. Tell them how those ideas or discussions are helping the organisation;
5. Offer transport to young people. Bron Afon organised a minibus for youth forum members from local schools. This small investment made sure those young people could come along at no cost to themselves.

12. Tackling poverty

Extent of anti poverty activities

- 12.1 During the financial year 2010/11, 31 associations were involved in the delivery of a total of 164 activities which contributed, in some way, to the Welsh Government's objective of tackling poverty. Of these, 31 activities (at 18 associations) were addressed solely or primarily to this objective. At least 25 of these activities are continuing.
- 12.2 In 2011/12, 25 associations commenced involvement in an additional 127 activities which contribute in some way to the Welsh Government's objective of tackling poverty. Of these, 30 activities (at 18 associations) are addressed solely or primarily to this objective.

Types of anti poverty activities

- 12.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:
- supporting Moneyline Cymru
 - producing a financial inclusion DVD
 - producing a financial inclusion website
 - providing advice to tenants and residents on a range of financial matters
 - providing financial literacy training for tenants
 - providing incentives for tenants to join credit unions
 - enabling tenants to access low cost services, for example dog neutering and chipping
 - collecting water rates on behalf of Dwr Cymru, enabling tenants to access most advantageous tariffs and assisting tenant's clear debts via the Water Assistance Fund.
- 12.4 Additional types of activities in 2011/12, included:
- providing energy advice to tenants, including assisting tenants sign onto the most advantageous tariff
 - delivering saving money online courses to tenants and residents
 - leading discussions amongst a wide range of partners in relation to the development of a financial and economic inclusion strategy
 - delivering financial capability training events for tenants.

Outcomes and outputs from anti poverty activities

- 12.5 At least 8,950 individuals benefitted from these activities during 2010/11.

12.6 Outputs of activities included for example:

- 12 financial capability workshops delivered
- at least 298 people provided with advice
- at least 82 new savings/bank/credit union accounts established
- 240 people received face to face energy awareness training.

12.7 The main anti poverty outcomes included:

- increase in tenant incomes (at least £190,000 savings, £125,000 additional income, plus a further £227,000 financial gain)
- increase in the level of tenant satisfaction
- increase in the level of tenant awareness of benefits and advice services
- improvement in money management and financial literacy
- tenants able to maintain tenancies and homelessness prevented
- reduction in the level of fuel poverty
- reduction in the level of tenant indebtedness.

Delivery of anti poverty activities

12.8 In 2010/11, 21 activities had been mainstreamed within associations and 10 were carried out as one off projects. 3 of the activities were delivered by groups of associations working in partnership.

12.9 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:

- from the public sector:
 - local authorities
 - DWP
 - Welsh Government
 - Job Centres
- from the private sector
 - Barclays
 - SWALEC
 - Dwr Cymru
 - British Gas
 - EDF
- from the voluntary sector:
 - credit unions
 - Citizens Advice Bureaux
 - Wales Co-op Centre
 - Shelter Cymru
 - Moneyline Cymru
 - Age Cymru.

12.10 Association staff time involved in delivering activities amounted to the equivalent of at least 44.75 FTE post in 2010/11 and at least 30.3 FTE posts for projects commenced since April 2011.

12.11 Volunteers provided time to the delivery of 13 of the activities in 2010/11. The number of hours provided ranged from:

- <100 hours (7 activities)
- 101–200 hours (4 activities)
- 201-300 hours (1 activity)
- 301- 400 hours (1 activity).

Expenditure on anti poverty activities

12.12 In 2010/11, total expenditure from all sources on anti poverty activities in which associations were involved was at least £769,680.

12.13 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £607,000. Funding from associations for new activities commenced since April 2011 amounts to at least £563,650.

12.14 The amount of association funding for individual activities ranged from £0 - £220,000 in 2010/11, and ranges from £0 - £130,000 for new activities commenced since April 2011.

12.15 In 2010/11 the main sources of non-association funding for association's anti poverty activities were:

- from the public sector:
 - DWP
 - OFGEM
- from the private sector:
 - Barclays
 - SWALEC
- from the voluntary and charitable sectors:
 - National Energy Action
 - Big Lottery
 - Citizens Advice Bureaux
 - Barnardos.

Case study

Moneyline Cymru is the most significant example of a collaborative project by Welsh housing associations identified by this project. It is a community development finance institution, established in 2009 in partnership with East Lancs Moneyline. It was originally

part funded by 16 housing associations in South East Wales and covered the five counties of Cardiff, Newport, Bridgend, Rhondda Cynon Taf and Gwent. Moneyline Cymru is part of the financial inclusion and anti-poverty work of the associations.

Moneyline Cymru is an award winning responsible lending company, providing affordable personal loans to disadvantaged people with 'thin' or negative credit files. The organisation is a social enterprise, registered as an Industrial & Provident Society and considers itself to be complementary to credit unions. The service aims to provide people with an alternative to doorstep lenders and the increasing number of companies offering payday loans (Wonga.com is the fastest growing business in the UK). The need for services such as Moneyline Cymru will increase with the demise of the Social Fund and the implementation of the welfare reform agenda.

Moneyline Cymru has five shop outlets in Pontypridd, Cardiff, Bridgend, Newport and Cwmbran at which staff are based and from which the following services are provided:

- provision of small loans, with the average loan being approximately £450
- assistance to customers to set up a savings account with the Bank of Scotland
- opening of basic bank accounts with NatWest
- helping with budgeting, rescheduling priority debts and benefits maximisation
- identification of fuel poverty and appropriate referrals
- referrals of customers to banks and credit unions if required.

Alongside Moneyline Cymru, Community Housing Cymru provides money advice funded by the Big Lottery for those customers who are unable to afford to have a loan. Money advice is also available to those customers who have successfully applied for a loan but who may be in fuel poverty or not in receipt of their full benefit entitlement. To date, the advice service has helped over 1300 customers gain over £200,000 in unclaimed benefits. Moneyline Cymru and Community Housing Cymru are also working with the Illegal Money Lending Unit, Women's Aid, Citizens Advice Bureau, Age Concern, Consumer Credit Counselling Service and local advice providers to help tenants to access money and debt advice.

In its first three years, Moneyline Cymru accessed funding from the Department of Work and Pensions Growth Fund and raised loan capital from the emerging social investment market with support from Social Finance Ltd¹⁰ through the issuing of a £2.4million social investment bond. The 16 housing associations provided more than £400,000 funding, which equated to £8.45 per tenancy over a three year period, as well as in kind support which included:

- references for tenants
- distribution of leaflets
- marketing via newsletters, websites, etc
- use of premises/vehicles for meetings, promotion, etc
- providing volunteers for the Moneyline Cymru board.

As at January 2012, Moneyline Cymru had:

- completed over 7,500 loans (4,128 of which were completed in 2011)

¹⁰ <http://www.socialfinance.org.uk/>

- loaned out £3,625,000 to customers who would not be able to access loans from mainstream banks.
- supported customers to open more than 3,840 savings accounts and to save on a weekly basis. These individuals have saved a cumulative total of £366,000. Over 95% of new customers are now opening savings accounts.
- made a saving on debt interest savings of £2,178,000 (based on all 7,577 loans having a median APR of 45.52% compared to 272.2% which is the lowest published typical for Provident).

72% of customers are under 40 years old, 70% are women, 63% are unemployed, 63% have children, 61% live in social housing and 55% have previously borrowed from doorstep lenders.

In 2012, a further three shop outlets are planned in Merthyr Tydfil, Swansea and in North East Wales. A bilingual call centre is being established and opportunities to establish a mobile service for dispersed rural communities are being considered. The growth and expansion of Moneyline is backed by the Social Business Trust¹¹ which is helping with improvements to back-office efficiencies, operational restructuring and raising new loan capital of over £10million. In addition, it is hoped that all housing associations across Wales will contribute towards the next phase of expansion of Moneyline.

Moneyline is exploring strategic collaboration with credit unions. The Esme Fairburn Trust and Friends Provident Foundation have agreed in principle to commit an additional £1million investment, if match funding of £500,000 can be secured in Wales.

In the information put together in March 2012 for potential investors, Moneyline notes the following benefits of its services:

- money is retained within households and communities
- families are more stable
- communities are strengthened
- social capital is increased
- physical and mental health is improved
- over indebtedness is reduced
- prescription medication associated with financial worries decreases
- access to the financial mainstream increases
- thousands of low income customers become savers
- support through money and debt advice addresses the needs of customers refused loans.

¹¹ <http://www.socialbusinesstrust.org/>

13. Reducing carbon emissions¹²

Extent of carbon reduction activities

- 13.1 During the financial year 2010/11, 18 associations were involved in the delivery of a total of 53 activities which contributed in some way to achieving the Welsh Government's objective of reducing carbon emissions. Of these, 7 activities (at 7 associations) were addressed solely or primarily to this objective. At least 4 of these activities are continuing.
- 13.2 In 2011/12, 16 associations commenced involvement in an additional 44 activities which contribute in some way to this objective. Of these, 11 activities (at 5 associations) are addressed solely or primarily to this objective.

Types of carbon reduction activities

- 13.3 In 2010/11, the range of activities addressed solely or primarily to this objective included:

- recycling projects
- retrofit programmes in existing homes, including pv and solar thermal installations
- development of an i-home
- working with schools to install pv cells and broaden the curriculum to incorporate learning about the need to reduce carbon emissions.

- 13.4 Additional types of activities in 2011/12 included:

- a project to establish less intensive and more eco friendly approaches to grounds maintenance
- a pooled bikes scheme for staff, to replace car journeys where possible
- a community energy project
- a bio diversity project on land in an association's ownership
- establishing community energy warden posts, providing advice to residents on energy use
- retrofit programmes to improve the thermal efficiency of existing homes.

Outcomes and outputs from carbon reduction activities

- 13.5 At least 1,159 households and 9 schools benefitted from these activities during 2010/11.

¹² More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

13.6 Outputs of activities included, for example:

- people encouraged to recycle waste materials
- properties benefitted from thermal efficiency improvements and the installation of renewable energy measures.

13.7 The main carbon reduction outcomes included:

- increasing the rate of recycling waste materials
- improvements in the thermal efficiency of homes and reduction in the cost of heating
- reduced use of carbon fuels in schools
- increased awareness of the need to reduce the use of carbon fuels
- increased awareness of renewable energy measures
- reduced carbon emissions
- households better able to control fuel costs
- creation of training and employment opportunities.

Expenditure on carbon reduction activities

13.8 In 2010/11, total expenditure from all sources on carbon reduction activities in which associations were involved, was at least £639,167.

13.9 Of this expenditure, funding on carbon reduction activities from associations themselves (including staff costs) amounted to at least £77,000. There has been a huge increase in associations' spending on carbon reduction activities this year. Funding from associations for carbon reduction activities commenced since April 2011 amounts to at least £4,516,980.

13.10 The amount of association funding for individual carbon reduction activities ranged from £0 - £300,000 in 2010/11, and ranges from £0 to £3,200,000¹³ for new activities commenced since April 2011.

13.11 In 2010/11 the main sources of non-association funding for associations' carbon reduction activities were:

- from the public sector
 - the Welsh Government
 - the Technology Strategy Board
- from the private sector
 - the Carbon Emissions Reduction Target fund.

¹³ For an energy efficiency installation programme at one association.

Delivery of carbon reduction activities

13.12 In 2010/11, 4 activities had been mainstreamed within associations and 3 were carried out as a one-off projects. None of the activities were delivered by groups of associations working in partnership.

13.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:

- from the public sector:
 - Welsh Government
 - local authorities
 - Building Research Establishment
 - schools
- from the private sector
 - British Gas
 - an association's contractor
- from the voluntary sector:
 - Communities First partnerships
 - Shared Earth Trust
 - Green Town Project
 - Gwent Wildlife Trust
 - South Wales Transportation Alliance.

13.14 Association staff time involved in delivering activities amounted to the equivalent of at least 1.6 FTE post in 2010/11, and at least 6.4 FTE posts for projects commenced since April 2011.

13.15 Volunteers provided time to the delivery of one of the activities in 2010/11, providing approximately 1,000 hours of their time.

Case Study

United Welsh Housing Association's Solar Schools Project is concerned with raising awareness about climate change, and the need to adopt a more sustainable approach to living, by involving schools in projects about energy use and developing practical solutions that help kick start behaviour change. The project complements the investment that the association is making in its own housing stock.

The project has seen the installation of PV panels in 12 schools in Caerphilly CBC. In addition, the association's contractor and teaching staff in schools have worked to develop a teaching pack to educate children about the need to reduce use of fossil fuels and switch to alternative fuel sources.

The project has involved substantial partnership working with:

- the ECO Schools Team in Caerphilly CBC

- individual schools, including teaching staff and parents
- the association's contractor Solar Century.

The association's contribution to the project comprised staff time (less than 10% of a full time equivalent post) and its role involved securing funding from the Heads of the Valleys Programme to install PV cells and develop the teaching pack, and project management of the installation of the PV cells in each school.

United Welsh were hoping to mainstream the project and extend it to more schools in the area, but the original funders can provide no more capital funding. An alternative option to fund the programme via the Feed in Tariff was discounted because the initial capital funding was considered to be public funding. This has meant that the project has ended.

The association has a substantial Welsh Housing Quality Standard (WHQS) and ARBED investment programme in the area, which is bringing considerable investment in measures aimed at reducing the use of carbon, and installation of insulation PV cells and energy efficient boilers. The association saw the Solar Schools project principally as an effective way of ensuring that families (reached through their children) were aware of carbon reduction issues and how PV cells work. The project was also beneficial because it strengthened relationships with schools and the education sector (which have provided more opportunities for the association to diversify its Community Energy Project). In addition, the project highlights the positive role the association plays in the local community.

United Welsh has not made a concerted effort to capture the outcomes from the Solar Schools project, beyond the fact that it raises awareness amongst children, the association's tenants and the wider community around reducing use of fossil fuels. However, it is looking to undertake an evaluation of the project with the local authority ECO Schools Team.

The key learning point for the association from this project was the need to get the right partners involved to ensure smooth progress, which would not have happened without the support of the local authority ECO Schools Team.

The Solar Schools project is one aspect of United Welsh's wider Community Energy Project, which forms one element of a Community Investment objective within the association's corporate plan. In addition to the Solar Schools Project, the association has a mix of community energy projects including:

- recruiting community energy volunteers to provide peer support to tenants to enable them to make best use of the energy efficiency measures installed in their homes
- supporting and working in partnership with a comprehensive school and a youth project to develop a community wind farm. Pupils will get involved in the project as part of the curriculum, and the project will potentially provide a future income stream for the youth project.

Other organisational drivers for this work are United Welsh's commitment to carbon reduction, its wish to play an active role in the life of the communities in which it works, and its commitment to support social enterprise.

Both the Solar Schools Project and the wider Community Energy Project link closely to the priorities of the local authority, individual schools and the Welsh Government.

14. Developing local capacity¹⁴

Extent of activities to develop capacity

- 14.1 During the financial year 2010/11, we identified 33 activities (in which 15 housing associations were involved), which helped develop the capacity of local organisations and communities to contribute to Welsh Government policy objectives. All 33 activities are continuing.
- 14.2 In 2011/12, 9 associations commenced involvement in an additional 17 activities which helped develop the capacity of local organisations and communities.

Types of activities to develop capacity

- 14.3 In 2010/11, the range of activities delivered by associations included:
- developing and providing community assets (e.g. developing a cultural hub)
 - administering a Communities First partnership
 - supporting social enterprises and local SME's by adopting policies to support procurement from local enterprises
 - assisting local voluntary and community groups (e.g. providing groups with funding)
 - harnessing the potential of association staff (e.g. enabling staff members to participate in voluntary activity during working hours).
- 14.4 Additional types of activities in 2011/12 included:
- development and providing further community assets (e.g. refurbishing premises for use by social enterprises and community groups)
 - assisting voluntary and community groups (e.g. providing premises free of charge and providing strategic support)
 - supporting the improvement of public services (e.g. by participating in projects with a range of local stakeholders to improve the delivery of services to complex families)
 - further harnessing the potential of association staff (e.g. arranging activities where association staff and staff from contractors participate in voluntary activities to benefit a community).

¹⁴ More detailed information on activities, outputs and outcomes, partners, and sources of non-association funding can be found in Appendices 3 – 6 below.

Outcome and outputs from activities to develop capacity

14.5 At least 12,191 individuals, 720 households and 35 community groups benefitted from these activities during the year.

14.6 Outputs of activities included, for example:

- 20 projects funded
- associations' services used by 35 community groups
- 3 social enterprises supported
- 1 new social enterprise established
- 220 work placements created for long term unemployed people
- 30 volunteering opportunities created.

14.7 The main outcomes in terms of developing capacity included:

- increased tenant satisfaction
- increase in the number of local jobs and training opportunities
- improved staff morale
- improved quality of the local environment
- increased confidence and self esteem
- improved learning outcomes
- key community assets safeguarded.

Expenditure on activities to develop capacity

14.8 In 2010/11, total expenditure from all sources on activities to develop capacity in which associations were involved was at least £5,074,795.

14.9 Of this expenditure, funding on activities from associations themselves (including staff costs) amounted to at least £3,195,130. Funding from associations for new activities commenced since April 2011 amounts to at least £558,500.

14.10 The amount of association funding for individual activities to develop capacity ranged from £0 to £2,000,000¹⁵ in 2010/11, and ranges from £0 to £250,000 for new activities commenced since April 2011.

14.11 In 2010/11 the main sources of non-association funding for activities to develop capacity were:

- from the statutory sector:
 - Welsh Government
 - local authorities
 - WEFO

¹⁵ For the development of a city centre knowledge hub.

- CADW
- from the private sector:
 - locally raised share capital
 - British Gas
 - associations' contractors
- from the voluntary and charitable sectors:
 - Lottery
 - LandAid.

Delivery of activities to develop capacity

14.12 In 2010/11, all 33 activities to develop capacity had been mainstreamed within associations. One activity was delivered by a group of associations working in partnership.

14.13 Associations were involved in the delivery of activities in 2010/11 and 2011/12 with a wide range of partners, including:

- from the public sector:
 - local authorities
 - universities
 - Welsh Government
 - BBC
 - schools
- from the private sector
 - associations' contractors
 - a theatre company
 - an arts collective
 - a print workshop
 - British Gas
- from the voluntary and charitable sectors:
 - Communities First partnerships
 - Credit Unions
 - MacMillan Cancer Support
 - Llamau.

14.14 Association staff time involved in delivering activities amounted to the equivalent of at least 5.8 FTE post in 2010/11, and at least 7.1 FTE posts for projects commenced since April 2011.

14.15 Volunteers provided time to the delivery of 20 of the 33 activities in 2010/11. The number of hours provided ranged between:

- < 100 hours (7 activities)
- 101 – 200 hours (4 activities)
- 301-400 hours (2 activities)

- > 401 hours (7 activities).

Case Study

The Time 2 Help project was launched in January 2012 by Merthyr Valleys Homes (MVH) to assist local community and voluntary groups, by providing them with the opportunity to draw on the skills and expertise of the staff employed by the association.

MVH is an employer of approximately 200 members of staff who have a wide range of professional skills (e.g. IT, Finance, Human Resources and Communications). Staff also have a wide variety of vocational skills (e.g. youth work, sports coaching) gained in their employment or via their outside interests. The Time 2 Help project provides groups with the opportunity to apply for one-off, free, project support, by matching staff skills with the activity that the group requires. The project provides support to small community and voluntary groups working in Merthyr Tydfil, at minimal cost to the association.

MVH will provide support to any voluntary and community group operating in the Merthyr Tydfil area, if their application is for a project which complies with one or more of the following criteria:

- it helps to build the confidence and capacity of local residents to get more involved in their local communities, in particular MVH tenants and neighbourhoods;
- it helps to create a sense of community spirit, cohesion, pride and respect;
- it will help to improve the appearance of the local neighbourhood;
- it will help to make people feel safer and reduce the fear of crime.

When decisions about allocating staff resources are made, projects which benefit a high proportion of MVH tenants are given additional priority.

The project forms one part of MVH's approach to Community Investment, which includes:

- a Grants Scheme which annually provides £35,000 funding to projects in the local area;
- a Sponsorship Scheme which annually provides £8,000 to support local groups and projects;
- a Corporate Social Responsibility Scheme which uses contributions from contractors to fund community development activities.

The Time to Help project benefits the organisation by developing connections between the association and the small community and voluntary groups that operate in the area, and helping to develop awareness amongst staff members of the groups working in the communities of Merthyr Tydfil.

The project has only recently commenced, but MVH will be recording the outcomes of the support it provides to organisations.

Examples of projects include:

- a request from a community group to repair a vandalised play house (the group will utilise 8 hours of staff time and the association will meet the costs of materials);

- a request from a group who want individual members of staff to sit with young children and read with them for 1 hour a week;
- a request from a boys and girls club to support the renewal of the roof by quantifying the work required, estimating the cost and linking into the Corporate Social Responsibility Scheme by accessing the materials at cost price.

The Time 2 Help project clearly links to MVH's corporate plan, which sets out the commitment of the association to:

- improve the physical environment;
- contribute to the health and well being of local people;
- use its spending power to invest in and support local people and businesses.

The project is a clearly linked to two of the four themes of Merthyr Tydfil Local Service Board's Community Strategy:

- *'a prosperous, cultural and diverse Merthyr Tydfil'; and*
- *'a healthy, safe and fair society'*

It also complements the Community Cohesion Strategy approved by the Council in the summer of 2011.

15. Barriers to association involvement in community development activities

- 15.1 Three housing associations surveyed were not involved in any of the types of community development activities covered by this study. Several associations had only limited involvement in such activities. These associations identified obstacles to involvement, or reasons for their limited involvement, in community development activities. These can be summarised under the headings below.

The size of the association

- 15.2 All three associations with no involvement in community development activities gave their size (and consequent lack of human resources) as the reason for their non-involvement.
- 15.3 Three associations with very limited involvement in community development activities also said that the biggest obstacle to greater involvement was the scale of resources (both financial and human) available to them.

Dispersed nature of the stock

- 15.4 Two of the associations with no involvement in community development activities said that their non-involvement was also due to the dispersed nature of their stock.
- 15.5 One said that much of its stock was in very small developments, and that community development was not an activity *“which the association was traditionally involved in”*.
- 15.6 The other said that the small size of its staff team and the geographical spread of its stock would make it challenging to undertake community development activities across all its stock. It did not want to undertake this work in some areas but not in others, as it thought this would be divisive.
- 15.7 One association with limited involvement in community development activities said that its approach to community development was very different from associations operating only in one local authority area, as it did not have the capacity to engage in a similar level of partnership working across all of the local authority areas where it owns homes.
- 15.8 It also felt that associations owning a small number of ‘pepper potted’ properties in each area was less likely to develop, or have success in developing, community development activities than an association whose stock is contained in a recognisable area or estate.

The role of other key partners

- 15.9 Four associations with limited involvement in community development activities said their approach was heavily influenced by the priorities of local partners.
- 15.10 One association (which operates across a number of local authority areas) said that its activities vary from one local authority area to another, depending upon the priorities of the local authority and its partners. Whilst this is not necessarily a barrier to an association's involvement in community development activity, it will determine the nature of the type of activities an association will be involved in at a local level.
- 15.11 In the areas where two associations operate, key partners have developed expertise in community development activities. As a result, both associations regarded their role as supporting the work of these agencies, rather than initiating community development activity themselves. This approach would not change unless the local authority wanted it to.
- 15.12 One said that its approach was influenced by the fact that the local authority plays a leading role in relation to community development. The association supports this and actively engages with it, but says that this allows the association to focus on its core business.
- 15.13 The other said it was influenced by the fact that the local authority and a key voluntary sector agency in the area have developed expertise in community development. The local authority had asked the association to focus on the development of new social rented homes. The association therefore prefers to support the activities undertaken by its partner organisations, rather than undertaking its own activities.

Area of operation outside of Objective 1 region

- 15.14 One association with limited involvement in community development activities said that, as the local authority area it operates in did not receive substantial EU funding, this made it more difficult to access funding streams to support community development activities when compared to other parts of Wales. The association has therefore focused primarily on its role as a landlord and developer of social housing.

Trust between an association and its tenants

- 15.15 One association with limited involvement in community development activities stated that one obstacle was the willingness of tenants to engage

because they did not trust the association to deliver on its promises. This association said that, once it had completed major works of improvement to its homes, tenants had proved to be more willing to trust the association and engage with it in respect of community development activities.

Summary of barriers to community development activity

- 15.16 When associations with limited involvement in community development activities were asked how they saw their work in this field developing in the future, they gave a number of responses.
- 15.17 Two associations did not consider it likely that their approach to community development would change over the coming years.
- 15.18 One was seeking to address its limited involvement by developing a community development strategy, which would focus on collaborative activities, working in partnership with other housing associations in a consortium.
- 15.19 Another association's approach was already in the process of changing in the light of UK Government policies, in particular the Welfare Reform Act 2012. As a result of the introduction of this legislation, the association is seeking to educate and inform tenants and empower them to get involved in delivering community development work themselves.
- 15.20 The impact of some UK government policy measures could be a potential threat to increasing association involvement, in the sort of community development activities found in this study. The Welfare Reform Act, in particular, could potentially have an adverse impact on associations' cashflows, thus reducing the resources they are able to invest in community development activity. This could lead to such activities contracting at a time when they are needed most.
- 15.21 As things currently stand, not all housing associations are involved in community development activities, and the extent of associations' involvement varies significantly. This creates a patchwork of services across Wales, with the range of services available to tenants and communities varying widely from landlord to landlord and from local authority to local authority.
- 15.22 Some level of variation between areas and landlords is entirely logical given the different local contexts and the variations in approach taken by associations. However, greater collaboration and sharing of practice and learning between associations may help to reduce what could currently be

considered as 'a landlord and postcode lottery', and it is to be hoped that this report will aid that collaboration and sharing.

Appendix 1: Housing associations participating in the study

Bro Myrddin
Bron Afon
Cadarn
Cadwyn
Cantref
Cardiff Community
Cardiff YMCA
Cartrefi Conwy
Cartrefi Cymunedol Gwynedd
Charter
Clwyd Alyn
Coastal Housing Group
Cynon Taf
Family
First Choice
Gwalia
Hafan Cymru
Hafod
Linc Cymru
Melin
Merthyr Tydfil
Merthyr Valley Homes
Mid Wales
Monmouthshire
Newport City Homes
Newport Housing Trust
North Wales
NPT Homes
Pembrokeshire
RCT Homes
Rhondda
Taff
Tai Calon
Tai Ceredigion
Tai Clwyd
Tai Eryri
United Welsh
V2C
Wales and West

Appendix 2: Questionnaire and guidance on completion

Welsh Government Survey

Housing Associations in Wales – Improving the lives of tenants and communities

Guidance on completing the questionnaire

This questionnaire can either be completed online by clicking on the hyperlink <https://www.surveymonkey.com/s/housingassociations-improvingthelivesoftenantandcommunities> or on the Excel spreadsheet attached.

- **NB.** If you complete the questionnaire online: **You will need to complete and submit it in one session, otherwise there is a risk that data will be lost.** It is therefore important that you gather the data you require before you complete the questionnaire online. We suggest you use the Excel spreadsheet attached to gather the data before inputting it online.
- Because of the routing system used in the online questionnaire, you will find that question numbers change, dependent upon the responses you have provided.
- Should you wish to provide information on more than 20 activities that the association was involved in during 2010-11, please contact Simon Inkson on 01792 202764 before completing the questionnaire online.

This questionnaire asks for information on all 'housing plus' or 'community development' type activities, programmes or projects your association has been involved in (i.e. developed, led or managed, either alone or in partnership with others) since April 2010. Although there is no precise term for the range of activities we are asking you to record here, for the purposes of this questionnaire we are using the term 'housing plus' or 'community development' to mean those activities, programmes or projects which aim to benefit tenants, the families of tenants and the communities in which they live, and which are additional to:

- your statutory housing management and maintenance duties as a landlord;
- your contractual obligations as a support or care provider (in receipt of SPG, SPRG, social care or health funding);
- your obligations as a Care and Repair agency in relation to the expenditure of Welsh Government core grant and RRAP funding;
- ARBED funded activities (but please include information on low carbon activities that are not funded by ARBED).

Such activities may include, for example, those which seek to:

- improve education and skills (e.g. homework clubs, IT training, improving literacy and numeracy, formal adult education, provision of accredited courses);
- improve people's health and well being (e.g. food co-ops, physical activities such as walking clubs and sports programmes, reduction of accidents/falls);

- provide employment and training opportunities (e.g. creation of employment for tenants and community members, work placements for schools, apprenticeship programmes, social enterprise, providing volunteering opportunities);
- address poverty and promote financial inclusion (e.g. credit unions, financial and debt advice, improving financial capability);
- promote sustainable living (e.g. Food, gardening, recycling, biodiversity, purchasing, eco-friendly activities);
- promote diversity and equality of opportunity (e.g. work targeted at specific groups who face disadvantage e.g. asylum seekers, refugees, disabled people etc).
- reduce fuel poverty and carbon emissions (e.g. energy advice, micro energy generation, other non-ARBED low carbon initiatives etc)

NB. We do not require **detailed** information in response to this questionnaire. The purpose is to capture the range and types of activities being conducted by Welsh associations, not to collect detailed information on the way the activities are carried out. However, it would be helpful if you could provide a summary (or the full version if a summary is not available) of your association's community development strategy (or similar strategy that sets out your overall approach) along with your completed questionnaire. Please email this to simon@simoninkson.com.

The questionnaire is in four parts.

- **Part 1** asks for your contact details. Please insert details for the person in the association who is best placed to answer any further questions about the activities listed.
- **Part 2** asks about your association's views about these types of activities.
- **Part 3** asks for information about each activity your association has been involved in (i.e. developed, lead or managed, either alone or in partnership with others) during the financial year 2010-11. It is up to your organisation how you define an 'activity'. It might be a small stand-alone project or a large mainstream programme of work
- **Part 4** asks for similar (but less detailed) information about **new** activities which your association has commenced involvement in since April 2011.

If you wish to discuss this questionnaire or seek clarification on any of the questions posed please don't hesitate to contact either:

- Simon Inkson tel: 07971628860 simon@simoninkson.com ; or
- Anne Delaney tel: 07799476566 a-delaney@ntlworld.com

We would be grateful if you would complete the questionnaire and send us your association's community development strategy by **8th FEBRUARY 2012**. We do apologise for the very short timescale, but the timescale for the project as a whole is also short, and time will be needed to analyse and report on data received. Many thanks.

Questionnaire

Part 1 Contact details

1. Name of Housing Association
2. Name of Officer completing questionnaire
3. Job Title
4. Direct line phone number
5. E-mail address

Part 2 Activities

1. Is the association involved in the type of activities, programmes or projects we have described in the guidance to this questionnaire? Yes/No
2. Please state the reasons why the association is involved in the delivery of these types of activities, programmes or projects.
3. How many activities was your association involved in during the financial year 2010-11?
4. Please state the reasons why the association has not become involved in these types of activities, programmes or projects.

Part 3 Individual activities the association was involved in during 2010-11

Please answer the following set of questions for each of the activities, programmes or projects your association was involved in during the financial year 2010-11.

1. Name of activity, programme or project.
2. Brief description of the activity, programme or project.
3. Aims and objectives of the activity, programmes or project.
4. Would you describe this activity as 'mainstreamed' (i.e. part of the core work of the association), or as a one-off project?
5. Which (if any) of the following Welsh Government broad policy objectives did the activity contribute to? (An activity may seek to address more than one of the objectives listed. Please tick all that apply)
 - improving people's health and well being and reducing inequalities in health
 - improving people's well being and reducing social isolation
 - creating safer communities
 - creating jobs and training opportunities
 - promoting equality of opportunity and access
 - digital inclusion
 - improving education, skills and learning more generally
 - tackling factors that help overcome poverty
 - reducing carbon emissions
6. Please name all partners involved in the delivery of this activity, and describe the respective roles of the partners.
7. Approximately how many (full time equivalent) staff were involved in delivering this activity in total (including staff from your association and your association's partners)?

8. Approximately how many (full time equivalent) staff from your association were involved in delivering this activity?
9. Please estimate the number of hours provided by volunteers to the delivery of this activity in the financial year 2010 -11?
 - None
 - Less than 100 hours
 - 101 -200 hours
 - 201 300 hours
 - 301 400 hours
 - More than 401 hours (please provide the estimated number of hours)
10. What was the total expenditure on this activity in the financial year 2010-11?
11. How much funding (including staff costs) did the association provide to this activity in the financial year 2010-11?
12. What are the other main sources of funding for this activity?
13. How many separate individuals (including tenants/ family members of tenants/members of the community more generally) benefited from this activity in the financial year 2010-11?
14. Please list the main outcomes and outputs of this activity for the financial year 2010-11. (By outcomes we mean e.g. jobs created, qualifications achieved, reduction in ASB, increase in level of tenant satisfaction. By outputs we mean e.g. number of meetings/workshops/training courses etc).
15. If you have any documentary evidence about outcomes and outputs (e.g. Board reports, feedback from participants) please email a list of evidence available to simon@simoninkson.com, using the subject heading 'Welsh Government Questionnaire: followed by your association's name', and clearly indicating the name of the activity the information refers to. If the researchers need to see any of this information, they will ask for it to be forwarded.

Please indicate whether you are emailing a list of evidence about this activity's outcomes and outputs to the researchers? Yes / No

16. Please list any awards this activity has won, together with the date of the award.
17. Has this activity continued beyond April 2011?
18. Was the association involved in other activities which ran during 2010-11?
Yes/No

Part 4 Activities commenced after April 2011

1. Has the association commenced involvement in any NEW activities, programmes or projects since April 2011? Yes/No

Where yes is selected you are routed to question 2.

Where no is selected you are routed to the end of the questionnaire

2. Name of activity, programme or project
3. Brief description of the activity, programme or project.
4. Aims and objectives of the activity, programme or project.

5. Which (if any) of the following Welsh Government broad policy objectives does the activity contribute to? (An activity may seek to address more than one of the objectives listed. Please tick all that apply).
- improving people's health and well being and reducing inequalities in health
 - improving people's well being and reducing social isolation
 - creating safer communities
 - creating jobs and training opportunities
 - promoting equality of opportunity and access
 - digital inclusion
 - improving education, skills and learning more generally
 - tackling factors that help overcome poverty
 - reducing carbon emissions
6. Please name all partners involved in the delivery of this activity, and describe the respective roles of the partners
7. Approximately how many (full time equivalent) staff are involved in delivering this activity in total (including staff from your association and your association's partners)?
8. Approximately how many (full time equivalent) staff from your association are involved in delivering this activity?
9. How much funding (including staff costs) will the association provide to this activity in the financial year 2011/12?
10. Is the association involved in other activities, programmes or projects which commenced after April 2011? Yes/No

Appendix 3: Type of activities undertaken

Improving people's health and well being and reducing inequalities in health
2010/11 activities mainstreamed within one association
Activities and Cognitive Behavioural Therapy for people with depression
Handyperson services for older people to increase independence, prevent accidents & facilitate hospital discharge
Home visits to over 75s to advise of services available to improve wellbeing ¹⁶
Fast track Disabled Facilities Grants to provide suitable washing facilities for older people and disabled (2 projects).
Carrying out essential minor adaptations and repairs for older vulnerable people within the private sector (2 projects)_
Food coop to provide fresh fruit and vegetables at wholesale rates
Child Development Support in mother and baby project
Safety at Home Officers installing telecare equipment in the homes of older vulnerable people within the private sector
2010/11 one-off projects within one association
Health/ welfare/ healthy eating information days
'Life Café' events aimed at improving older people's health and wellbeing (including themes on Citizenship and Participation, Creativity, Home Safety, Finance and Money, Diet and Food, Dance and Movement, New Technology.
Provision of food vouchers to street homeless
Home Maintenance Scheme for older private homeowners to assist them to stay in their own homes (with the aim of creating a long-term 'self-funded' delivery model)
Healthy eating lunch clubs at a retirement schemes
Healthy eating on a budget for individuals receiving a homeless service where qualified chef prepared meals and provided taster sessions and recipes
New activities 2011/12
Provision of accredited Sport Leader training, to deliver activities at community venues
Health and Wellbeing coaches providing one-to-one advocacy and support for individuals to change their lifestyle (2 projects)
Healthy eating and family focused activities with a qualified instructor.
Health and Well-being programme to provide health lifestyle information and activities for residents at a family homeless hostel
Counselling and CBT for hostel and other residents (2 projects)
Arm chair aerobics/ music and movement/ walking groups for older residents (3 projects)
Provision of start up kits to encourage tenants to grow their own fruit/vegetables
Health Impact Assessment questionnaires to assess the impact that WHQS and CESP improvement works have on the health and wellbeing of tenants
Provision of equipment (e.g. treadmills, upright exercise bikes, arm bikes, Nintendo Wii Sports packages) to sheltered accommodation (2 projects)
Food coops supplying low cost fresh vegetables and fruit, and helping to strengthen a local Welsh food supply chain.
Training staff as qualified group walk leaders to organise 'safe & supervised' walks for

¹⁶ Melin 'Healthy at Home' initiative won Care & Repair Cymru awards in 2007 for 'Challenging Dependency' and in 2006 for 'Best Practice'.

residents (incl. young people at supported living projects)
Improving people's well being and reducing social isolation
2010/11 Collaborative activities across more than one association
A range of intervention projects run by one regional association in partnership with other local associations to provide opportunities for young people to participate in activities and learn new skills
A series of youth work activities run by three associations
A community celebration event across two associations
A timebanking project to promote volunteering across two associations
A range of community development activities undertaken by one association, which on occasions, involved other associations ¹⁷
A family support project across two associations providing information about local services
The production of a youth information leaflet across three associations providing information about independent living ¹⁸
A community fun day held by 2 housing associations
A series of community events held by one association which involved other partner associations
2010/11 Activities mainstreamed within one association
Support for a social club for older tenants
Befriending projects for older tenants
A range of activities to prevent older tenants becoming isolated ¹⁹
Environmental improvement activities (13 activities) including: <ul style="list-style-type: none"> • community gardening projects • community litter picks • projects which involved the community in improving community facilities and determining the use of open spaces
A family fun day
An annual celebration and recognition event to reward tenants who make a positive contribution to their communities
Young work activities (8 activities) including: <ul style="list-style-type: none"> • intergenerational activities • play activities • sports activities • projects which involved young people in designing improvements to their communities • a youth panel • an award scheme to recognize the contribution of young people to their communities

¹⁷ Development of the SHARE Centre (which involved Charter Housing Association), won the 2009 Leading the Local Community Award, part of CIH Cymru's Welsh Housing Awards.

¹⁸ Youth Information Project – Going it alone leaflet (involving Cymdeithas Tai Clwyd, North Wales Housing Association and Cartrefi Conwy) won a TPAS Award.

¹⁹ Community Development activity (which involved Rhondda Housing Association) won awards in two different categories in the Interlink Volunteer Awards and an award in one category in the RCT Love Where You Live awards.

Activities run from an association's community facilities to produce and disseminate information
Information events (2 activities)
A timebanking scheme to promote volunteering
2010/11 One-off projects within one association
Environmental improvement projects (7 activities) including: <ul style="list-style-type: none"> • works of improvement to communities • gardening projects, such as the development of community gardens • the development of an eco garden on derelict land
Community activities (9 activities) including: <ul style="list-style-type: none"> • family fun days • family forums • community days • a summer trip
An intergenerational activity
An arts based activity with difficult to engage young people
Training events for tenants and for young people around using energy efficiently (2 activities)
The development of a formalised structure in support of volunteering opportunities
2011/12 New activities provided collaboratively by associations
Two associations developing community hubs within sheltered housing schemes to prevent isolation in older tenants
The provision of a series of information events run by one association but in partnership with other associations who had homes in the local area
The production of an app. of the Going it Alone leaflet involving 3 associations
A project which brought arts activities to rural areas involving 2 associations
A variety of community development activities led by one association to which other associations contributed
Two groups of associations working collaboratively to provide life and tenancy management skills training for young people to reduce tenancy failure rates (2 activities)
Partnership between two associations to send disruptive young people on a sustainable building skills course to enable them to learn new skills and develop self confidence
2011/12 New activities provided by an individual association
Environmental improvement activities (20 activities) including: <ul style="list-style-type: none"> • community gardening projects • developing community allotments • tree planting projects • establishing a butterfly garden • building nesting boxes • involving the community in improving community facilities and the use of open spaces.
A gardening scheme for older and disabled tenants.
Community activities (12 activities) including: <ul style="list-style-type: none"> • family fun days • a canal trip • a visit to an eco town for tenants whose homes were having pv panels installed

<ul style="list-style-type: none"> • a community event with the Dog's Trust • a Christmas Fayre
Youth work activities (11 activities) including:
<ul style="list-style-type: none"> • the provision of sports pitches • support for a youth club • provision of play activities • hosting youth forums • arranging Halloween parties • provision of sports activities • projects which involved young people in designing improvements to their communities.
The production of a health and safety DVD by young people drawing on the skills of older tenants
An intergenerational story telling project
A series of activities including a skills exchange workshop between young people and residents in a sheltered housing scheme
The purchase and maintenance of a community event support vehicle, to enable the association to ensure the delivery of service information to rural communities
The provision of information to tenants in new developments
Volunteering programmes (one for young people and one for adults)
A timebanking scheme to promote volunteering
The provision of cookery skills training
The provision of first aid skills training
Creating safer communities
2010/11 Collaborative activities across more than one association
Engagement with young people to deliver issue based youth work (across 3 associations)
Summer sports activities for 11-16 year olds (across 3 associations)
2010/11 Activities mainstreamed within one association
Annual play afternoon to coincide with National Playday
Reinstatement of a play facility (previously a safety hazard) and employment of Family Engagement Workers to run activities on site for children, young people and families
Supporting Youth Services to take children on free or subsidised trips
Assistance to women to recognise potential future abusers and to introduce relevant agencies working to help women experiencing domestic abuse
PSE pack for schools, to raise awareness of domestic abuse and healthy relationships
Home security assessments and installation of security installations for vulnerable people
Improvements to homes with neglected exteriors and gardens to reduce the risk of targeting by bogus/unscrupulous callers.
Employment of waste enforcement officer to deal with littering, dog fouling, fly tipping, arson, identity theft, graffiti, etc.
2010/11 One-off projects within one association
Play project employing play workers
Play Days/Community Fundays (2 projects)
Youth trip with the Tall Ship Youth Trust for young people who have offended
Dance project for young people
Mural Project for young people in conjunction with local artists
Competition where 14–21 year olds submitted mobile phone videos saying why they loved their communities, with prize of planning, directing and starring in short film about their

neighbourhoods
Theatre project ²⁰ where young people who had witnessed and experienced domestic abuse enacted their experiences through theatre as a training/awareness raising tool
Development of fire safety calendar and poster in partnership with local school
Safe and supervised firework party
Distribution of lockable caps to victims of, or those in fear of, theft of heating oil.
Two day walkabout to raise safety awareness re cold calling, and to provide ID marking, ground floor window alarms, door chains, panic alarms and fire safety checks.
Clearing accumulated fly-tipping from woodland and engage young people in creating habitat areas for wildlife
2011/12 New activities
Regeneration of an unsafe play area, and training for community in park/play equipment maintenance and safety, so that they can carry out regular safety checks
Junior Wardens Scheme to raise awareness of how crime and anti social behaviour impacts communities
Schools Intervention Programme with Estate Rangers attending schools to raise awareness of anti social behaviour and its impact on the community
Community Bonfire and fireworks display
Neighbourhood Watch initiative linked in with OWL (Online Watch Link)
Events in support of Noise Action Awareness Week/Anti Bullying week to inform people of their rights and obligations
Estate Ranger service participating in activities with young people
Youth Forum to involve young people in the development of activities for their peers
Family intervention project providing intensive support to tackle root causes of anti social behaviour
Creating jobs and training opportunities²¹
2010/11 Collaborative activities across more than one association
Targeted recruitment and training (across all associations involved in the Integrate consortium)
Establishment of social enterprises that provide employment opportunities (Gofal Our Business – Cadwyn, Cardiff Community, Taff and United Welsh)
Worklessness support (housing associations involved in the Integrate consortium)
2010/11 Activities mainstreamed within one association
Work placements/work experience (not Future Jobs Fund) (5 projects)
Provision of a range of mechanisms to assist people into work, including assistance with

²⁰This scheme won a High Sheriff Award.

²¹ A number of the activities in this area have won awards:

- Cardiff YMCA's work incentive scheme won the Pat Chown award for innovation in 2008
- Charter's 'Working for me' won the Welsh Housing award for involving and empowering communities in 2011
- Newport City Homes apprenticeship programme was runner up in the Apprenticeship Awards Cymru in 2011
- RCT Homes 'GROW Enterprise Wales' won the Pat Chown award for innovation in 2011
- Gofal Cymru's 'Our Business' won the Cymorth Cymru Promoting Independence award for creativity in 2011.
-

CVs, skills development, training, work placements and working with other agencies to enable access to work experience etc (4 projects)
Future Jobs Fund work placements (4 projects)
Establishment of social enterprises that provide employment opportunities (3 projects)
Apprenticeships (2 projects)
Supporting social enterprises and voluntary sector organisations through procurement (2 projects)
WVCA engagement gateway project to improve the employability of people who are furthest from the labour market.
Work incentive scheme for people living at a hostel
2010/11 One-off projects within one association
Family employment initiative (2 projects) matching local families to community environmental projects giving them the chance to gain vital confidence and motivational skills in preparation for employment.
Work shadow placement
Support for resident to access a bursary to enable a resident to enter the workplace
Work placements for school pupils
Provision of employment opportunities to tenants
Identifying social enterprise opportunities
Future Jobs Fund work placements
Preparing SMEs for EU procurement
Peblig language broker, developing Welsh language skills to meet the needs of employers, and promote the value of the Welsh language to the local community.
2011/12 New activities
Work experience programme (6 projects)
Apprenticeship scheme (4 projects)
Creation of social enterprise providing work opportunities (4 projects)
Providing opportunities for people to gain skills and experience (Engagement Gateway) (3 projects)
Providing employment route as energy advisors (2 projects)
Our Business 2 – aimed at getting tenants back into employment
Welsh language broker assists people to get into self-employment
Offering volunteer and work placements to those referred by Job Centre Plus
Provision of bespoke training and work taster sessions
Using sports to engage NEETS as a route into employment
Drop-in sessions for people who want to work
Job club in supported housing
Engagement Gateway driving project
Intermediate Labour Market
Job seeking skills training
Self-employment project
Basic Skills training
Vocational training programme
Promoting equality of opportunity and access
2010/11 Collaborative activities across more than one association
Hosting meetings of the South Wales Disability Network (across 6 associations).
2010/11 Activities mainstreamed within one association
Chairing and providing administrative support to an authority wide multi agency diversity

group which leads on community cohesion
Providing administrative support for a multi agency migrant workers forum, which seeks to address the needs of migrant workers from overseas in the local area
Chairing and co-ordinating an event to celebrate diversity in the local authority area
Providing a subsidized gardening assistance programme to tenants over retirement age or in receipt of DLA, to enable them to maintain their homes.
Providing temporary accommodation for refugees and support to assist them find permanent housing and work
An intergenerational gardening project involving pupils from a recently special needs school and a high school to assist in the integration of pupils from the special needs school into the local community
2011/12 New activities
Establishing a fairer futures forum where staff, tenants and members of the public can come together to discuss equality and diversity and share good practice in a non-judgemental environment.
A Youth Forum to provide opportunities for young people aged 11 to 25 to become active members of the community and contribute to discussions on policy and practice within the association
Working in partnership with the main contractor to hold talks in secondary schools across to promote the construction sector as a career choice for women
Holding an Eid celebration event at a sheltered housing scheme for Somali elders.
Digital inclusion
2010/11 Collaborative activities across more than one association
Participation in a Communities First project to supply IT resources, training and learning support (involves 2 associations)
2010/11 Activities mainstreamed within one association
Establishment of permanent post of Community Development Officer Digital Inclusion to increase access to affordable Broadband and provide training and support to help people access the internet and social media
Provision of computers in association's office as community resource and organisation of a beginners computer course
Provision of two Tenants' Resource Rooms, one furnished as an IT suite
Enabling older people to engage with technology through increasing their skills, and installation of 300-500 PCs into association properties
Donation of used IT equipment to external community bodies
Provision of free computer and one to one training in tenants' homes
Conducting a pilot to test the potential for a WIFI service to tenants
One-day event to offer residents free training and support in using new technology, and to identify the need to pilot the viability of free Wi-Fi connections to tenants in their homes
Development of a lap top rental scheme
Provision of refurbished computers to tenants
2010/11 One-off projects within one association
Provision of a Centre for Digital Learning (building under construction)
Online (Government initiative) training scheme to help people build confidence and experience with all things computer related
Computer skills training for older people and other priority groups, including intergenerational work
Bargain Hunters On-line - introducing tenants to basic computer skills whilst helping them

save money through on-line services
Establishment of computer clubs delivering workshop training and enabling tenants to buy high quality, low cost, recycled hardware
Computer training for tenants receiving floating support with a view to founding a local agency able to provide training and refurbished PCs
Computer 'loan' scheme to tenants engaged in learning or training programmes
Provision of IT suite at retirement housing complex.
2011/12 New activities
Organising events around digital awareness, providing computers and training
Looking Local - a Welsh Government funded initiative to help people through the digital switchover, and to enable tenants to access information and request services via smart phones, digital TV channel, the internet, etc.
Drop in sessions in the community helping 1,030 people with use of new technology (mobile phones, Kindles, computers, TV remote controls)
Running an Intermediate Computer Course
Project to encourage tenants to use IT to access information about the organisation
Upskilling staff to act as volunteers to train residents to access and use price comparison, energy switching, money advice and advice agency websites (2 projects)
Projects to engage older people in the use of IT
Silver Surfers - computer skills lessons for sheltered scheme tenants
Intergenerational project supporting people aged 50 plus to use and explore ICT (including Wii games, digital camera, mobile phone, laptop, iPod Touch, and Kindle)
Providing low cost Wi-Fi to retirement schemes and upskilling of residents in using computers for email, internet access, Skype, etc.
Installing computers at Supported Housing and Sheltered Housing Schemes
Providing associations' recycled PCs to community or tenants free or at low cost (2 projects)
Improving education, skills and learning more generally
2010/11 Activities mainstreamed within one association
Developing cooking skills (2 projects)
Provision of range of training and informal education (open to all)
Provision of range of training and informal education (focused on young people)
Residential learning camp for young people
Enhance the quality of the young people's leisure time through creative arts and new media
Provision of a community centre focused on activities for young people
Youth homeless outreach service
Youth signposting service
After school club
Schools mentoring programme
Work placements for under 16s from local schools
Supporting schools with mentoring, mock interviews, exploring business and enterprise in action sessions
Food safety in catering course
Dr Bike – 12 sessions on bike maintenance
Gardening project at supported housing project
Services and education for families
In-house learning and work programme for service users and tenants
Providing community learning opportunities
A fund established to support tenants to access skills training or education by meeting the

cost of the training or the cost of attendance
Baby Think it Over - Sexual Health Project
Tenants accredited training programme
Range of training and learning experiences focused on advocacy
2010/11 One-off projects within one association
IT training (2 projects)
Engaging older people in IT
Green Futures -participatory learning to help the organisation develop its thinking around environmental management, sustainability and open space strategies
Skills sharing through creative activities
Using a garden in a void property around which to base a garden design project in which students participated
Garden project in a hostel
English as a second language
Intergenerational project using poetry and prose
Educational trips
Provision of anger management training
Engage with young people through construction trades
Engaging young women with an offending history in education and employment
After school club focused on reading
Community design training for residents
Street Vibez – week long workshops for young people 11-16
2011/12 New activities
Adult Learners Week activities (2 projects)
Film based projects (2 projects)
Accredited learning (2 projects)
Quality Assured Lifelong Learning
Delivering basic skills and mentoring
Training on food safety
Imagination Library
Bird box making
Getting crafty
Radio project
Educational trips
Learning through gardening
Dr Bike sessions on bike maintenance
Working with schools to enhance business acumen
Action Camp
Lifelong learning for sheltered housing tenants
Informal learning opportunities in Communities First areas
A bilingual young person friendly guide on independent living
Independent Living Skills Classes for vulnerable people
Intergenerational club between sheltered housing and a primary school
Developing a venue for young people
Extend youth signposting service
Supporting tenants into volunteering and learning opportunities
Life skills for tenants in temporary accommodation
Tackling factors that help overcome poverty

2010/11 Collaborative activities across more than one association
Moneyline Cymru (supported by a large number of housing associations across Wales)
Financial inclusion DVD (produced by North Wales Financial Inclusion Partnership)
Partnership financial inclusion website
2010/11 Activities mainstreamed within one association
Package of financial inclusion measures including information, advice, 'deals', reduce energy costs, access to credit union etc (5 projects)
Welfare benefits advisor/welfare benefits service to tenants (3 projects)
Money advice service to tenants in financial difficulty (2 projects)
Credit union incentive scheme
Grant scheme for tenants to enable them or their children to achieve their ambitions
Debt and budgeting advice
Energy awareness education
Energy advice
Financial inclusion workshops for young people
Collection of water rates on behalf of Dwr Cymru and targeting tenants for the Customer Assistance Fund
Work with PDSA to enable tenants to access free pet advice and services
2010/11 One-off projects within one association
Financial inclusion event(s) (2 projects)
Event to promote credit union
Energy best deal campaign to support tenants to get the best deal for energy prices
Financial inclusion training sessions
Accredited group training in financial literacy
Door to door survey focused on associations' financial services and products
Debt support
Save for Christmas campaign
Responsible dog ownership campaign – enabling tenant access to low cost neutering and other services
2011/12 New activities
Money advice service (5 projects)
Financial inclusion programme (2 projects)
Energy and sustainability advisors (2 projects)
Energy bills workshop/energy advice sessions (2 projects)
Welfare benefits check/welfare advice (2 projects)
Saving money online course (2 projects)
Financial capability events (2 projects)
Money advice events
Energy Best Deal
Financial inclusion officer
Financial inclusion DVD
Financial capability programme
Financial capability tutor project
DIY affordable carpeting
Money Saviour Project
Budgeting assistance
Reuse of materials (sleeping bags etc) after a festival
Economic and financial inclusion
Thinking Big - bringing together a wide range of partners who have agreed to work on

financial inclusion
Voltage optimization pilot
Reducing carbon emissions
2010/11 Activities mainstreamed within one association
Establishing a recycling project at one development
A retrofit demonstration project in a row of five terraced homes
A solar PV and solar thermal installation programme in existing properties
Enabling a tenants and residents who live in a development with a community heating system to benefit from the ability to control their consumption and heating costs
2010/11 One-off projects within one association
The development of an i-home to enable tenants to remotely control appliances reducing the consumption of energy.
Community Energy project where the association working with schools to install solar pv cells
Retrofit for the future – retrofitting to create two low carbon homes
2011/12 New activities
Wild grass project – to establish less intensive and more eco friendly approaches to grounds maintenance
A pooled bike scheme to enable staff to use cycles for some journeys
The implementation of an environmental management system (BS8555) to improve environmental performance and accountability
A community energy project to support local communities become more sustainable in the way they live.
A solar PV cell installation programme
A biodiversity project to enhance the natural habitat on an unused field in the associations ownership, establishing a community garden and creating a nature reserve
Community Energy Wardens posts providing employment for 3 individuals from deprived communities to provide domestic energy advice within their local community
Scoping the benefits of establishing a community energy company
A Photo Voltaic cell retrofit project which involved installing PV cells on traditional terraced homes
A traditional retrofit project which involved improving the thermal efficiency of traditional homes using external insulation systems
Improving the thermal efficiency of homes through the installation of insulation systems
Developing local capacity
2010/11 Collaborative activities across more than one association
Development and provision of community assets (2 activities) including: <ul style="list-style-type: none"> • the development of a learning for life project for young people • the funding and running of a community crèche, enabling mothers to engage in training and employment
2010/11 Activities mainstreamed within one association
Running a Communities First project
Development and provision of community assets (9 activities) including: <ul style="list-style-type: none"> • the development of offices for the local credit union • the development of a cultural hub in a key town centre location

<ul style="list-style-type: none"> • the development and management of a community health centre • the development of a knowledge hub in a key city centre location • the development of a community advice centre • the provision of community resource centre's • the development of an enterprise centre for small and micro businesses
<p>Support for social enterprises and local SME's (7 activities) including:</p> <ul style="list-style-type: none"> • adopting policies to support procurement from local social enterprises and voluntary agencies • supporting local SME's • supporting the establishment of local social enterprises • the provision of strategic support to a credit union • adopting policies to promote staff membership of credit unions • holding workshops to help prepare local SME's for EU procurement rules.
<p>Assisting local voluntary and community groups (8 activities) including:</p> <ul style="list-style-type: none"> • the provision of financial support to local voluntary and community groups • enabling local voluntary agencies to use the associations resources to find funding
<p>Harnessing the voluntary potential of association staff (4 activities) including:</p> <ul style="list-style-type: none"> • adopting policies that enabled staff to use 4 days each year for voluntary activity (2 activities) • arranging voluntary activities which support local projects • enabling staff to support local charities
<p>2011/12 New activities</p>
<p>Development and provision of community assets (6 activities) including:</p> <ul style="list-style-type: none"> • the development of an energy efficient and digitally ready village core • undertaking a feasibility study to evaluate the use of a building for social enterprises • utilising contractor contributions to refurbish community centres • assisting in the redevelopment of a community centre • the development and refurbishment of premises for social enterprises • the purchase and refurbishment of premises for a communities first project and community groups
<p>Assisting local voluntary and community groups (5 activities)including:</p> <ul style="list-style-type: none"> • holding workshops with stakeholders to develop common approaches to key issues • providing premises rent free for community use • the provision of financial assistance to community groups • the provision of strategic support to voluntary sector agencies • the development of a community housing toolkit to ensure that housing staff are aware of their role in community development
<p>Supporting local public services (2 activities) including:</p> <ul style="list-style-type: none"> • participation in a project to focus on the key risks associated with Climate Change • participation in a project to research the needs of complex families and how they are most effectively addressed by key public and voluntary sector agencies
<p>Harnessing the voluntary potential of association staff (4 activities) including:</p>

- adopting policies that enabled staff to use time each year for voluntary activity (4 activities)
- arranging voluntary activities which support local projects
- enabling staff to support local charities

Appendix 4: Outputs and outcomes 2010/11

Improving people's health and well being and reducing inequalities in health
Improved confidence and self esteem (2 projects)
Better awareness of available services
Improved awareness of benefits of health eating
Improved culinary skills, budgeting and meal planning
Improved tenant satisfaction (2 projects)
Home visits for over 75s were made to 723 people, of whom: <ul style="list-style-type: none"> • • 253 benefited from fire safety improvements • 99 benefited from energy efficiency measures • 266 had adaptations • 173 received benefits advice
562 clients aged over 75 were helped to carry out minor adaptations and repairs
356 older people received an intervention measure to prevent falls and accidents within the home
580 older people were facilitated a speedy but safe discharge from hospital.
The food coop took 1351 orders throughout the year, each containing either one bag of fruit, vegetables, stir fry, salad or eggs
Satisfaction levels with the Child Development Support provided in a mother and baby unit totalled 99%, and 95% felt that the support had made a positive difference to their lives. 14 children were put on the Child Protection Register, and 3 children de-registered
Improving people's well being and reducing social isolation
2 pieces of public art created, 6 community events/training sessions held
Community garden created.
Reduced incidents of fly tipping and anti social behaviour
Young people engaged in formal sporting activities
Increased confidence in young people to repair and maintain bikes Increased levels of concentration Improved motivation
196 volunteers registered on timebanking project. Through the project 25 people have gained formal qualifications
Increased sense of ownership and pride in community
In excess of 600 children had access to free, local outdoor play provision
Young people learnt new skills including local history and computer software and developed relationships with other members of the community
Tenants have a better understanding of the range of services available to them
Elderly residents in sheltered housing scheme more actively involved in outdoor activities
Family intervention project showed savings in excess of £300,000 for agencies involved. 20 vulnerable young parents to maintain their tenancies
Created a pool of volunteers to take part in befriending activities
Increase in awareness of ways to reduce waste, recycle and save energy and energy costs
Young people recognized and rewarded for their learning achievements, overcoming personal challenges, and contributing to their communities.

Providing positive role models to other young people.
Creating safer communities
Reduced anti social behaviour (4 projects)
Reduction in fly-tipping
Reduction in number of home fires
Reduced nuisance caused by young people during school holidays
Improved confidence and self-esteem of vulnerable and young people (4 projects)
Built strong relationships with isolated young people
Increased youth engagement
Developed ownership by young people of the area in which they live
Increased public awareness
Increased community activities
Improved relationships in the community (3 projects)
Visited 101 schools to raise awareness of domestic abuse
Security measures installed for 64 victims of domestic abuse, 38 older people and 4 victims of burglary
Improved security to the homes of 22 older people
Provided lockable caps to 20 heating oil tanks
Notices served and court action taken, resulting in Improvements re littering, dog fouling, fly tipping, arson, graffiti, etc.
Engagement of young people in environmental volunteering
Involvement of two tenants in British Council Active Citizens (going on exchange visit to Kenya)
Creating jobs and training opportunities
3 tenants moved into employment; 15 new volunteers; 8 tenants received support for cv/application form writing
7 Participants gained employment; 1 entered full time education
3 tenants have volunteered; 2 have gone into paid work; 8 have completed short courses such as confidence building and basic skills
Jobs created; qualifications achieved; increase in participants confidence and employability skills
8 people into jobs; 15 volunteers; 11 people in new business start ups; 409 people who requested advice contacted and offered support; 99 people given employment/business training advice or support; approx 80 (possibly more) underwent training; approx 30 accredited/qualified
Improved chances of re-entering the labour market
2 trainees taken on as trainees for 12 months and then as full time staff members for 12 months (having both gained Level 2 Certificates in Housing); 1 was appointed to a permanent position); 1 gained over a year's experience in maintenance, gaining a City & Guilds qualification in Carpentry and subsequently finding full time employment; 3 further trainees gained 6 months of work experience in a maintenance role; 4 others gained short term work experience in a maintenance role; a further 2 gained general office work experience for a week from school.
3 residents gained employment
4 jobs created of six months duration
12 apprentices; 6 trainees (Future Jobs Fund)

41 individuals gained experience of the working environment; 9 job hunting /interview skills workshops for three groups of Future Jobs Fund trainees; 3 x 3 day induction programmes
3 jobs created, training and development for around 100 people
40 participants engaged; 40 gaining positive outcomes; 40 gaining qualifications; 4 progressing into further learning; 8 progressing into mainstream programmes; 8 progressing into employment
312 participants registered; 5 participants entering employment; 200 participants signposted for additional help; 28 participants entering further learning; 180 participants gaining other positive outcomes including volunteer placements; 16 Level 1 Qualifications achieved
259 trainees completed their placement (67%); 97 secured alternative work during their placements (24% of the total); total estimated employment outcome is 181 out of 385 total trainees (47%); 4% of dismissed trainees are predicted to have moved into further education or training; an estimated £455,244 of income has been generated and £123,191 reduction to JSA payments made as a result of the increased employment rates of trainees over the national average; an estimated 5% of JSA leavers leave to enter further education or training; for placement completers and non-dismissed early leavers 9% are estimated to enter further education or training
More than 80 participants referred to Gofal Our Business by the four housing associations; several individuals referred on to ILM training; participants taking up course places at college, adult education centre, TeFL course; tenants engaging with Our Business; retention of participants (low disengagement); improved confidence, motivation and self-esteem; improved aspirations towards learning, education and employment; increased access to training and personal development; new qualifications and job creation; signposting to development opportunities; mentoring of others on programme (peer-led experience)
7 new jobs created; 12 qualifications gained by participants
4 apprenticeships; 2 full time jobs created; 15 Future Jobs Fund placements; 4 long term training/ work placements
Promoting equality of opportunity and access
90% of refugees moved on to more secure accommodation; 85-90% either undertook training or gained employment
Workshops in the two weeks prior to the Global Village event; a full day festival event; 11 monthly meetings
6 Multi Agency Diversity Forum meetings held; one community cohesion event organised; training delivered on estates with high incidents of anti-social behaviour/hate crime; £800k secured for Gypsy Traveller site improvements
Hosting meetings to enable tenants to access all appropriate services for Disabled People in South Wales by information sharing.
Digital inclusion
Enabling tenants access to low cost/free IT Training
140 people supported to go online for the first time
5 people received basic computer skills training
7 learners achieved 3 or more Open College Network accredited units at level 1
7 older people recorded increased confidence in using the internet, and said they now use the internet for shopping and for Skype
10 service users trained to use computers and provided with their own PC
500 free PCs distributed to tenants
2 free wireless hot spots in the area

Free community wireless broadband for tenants on one estate
5 computer sites for tenants' use
Digi TV site set up
Better access for communities to use IT facilities
Increased confidence and knowledge (2 projects)
Skill levels increased
Improving education, skills and learning more generally
To be better able to produce a tenant website that was easy for all to use
Skills training for tenants (informal but equally as valuable as it involved tenants sharing their skills), to offer a wider range of involvement opportunities and opportunities that are not meeting based
Children learned various games, they made friends, increased confidence and self esteem. Approximately 34 After School Club sessions were held
Service users were enabled to cook a number of healthy food
College students had the opportunity to work on a real life project that could be added to their portfolio of landscape design work and CC had the opportunity to see if a template void garden could be viable
Increase in IT skills Breakdown of language barriers / qualifications
21 young people accessed employment education or training; 50 young people participated in new activities; 4 young people to Action camp; 8 young people participated in international football tournament; 4 young people engaged following Newport Jobs fair; 1 young person involved in Barnardos young mums project
Increased tenant satisfaction; brought generations closer together; provided impetus for further work between our Pentre Mawr SHS and local school
Has encouraged residents to work together. Has also increased resident awareness of important issues such as sustainability; healthy living; environmental awareness and citizenship. Output - one community garden created.
Increased confidence and motivation of residents and improved family relationships through the spending of quality time together. Facilitated wider skills development - through written work done by children post event. Enabled active participation in an activity that these residents would normally be financially excluded from accessing.
Better coping strategies for residents
There were 9 individuals who benefitted directly from the scheme
Distance travelled gained for all participants, some qualifications (NOCN)
40 young women enabled to access support and re-engagement with education or learning
24 different courses; 81 training places
4 qualifications gained
30 children reported that they felt more aware of the skills required by employers and felt their confidence had improved
8 weekly two hour training courses; 1 two day practical residential with Baby Think It Over Dolls; increased knowledge of sexual health including contraception and teen pregnancy prevention; greater understanding of financial and emotional responsibilities of unplanned pregnancy
12 workshops conducted on film production and animation; 3 DVD programs produced
Increased understanding of issues affecting NCH, residents, increased confidence, accreditation, understanding of governance, equal opportunities and engagement
Residents' knowledge grew - how to grow vegetables, preparation and cooking, cost and value of materials, using tools. Increased residents' confidence and self-esteem

Over 300 Training and workshop sessions with tenants
Ziggies had a reach of 25 children (nearly 50% of the school's infants department) and 15 adults over 10 weeks
10 members of the community attended 8 (5 hour) design sessions
Increased training/ work/ life skills for pupils in our communities, help towards the reduction in ASB; improving education, skills and learning more generally; tackling poverty; approximately 14 events per term, with 4 terms per year
Increased relationship with young people; increase in skills and confidence; greater awareness of association
7 meetings; 1 course; 1/2 day bike ride; 4 adults got their OCN Support Rider course
Tackling poverty
3 tenants access Cardiff Credit Union
Tenants had access to the Credit Union and savings, benefits and loans
Increase in awareness of what benefits and advice is available
6 of the participants received Btec qualifications All participants had received training on using a camera, recording music, starring in a movie, editing a film, confidence building 12 weekly workshops were held to plan and create the DVD
Around 200 people seen in 10/11, average saving per case £1,000, 22% reduction in fuel costs negotiated with LPG, supplier for one 'off gas' estate - total saving £5,016 50 people visited and given a 'Utility MOT' 1st moneysaver road show held with Moneyline Cymru and trading standards in loan shark 'hot spot' over £5,000 in high interest loans rescheduled for tenants 2 'Moneysaver' staff qualified to undertake Debt Relief Orders Shelter project saw 114 people and resulted in benefit gains of £190,000
Better knowledge and understanding as to how to get best deal on energy; less residents vulnerable to fuel poverty 3 sessions to consumers and frontline workers
Helped residents improve money management skills and financial literacy
Of the referrals, 134 cases were managed through the service. Of the cases resolved in 10-11, 88% resulted in housing benefit being raised successfully. Overall in that financial year, in excess of £125,000 in income has been secured for tenants or debts 'written off'. These have included housing benefit, other welfare benefits, water charges and discretionary housing payments
The Money Advice service has enabled the tenants involved to manage their debts and maintain their tenancies satisfactorily
Provision of free financial inclusion training sessions delivered by Citizens Advice Bureaux in Cardigan, Powys and Rhondda Taff for clients and staff. These sessions were delivered in Llanelli, Cardiff and Llandrindod Wells during March and April 2010.
Tenants kept in their own home, homelessness prevented, affordability improved, conditions improved £227,553 total financial gain for tenants receiving the service
£75,000 in financial savings for service users. 181 cases. 20 recipients of energy monitoring equipment
Established 31 new savings accounts with all savers saving monthly amounts in addition to the initial financial incentive
Launch of website service for Monmouthshire Financial Inclusion Partnership
3 tenants assisted with grants
Helping people to sustain their tenancies and have a better quality of life, by

preventing/reducing debt and maximising their income
122 engaged on a one to one level 2 community events and 2 workshops being undertaken
240 people received personalised face to face energy awareness training Over 1500 tenants and community members received information over the telephone and in writing 4 different tenant & community groups were created and supported and over 40 different individuals received comprehensive training to support their roles within these and other community groups 5 Tenant & community surveys were undertaken to evaluate over 300 peoples opinions on their own communities and safety and regeneration 68 staff were trained on fuel poverty
Agencies Accessed - 116 Grants Accessed - 17 Rent Arrears Reduced - £10,799.94 Workshops Attended - 26 Bank Account / Credit Union account opened - 51 Personal debt reduction - £42,927.82 Increased Income - £10,476.93
10 workshops 7 meetings
1 CPAG Debt Advice Training Course, residents now more aware of debt issues
2 Full Time Equivalent Posts created as a result of the project Tenant satisfaction - By matching tenants with the best tariff available to them for their needs and by targeting cases whom would be eligible for acceptance onto DCWW's Customer Assistance Fund and/or Welsh Water Assist
PDSA trailer located in 4 different locations undertook over 100 pet checks and saw over 400 people Increased awareness in pet care- especially dental and flea treatment
Reduced evictions and court actions, improved tenancy sustainability and resident satisfaction Greater financial wellbeing and peace of mind for residents Increased level of arrangements for rent arrears Completion of budget, debt advice, income maximisation including benefits check, and utility price checking and switching
2 family events put on in Merthyr Tydfil Increased resident satisfaction and positive feedback from small number of resident who participated New collection point set up In Merthyr Vale
3 registration days held in Brackla Junior School Incidents of dog nuisance asb reduced in period since with no reported incidents in 6 months from July to December and in same period only 1 incident of littering reported 73 dogs neutered of which 54 also micro chipped 25 WWHA residents registered saving £2,425
5 staff members trained to city and guilds level 3 NEA Energy Awareness 20 residents supported and or energy debt written off, better energy tariffs achieved, informal training on energy efficiency in the home etc
Reducing carbon emissions
Encouraged people to recycle whenever possible
Properties benefitted from renewable energy initiatives at the same time as training and employment opportunities were created
Enabled more accurate use of fuel and ability to control costs.

Properties now achieve an SAP rating of 89
Reduced carbon use in schools and new curriculum content created to support students to learn about low carbon living
Increased level of awareness of renewable technology, increase in tenant satisfaction, reduced energy costs, reduced turnover of stock and reduced carbon emissions
Developing local capacity
Over 20 projects funded, each with different outcomes
Service used by 35 community groups
High quality meals for people living in sheltered housing schemes Work placements for people with learning difficulties
Improved appearance of play centre Improved staff morale
3 social enterprises supported 1 new social enterprise established
Increased tenant satisfaction. 10 jobs created
7 full time positions created 220 work placements for long term unemployed
27 projects supported
Redundant strategic building in centre of village saved and reopened 2 jobs created 30 regular volunteering opportunities provided
The crèche created the following outcomes for the parents of children who attended: (1) Increase in confidence and self esteem (2) Raise motivation and aspirations (3) Learning outcomes (4) Better prepared to re-enter the work place.
Operating health centre

Appendix 5: Sources of non-association funding

Improving people's health and well being and reducing inequalities in health
Statutory sector Local authority departments (including Social Services, Environmental Health, Health and Wellbeing) (8 projects), Local Health Board (2 projects), Welsh Government (SPRG), Community Safety Partnership
Voluntary and charitable sectors Age Cymru, church diocese, private donations
Improving people's well being and reducing social isolation
Statutory Sector Local authority (4 activities), Arts Council for Wales (2 activities), Probation Service, Community Council, Welsh Government, Schools
Private Sector Construction partners, Barclays Bank
Voluntary and charitable sectors Lottery (2 activities), Groundwork Trust, The Woodland Trust, BTCV, Children in Need, Yellow Wales
Creating safer communities
Statutory Sector Local authorities (esp. youth services) (3 projects), Community Safety Partnerships (3 projects), Welsh Government (2 projects), Police, Heads of the Valleys Programme
Voluntary and charitable sectors Big Lottery Fund (2 projects), Communities First, Women's Aid, Keep Wales Tidy, Young Wales training services, Comic Relief, Rotary
Creating jobs and training opportunities
Statutory Sector DWP (Future Jobs Fund) (4 projects), Welsh Government (2 projects), Heads of the Valleys (JobMatch), ILM
Voluntary and charitable sectors Backing Young Britain, Groundwork North Wales
Promoting equality of opportunity and access
Public Sector Welsh Government Community Cohesion Fund
Voluntary and charitable sectors Donations from individuals and grant giving bodies
Digital inclusion
Statutory Sector Communities 2.0 (4 projects), Head of the Valleys Innovation Programme (2 projects), Welsh Government basic skills funding

Voluntary and charitable sectors Novas Scarman Trust, Meadow Prospect ²² , e-inclusion
Improving education, skills and learning more generally
Statutory Sector Communities 2.0, Climate Change Grant, Social Housing Management Grant, Arts Council, Neighbourhood Management Team, Swansea Deprived Area Fund, Women's Diversionary Fund
Private sector Donations (2 projects), New Directions, Tesco, sponsorship
Voluntary and charitable sectors Big Lottery (Awards for All) (3 projects), Big Lottery (2 projects), Tidy Towns
Tackling poverty
Statutory sector Department for Work and Pensions
Private sector Barclays, SWALEC, OFGEM
Voluntary and charitable sectors National Energy Action (2 projects), other partners, Big Lottery, Citizens Advice, Barnardos
Reducing carbon emissions
Public Sector Welsh Government Low Carbon Building Programme, The Technology Strategy Board
Private Sector Carbon Emissions Reduction Target fund
Developing local capacity
Statutory Sector Welsh Government (5 activities), local authorities (2 activities), Wales European Funding Office (2 activities), CADW (2 activities), Employment Service
Private Sector Construction partners (3 activities), share capital raised locally, British Gas
Voluntary and charitable sectors Lottery (5 activities), LandAid

²² The charity arm of RCT Homes

Appendix 6: Partners in activities

Improving people's health and well being and reducing inequalities in health
Partners 2010/11
Public Sector Local authority departments (including Social Services, Environmental Health, Older People, Health and Well Being, Domestic Abuse Service) (10 projects), Local Health Boards (2 projects), Community Safety Partnership, Health Alliance Partnership, Community Council, Health Centre, GP surgeries, Occupational Health
Private Sector Asda (to promote benefits of healthy eating)
Voluntary Sector Age Cymru (2 projects), Communities First, Care and Repair, Gofal, Barnardos, resident group, holistic therapy students, local churches
Partners 2011/12
Public Sector Local authorities (incl. play service provision) (4 projects), Universities (Warwick, University of Wales Newport) (2 projects), Local Health Boards (2 projects), Welsh Government Rural Regeneration Unit, Heads of the Valleys Partnership, Public Health Wales, NHS Health Challenge Wales Wellbeing Activity Scheme
Private Sector Eon
Voluntary Sector Sport Wales (3 projects), Communities First (2 projects), Safer Wales, Welsh Local Government Association, Yellow Wales, Lottery
Improving people's wellbeing and reducing social isolation
Partners 2010/11
Public Sector Local Authorities (18 activities), Schools (11 activities), Police (6 activities), Fire Service (4 activities), Further Education Colleges (3 activities), Careers Wales (2 activities), Probation (2 activities), Community Council, Local Health Board, Welsh Government.
Private Sector Associations contractors (3 activities), an Artist, Nursing Home, A4e, Sports coach, Interlink, Barclays Bank, Newgale Outdoor Learning Centre
Voluntary Sector Communities First (13 activities), Keep Wales Tidy (6 activities), Tenant & Residents Groups (5 activities), Credit Unions (4 activities), Age Cymru (3 activities), CVS (3 activities), Red Cross (2 activities), BTCV (2 activities), Citizens Advice Bureau (2 activities), MIND, Spice, Duke of Edinburgh Awards, Community Transport, Vision 21, Youth Club, Friends of Bettws Primary School, Bridges into Work, Qwest, Woodland Field Charity, RSPB, Groundforce, Groundwork Trust, Play Right, Spark Centre, Welsh Refugee Council, Disability Wales, Meningitis Trust, Genesis, Barnardos, National Trust, Woodland Trust, Novas Scarman, Care & Repair, Rathbone, GAVO, Wales Co-op Centre, North Wales Energy Advice Centre, Yellow Wales, Shelter Cymru
Partners 2011/12
Public Sector Local Authorities (12 activities), Schools (2 activities), Police (2 activities), Probation (2 activities), Fire Service (2 activities), Further Education Colleges, Government, Community

Council, S4C, Environment Agency, Arts Council for Wales, Ebbw Vale Institute, Department for Work and Pensions
Private Sector Lovells (3 activities), Nationwide Windows and Doors (3 activities), Apollo (2 activities), Barclays Bank (2 activities), SMK, Macob, unnamed contractors, Cosgrove Builders, Cadburys, Landcraft, GKR, Circus Berzercus, Milestone Activities
Voluntary Sector Keep Wales Tidy (10 activities), Tenants & Residents Groups (8 activities), Communities First (7 activities), Age Cymru (3 activities), BTCV (2 activities), Young Wales (2 activities), Credit Union, Citizens Advice Bureau, MIND, Surestart, Dog's Trust, Heulwen Turst, Mobile Arts Project,, Youth Group, Church Army, Federation of City Farms and Community Gardens, Big Lottery Fund, Qwest, Neath Port Talbot CVS.
Creating safer communities
Partners 2010/11
Public Sector Local authorities (incl. youth services, Biodiversity Officer) (9 projects), Police (5 projects), schools (5 projects), Community Safety Partnerships (2 projects), Fire Service, Heads of the Valleys Programme
Voluntary Sector Communities First (5 projects), play associations (2 projects), Big Lottery Fund, Keep Wales Tidy, Women's Aid, Young Wales training services, local youth activities centre, local action group, local football club, local artists, local entertainers,
Partners 2011/12
Public Sector Police (4 projects), local authorities (including Social Services, Youth Services) (3 projects), Fire Service (2 projects), Probation services, Youth Offending Team, schools
Voluntary Sector Communities First (3 projects), residents associations
Creating jobs and training opportunities
Partners 2010/11
Public Sector Local authorities (including social services, education and training teams) (8 projects), colleges (6 projects), Job Centre Plus (4 projects), Welsh Government (4 projects), Careers Wales (3 projects), DWP (3 projects), Go Wales (2 projects), schools (2 projects), probation service, University of Glamorgan, Gwent Police, i2i, Welsh Language Board
Private Sector Employers (2 projects), contractors within the association's supply chain (3 projects), A4E, independent contractors, local businesses, consultants
Voluntary Sector Gofal (4 projects), Communities First (4 projects), Construction Youth Trust (2 projects), Groundwork North Wales (2 projects), Want to Work, Princes Trust, Valleys Kids, Newport and Gwent Enterprise, GAVO, WCVA, Credit Action, Hafal, Merthyr People's First, Gellideg Foundation, Calfaria Chapel, Quakers Yard Community Association, 3G's Development Trust, Pontstcill Memorial Hall, Community Transport, Trefechan Community Association, Ability to Work, Shelter Cymru, British Trust for Conservation Volunteers, Genesis, People Can, Bridges to Work, Gorwel, Vision 21, Young Wales, Pack it, Cleanstream Carpets, Llamau
Partners 2011/12

<p>Public Sector Job Centre Plus (8 projects), Local authority (7 projects), colleges (5 projects), Careers Wales (2 projects), schools, JobMatch, Careers Gwent, Working Links, Probation, Welsh Government, Welsh Language Board</p>
<p>Private Sector Contractors (3 projects), Hays Recruitment</p>
<p>Voluntary Sector Communities First (3 projects), CoStar, WCVA (3 projects), Cymorth, Cylch, Crest Co-operative, PAVO, Gofal, Young Wales</p>
<p>Promoting equality of opportunity and access</p>
<p>Partners 2010/11</p>
<p>Public Sector Local authority (3 activities), University (3 activities), Further Education College (2 activities), Local Health Board (2 activities), Police (2 activities), Schools</p>
<p>Voluntary Sector Communities First, BAWSO, Gweini, VAMT, Tri Counties Play Association, Age Concern, Flintshire CVS</p>
<p>Partners 2011/12</p>
<p>Public Sector Local authorities (2 activities)</p>
<p>Voluntary Sector Communities First projects, housing association, NEON Community Youth Club, Seafarers UK, Keep Wales Tidy</p>
<p>Private Sector Lovell</p>
<p>Digital inclusion</p>
<p>Partners 2010/11</p>
<p>Public Sector Local authorities (e.g. Youth Service, Adult and Community Education, Supporting People) (8 projects), Communities 2.0 (3 projects), schools, Coleg Harlech</p>
<p>Private Sector XMA²³ (2 projects), BT, Spill Media²⁴, Networx By Wireless²⁵</p>
<p>Voluntary Sector Communities First (4 projects), Wales Coop Centre, Race Online 2012²⁶, Novas Scarman Trust, e-inclusion²⁷, SFX Computers²⁸</p>
<p>Partners 2011/12</p>
<p>Public Sector Local Authorities (6 projects), Communities 2:0 (3 projects), schools (2 projects), Coleg Harlech, Welsh Language Board</p>
<p>Private Sector BT (2 projects), MoneySupermarket.com, Boyns.net²⁹</p>

²³ Private and public sector IT supplier

²⁴ Digital media training company

²⁵ Wireless infrastructure supplier

²⁶ National campaign to increase access to internet

²⁷ Recycling social enterprise

²⁸ Formerly Computers in the Community Recycling Ltd.

<p>Voluntary Sector Communities First (5 projects), youth clubs (2 projects), North Wales Financial Inclusion Partnership (2 projects), North Wales Digital Inclusion Steering Group, Age Concern, Workers' Education Association, Local Voluntary Alliance, local Youth Forum, local community associations, Novas Scarman Trust, Citizenonline³⁰, Technowise³¹, Computer Recycling Ltd.</p>
<p>Improving education, skills and learning more generally</p>
<p>Partners 2010/11</p>
<p>Public Sector Local authorities (7 projects), schools (4 projects), colleges (5 projects), Cynnal Cymru, Welsh Government, Arts Council, Heads of the Valleys Programme, Careers Gwent, Local Health Board, University of Glamorgan, First Campus³²</p>
<p>Private Sector New Directions Recruitment Agency, Tesco, contractors, training providers, Powell Dobson Urbanists, Wetherby</p>
<p>Voluntary Sector Communities First (5 projects), Tenant Participation Advisory Service Cymru (2 projects), British Trust for Conservation Volunteers (2 projects), Rathbone, training providers, arts organizations, voluntary youth organizations, Tidy Towns, Groundwork, MIND, Swansea and Brecon Diocesan Board for Social Responsibility, Interlink, Bridgend Association of Voluntary Organisations, Voluntary Action Merthyr Tydfil, Communities First, Empower, St Johns, BEST, Conflict Solutions, Dragonsavers Credit Union, Urdd Gobaith Cymru, Fairbridge Cymru, Chartered Institute of Housing Cymru, Glyncoch People and Work Unit Glyncoch Community Regeneration Limited, Community Housing Cymru, The Bryncynon Revival Strategy, The Coalfield Regeneration Trust, Denbigh Youth Project, Shelter Cymru, Urban Circle, Youth Works, Keep Wales Tidy, Bettws Life Centre, Cycle Training Wales, St Mellons Community Education Centre</p>
<p>Partners 2011/12</p>
<p>Public Sector Local authorities (6 projects), schools (2 projects), Llandrillo College, Neath Port Talbot College, colleges, Careers Wales, Open College Network</p>
<p>Private Sector North Wales Training Agency, contractors</p>
<p>Voluntary Sector Communities First (4 projects), The Wallich (2 projects), Welsh Council for Voluntary Action (2 projects), Workers' Education Association (2 projects), Bridges into Work (2 projects), Dollywood Foundation UK, Kaleidescope, T, Newport City Radio, South Wales Equality Council, Sure Group, Groundwork, Cycle Training Wales, Action Camp, Workways, B, Genesis, Ty Gobaith, Salvation Army, third sector partners</p>
<p>Tackling factors that help overcome poverty</p>
<p>Partners 2010/11</p>
<p>Public Sector</p>

²⁹ Installers and internet provider

³⁰ Charity promoting digital inclusion

³¹ Social enterprise recycling computers

³² <http://www.firstcampus.org>

Local authorities (5 projects), Department for Work and Pensions (2 projects), Job Centre Plus, family centres and childrens' integrated centre
Private Sector Barclays (2 projects), SWALEC, OFGEM, Dwr Cymru
Voluntary Sector Credit Unions (9 projects), Citizens Advice (6 projects), Shelter Cymru (4 projects), East Lancs Moneyline/Moneyline Cymru (4 projects), National Energy Action (2 projects), Community Housing Cymru (2 projects), Barnardos (2 projects), TAPE Sound and Music ³³ , Wales Co-op Centre, Credit Action, Oil 4 Wales, charitable trusts, Chartered Institute of Housing, the Bolder Project ³⁴ , PDSA, Credit Action, Pennysmart, Communities First, Dogs Trust
Partners 2011/12
Public Sector Local authorities (4 projects), Welsh Government (2 projects), Job Centre Plus, Illegal Money Lending Unit, Department for Work and Pensions, the Police
Private Sector British Gas, SSE, EDF, Cleanstream Carpets
Voluntary Sector Citizens Advice Bureau (8 projects), Wales Co-op Centre (5 projects), credit union (5 projects), Shelter Cymru (5 projects), Communities First (3 projects), Communities 2.0 (2 projects), Age Concern (2 projects), Moneyline Cymru (2 projects), Consumer Credit Counselling Service, The Money Advice Service, National Energy Action, North Wales Financial Capability Forum, North Wales Financial Inclusion Partnership, Antur Waenfawr, Money Saviour, Credit Action, TAPE Community Music and Film Ltd, Wakestock festival organizers, local churches, Dogs Trust, Energy Saving Trust
Reducing carbon emissions
Partners 2010/11
Public Sector Welsh Government (4 activities), local authority, Building Research Establishment
Private Sector British Gas (2 activities)
Voluntary Sector The Technology Strategy Board, Energy Saving Trust, Warm Wales
Partners 2011/12
Public Sector Local authorities (3 activities), schools, Welsh Government
Voluntary Sector Communities First projects (2 activities), Shared Earth Trust, Green Town Project, Gwent Wildlife Trust, South Wales Transportation Alliance
Private Sector Contractors
Developing local capacity
Partners 2010/11
Public Sector

³³ Social enterprise

³⁴ Welfare benefit advice and income maximisation for older people

Local authorities (8 activities), Universities (3 activities), Welsh Government (3 projects), the BBC, local schools, the Arts Council, CADW, WEFO, the Police, the Fire Service, Job Centre Plus, Youth Justice Service, the Rural Regeneration Unit, NHS Trust and the National Theatre
Voluntary Sector Communities First projects (7 activities), Credit Union (2 activities), other housing associations (2 activities), MacMillan Cancer Support, Llamau, Riverside Media Centre, Riverside Play Centre, CSV, Vision 21, Women's Aid, SHARE Centre, Newport and Gwent Enterprise, CAB, Environment Centre, WEA, ICT for Learning, Genesis, Community Church
Private Sector G.Purchase Ltd, Leadbitter, Quicksons, Bullock, SMK, Volcano Theatre, the Arts Collective, Swansea Print Workshop, British Gas, Galeri Theatre
Partners 2011/12
Public Sector Local authorities (5 activities), Police, Local Service Board, Welsh Local Government Association, Local Health Board, Police
Voluntary Sector Communities First projects (9 activities), Tenant and Resident Associations (2 activities), Community Action Groups, Rathbone, Universal Assist, Welsh Refugee Council, Help for Heroes, Ty Hafan, Mon CC, MS Society, Flying Start, Community Centre Management Committee, Menter Mon, Gwent Music Wales, Fighting Fit, DAP
Private Sector Contractors (3 activities), Newport Gwent Dragons