

# Annual Report 2020

The year from April 2019 to March 2020 was another busy one and work progressed with no knowledge of how all our lives were about to change as the Coronavirus Pandemic was still in its early stages. Staff have worked hard to make a difference to our residents' lives and the communities they live in. Read on to see how we have made a positive impact.



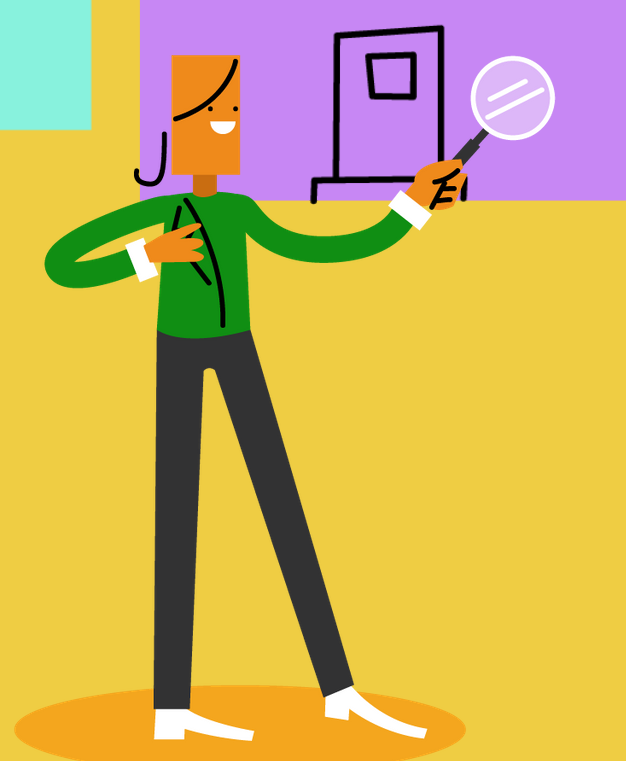
**scroll down  
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read on...**

## Development & Homebuy

Our Development team has had one of their busiest years to date. They find land and build affordable new homes so that we can continue to provide for those in housing need...

During 2019/20 the Melin Development team delivered the following:

- They've started on site with **355** new homes
- Completed **139** new homes
- Last year the team sold **63** Homebuy properties with an open market value of **£11 million**.
- They drew down **£9.6m** worth of grant funding. Added to this Melin invested approximately **£20m**.



## Melin Advice

This team works tirelessly to support our residents manage their rent payments and so much more. They help people into work, to get online, and to claim benefits if they're eligible, as well as to budget well and save money on energy. By helping to keep people in their homes they are working towards building resilient communities.



- They saved residents an incredible **£2.5m** through accessing money and energy-saving advice
- They've accessed **£52,591 (and 7p!)** of savings and grants for residents on their energy deal
- They've helped residents gain **£2,506,426** through grants or reductions in payments
- They helped **52** people into employment
- Our team have helped **26** people with driving support. This ranges from buying a provisional licence; helping with the highway code book and DVD; to funding a set of driving lessons.

## Independent Living

Independent Living is a team dedicated to providing homes and services to older and more vulnerable residents. They provide opportunities to live a vibrant, supported, and independent later life. The team has...

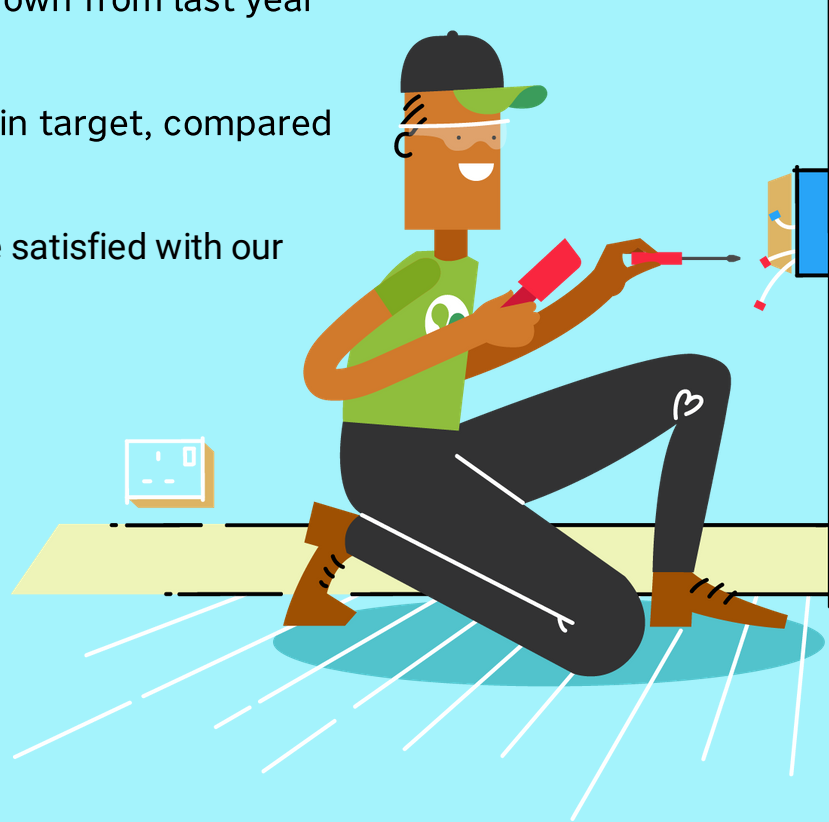
- Worked in partnership with Aneurin Bevan University Health Board, Torfaen Council and Cartrefi to give **nine** residents flats in supported living homes.
- Provided supported living homes to **five** residents by working in partnership with the Health Board (ABUHB), Blaenau Gwent Council and Dimensions.
- Refurbished our sheltered housing scheme at Hammett Court – our fourth scheme to be refurbished as part of a 10-year investment plan.
- Finalised the investment plan for Tredgar Court to demolish and rebuild a new block of modern, affordable sheltered housing flats.



# Maintenance

Our dedicated and friendly tradespeople are always out and about – even at Christmas. Our electricians, multi skilled operatives, and plumbing and gas engineers always provide excellent services to our residents.

- The team completed **2,994** gas services, **3,312** emergency repairs, and **12,115** routine repairs
- The average number of days to complete a routine job this year was just **16 days** (down from last year which was 25 days)
- **89%** of routine jobs completed in target, compared to 72% last year
- **80.9%** of residents said they were satisfied with our maintenance service



# Communities

This busy team provides endless opportunities for our residents to get to know Melin and have their say. They help residents to get the most out of Melin.



- They have engaged with over **1,650** residents at **155** community events
- The Melin bus has been used on **over 100** occasions giving residents the chance to try new things (such as fishing trips); combat loneliness through days out; to bringing fun days to our neighbourhoods. It has also been used by our partners such as Mind, Stroke Association and some of the schools we work with.
- The team has also donated **over £3,000** to local community groups (from Jump2 and community donations)
- They created the Gardening '19 project with **46** staff members to help out with gardening work at our sheltered schemes. Thanks to the team helping so many residents to get involved, the social value from engagement totals **£625,000**
- They have also run successful projects aimed at combatting isolation, including the **Taste for Life** project where residents created a book of poetic verses by reminiscing and discussing past experiences with author Mike Church. **Only Melin Aloud** – the choir featuring residents from four different sheltered schemes and two other residents met every two weeks for a sing-along with musical director Ali Shone.
- The team's annual staff quiz night raised **£1,612** for our charity of the year **St David's Hospice Care**.
- Four sheltered schemes took part in the **Standing Together** project which aims to boost mental health and combat isolation.
- Our residents' feedback group **100 Voices** was created
- 18 staff took part in the **Fit and Fed** project in Newport, aimed at combatting youth food poverty and inactivity in school holidays.

# Customer Contact Team

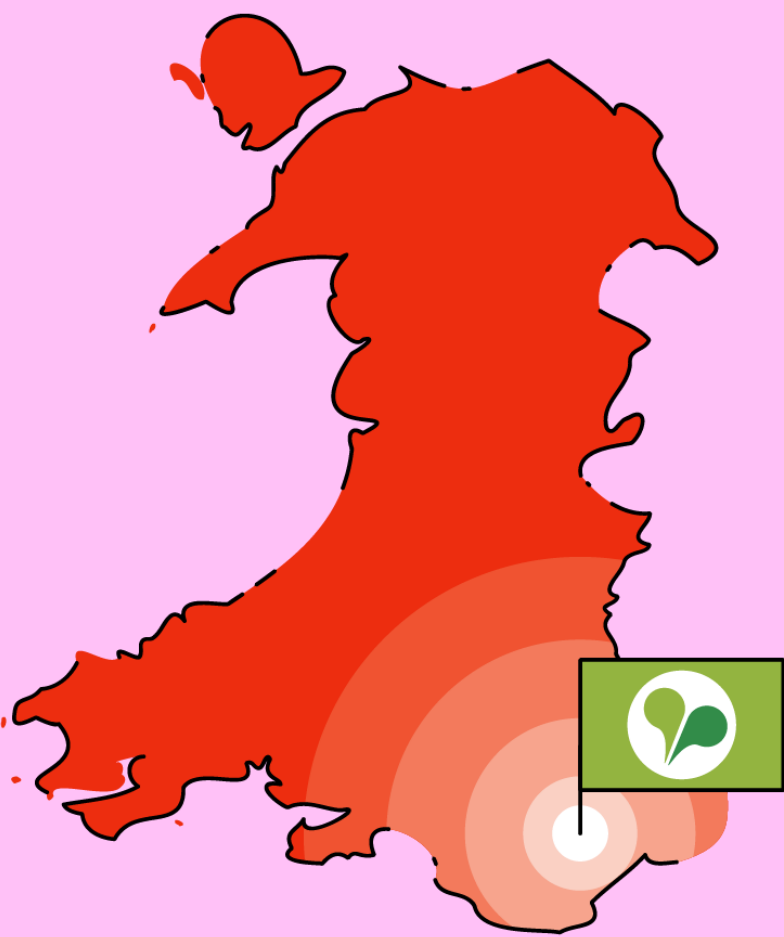
The friendly professional members of our Customer Contact Team are dedicated to answering the calls, emails and texts from our residents.

- They've taken **72,708** calls
- Responded to **45,255** emails
- Welcomed **2,932** visitors
- Answered **2,751** texts, **552** queries via Facebook, and **294** through Twitter, and they have dealt with **387** live chats via our website.



# Sustainability

This is our green dream team – dedicated to helping us buy better, be greener and bring benefits to our communities in the process.

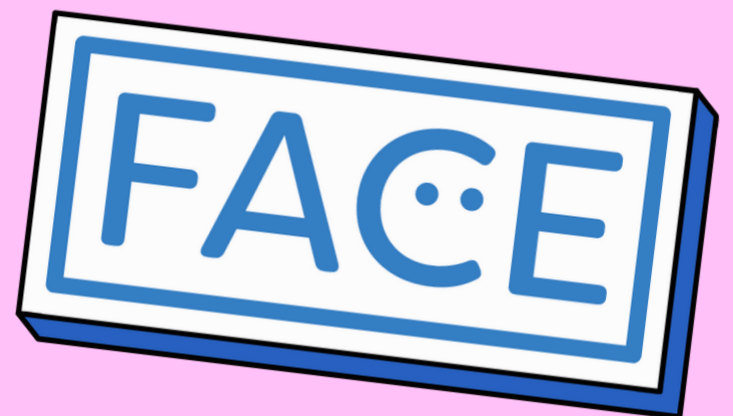


- Since our last Annual Report, the team have procured in excess of **£1.3m** worth of contracts saving us **£218k** on estimated costs. In addition, we saved over **£25k** on legal and consultancy fees.
- As well as our own Welsh workforce, **80%** of work was awarded to Welsh business. Of the remaining 20%, 19% of the services used were unavailable in Wales, or we would have gone Welsh.
- Through our community benefit clause, we now have **£22k** in our sustainable communities fund, helping support our education programme FACE.

## FACE

Future | Active | Career | Elevate

Our education project inspires and motivates school children who may one day be our future employees or residents.



Our small but mighty FACE team have recorded:

- **2,932** pupil engagements
- **297.5** hours from Melin staff
- **171** Melin staff engagements
- **477** teaching engagements

We've worked with **32** schools

- **12** in Torfaen
- **10** in Monmouthshire
- **Seven** in Newport
- **Two** in Blaenau Gwent (plus a Careers Wales event)
- **One** in Powys



## Care & Repair

Care & Repair delivers services which improve homes and change lives. They help older people to live independently in their own warm, safe, and accessible homes.

- Agency staff have helped **3,472** people in Monmouthshire and Torfaen this year
- They've made homes safer by carrying out **3,472** repairs and adaptations
- And thanks to their intervention they have raised **£220,384** in benefits

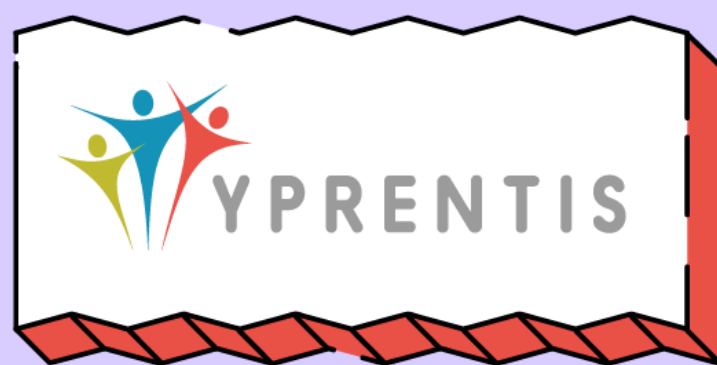




# The Melin Family Tree



**Melin Homes** is the group parent, and is a Co-operative and Community Benefit Society that operates under Charitable Rules. Melin provides and manages affordable housing across five local authority areas. Melin Homes is the sole trustee of the Henry Burton Almshouse Society and is the managing agent for the Queen Victoria and Albert Almshouse Society.



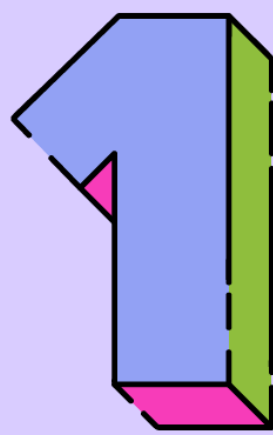
**Candleston Limited** is a subsidiary of Melin Homes, created to deliver high quality sustainable homes of all tenure, including for outright sale. Profit is reinvested back into communities and to help Melin achieve its charitable objectives.

The team's first project is Coed Glas in Abergavenny, a development of two, three and four bedroom homes including 34 open market, 10 affordable homes and seven low cost home ownership (LCHO).

**Y Prentis** is an independent company, jointly owned by Melin Homes and Monmouthshire County Council. Y Prentis runs the south-east Wales shared apprenticeship scheme in partnership with Construction Skills and its industry members.

The team have increased their apprenticeships by 26% since August 2018 thanks to Welsh Government funding and have an impressive 50 apprentices on the books, they have also welcomed 25 additional contractors.

## Our Vision



### Do the right thing

It's about more than just turning up for work, we all strive to do the best we can for our residents and partners

### Find a way

The answer to people's queries isn't always obvious, but our staff are a dedicated bunch who aren't afraid to find creative solutions



### Make things happen

A great idea comes to nothing if people don't act on it. Our staff have a drive to turn positive thoughts into positive action



### Make a difference

That is why we are here! We want the impact of what we do day in day out to change things for the better for our colleagues, residents and partners



### Enjoy the journey

We are content with our work knowing we share a goal and have the support we need to achieve it



## We work together to create...



### A great culture

Our people are proud to say they work for Melin. From the Board and our Leadership team, Melin looks after its staff so that they can look after our customers



### Operational excellence focused on residents

Without our residents we don't exist, so we put them at the heart of everything we do. We listen to what they say and help them make the most out of Melin



### Thriving communities

We create and support projects and activities which will make a positive difference to people's lives



### Income from core enabling opportunities

If we get the chance to make a bit of money, we will always put it back into the services we provide our residents



# The Melin Board



**Julie Thomas**

Julie is a retired Divisional Director of Community Services with Aneurin Bevan Universities Health Board. She joined the board in 2015 and is now Chair.



**Anthony Hearn**

Anthony is Director of Housing & Communities at Merthyr Valley Homes. He is Vice Chair of the Board.



**Wendy Bowler**

Wendy is a retired Public Health Practitioner. She is now a self-employed Healthy Working Wales Assessor and was co-opted onto the board in October 2016.



**Lisa Howells**

Lisa is a Sales & Marketing Director for Curo Group with 20 years' of property experience within the housing sector; member of the Housebuilding Federation and the National Housing Federation.



**Cliff Jones**

Cliff is a retired banker, Financial Advisor and Relationship Director for the Social Housing Sector, Education and Local Authorities for Barclays in Wales.



**Sarah Bees**

Sarah has a health and social care background and is currently a Policy, Partnerships and Equalities Manager at Torfaen County Borough Council.



**John Jackson**

With over 20 years innovation and marketing experience John has been running his own business for 3 years, Jackson Concepts. He has a passion for strategy, rebranding and digital.



**Gareth Thomas**

Gareth began his career as a carpenter with Powys Council over 10 years ago. Recently moving to Alliance Homes as a Technical Manager in England. He still wanted to be part of Welsh housing so joined our board.



**Chris Edmondson**

Christine is a freelance management researcher/advisor. She has been a board member since 2012.



**Martin Reed**

Martin is a retired finance director of Brains Brewery. He had worked there for 17 years before he retired in June 2019. He is also a non-exec director of Welsh Whisky.

# Senior Management



**Paula Kennedy**

**Chief Executive**

Paula has worked in social housing for over 28 years, with 16 of these based in Wales. Appointed as Chief Executive in 2017, she brings with her a wealth of knowledge from her previous roles with Brunel Care and Herefordshire Housing.



**Peter Crockett**

**Deputy Chief Executive and Managing Director of Candleston Homes**

Peter has held senior posts in the housing association sector since 1995 where he gained considerable experience in all aspects of commercial activities including strategic finance, loan funding, development and all other support services.



**Adrian Huckin**

**Executive Director of Innovation, Culture and Improvement**

Adrian joined Melin Homes in September 2010 having previously worked in both the public and Housing Associations sectors. His housing career has included senior management roles with Newport and Torfaen Councils and Bron Afon Community Housing.



**Joanne Kirrane**

**Interim Executive Director People, Homes and Communities**

Joanne's career spans across health, housing and social care, she has a particular interest in cross sector collaboration and has worked for Melin Homes since 2013.

To see the rest of the Senior Management team, visit the [Melin website](#).

# Finance

## Summary income and expenditure account



	2020	2019
Money received	<b>£24,509,000</b>	£24,739,000
Money spent	<b>£23,125,000</b>	£23,777,000
Actuarial gain on pension	<b>£1,425,000</b>	- £1,065,000
Surplus for the year	<b>£2,809,000</b>	- £103,000

Summary Balance Sheet	2020	2019
Fixed assets	<b>£289,000,000</b>	£270,000,000
Current assets (cash & debtors)	<b>£15,000,000</b>	£11,000,000
Monies received from Welsh Gov	<b>£143,000,000</b>	£139,000,000
Monies owed by the association	<b>£142,000,000</b>	£126,000,000
Reserves	<b>£19,000,000</b>	£16,000,000

# Feedback

Questions or comments? Get in touch



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