

2020/21

Bron Afon Annual Report



Introduction

Our customers and the communities they live in are at the heart of everything we do. We are incredibly proud of all of our colleagues who never lost sight of our purpose, and continued to provide vital support and services to our customers through a global pandemic, several lockdowns and more than 18 months of restrictions.

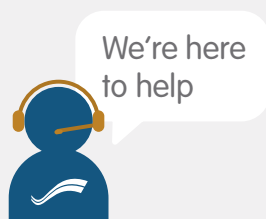
Despite a year like no other, we adapted to new ways of working and innovated so that we could maintain and deliver our services, while keeping our customers and colleagues safe.

*‘As we come out of the pandemic we are transforming the way that the organisation operates and we’re focussed on shaping our future. We’re building on the learning from our experience over the last 18 months, **becoming more agile, effective and efficient** in the way that we deliver services to our tenants and customers.’*

ANDREW LAWRENCE, CHAIR OF OUR BOARD



There is still uncertainty as the pandemic persists, however Bron Afon is financially secure and this has enabled us to carry on implementing our long term plans to:



Continue to improve the services we provide to customers



Meet our financial commitments, and provide value for money



Transform the way we work so our customers and colleagues have the best experience

A message from Alan Brunt, Chief Executive of Bron Afon Community Housing



*'When the world changed in March 2020, we had no idea what the impact of Covid-19 would be on our families, communities, work places and our homes. For many of us, our homes became work spaces and classrooms. **Home mean so much more to us than just bricks and mortar.** The pandemic has highlighted just **how important safe, secure housing is**, and laid bare the inequalities which need to be addressed.*

*The safety of our colleagues, customers' and communities is our main priority and, during the last year, **I am very proud of my colleagues and our partners** in the ways they have completely changed the way we work and live to protect ourselves and those around us.*

*My colleagues have worked tirelessly throughout the pandemic and I can't thank them enough for **their resilience, care and commitment** in delivering services and support during the most challenging of times. I'm proud that we had the teams, skills and expertise to keep our services running during the pandemic. The hard work of our teams, and our customers' understanding means we're now in a position where we can focus on our recovery and deliver services which improve the lives of people in our communities.*

*At Bron Afon we're making big changes to the way we work. We're creating the right environment for our customers and colleagues to have the best experiences. We know that our customers need to access our services in different ways so **we're improving our digital services**, to make them easier and more accessible.*

The challenges we've faced during the pandemic have been difficult, but have also shown us what we can achieve when we work together.'

ALAN BRUNT, CHIEF EXECUTIVE



During 2020, the pandemic has only heightened the importance of the ambitions and priorities we set out to achieve in our corporate plan. The ways we work and deliver services have had to change, but we remain focused to delivering the best possible outcomes for our customers, communities and colleagues. The themes in our **Corporate Plan 2018 – 2023** reflect our commitments to our people, homes, communities and business. This report shares some of our highlights from the last year with you.

People

We provide services for our customers which are shaped by them. We help our customers to live independently and be happy in their homes.

Customer Comments

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“Two hours ago, I didn’t have anywhere to turn and was in a dark place. I feel a lot better and I have some hope. You are a star and you have made my day.”

‘When we all come together as a team here at Bron Afon, we’re able to resolve a lot of issues and help people feel safe and back on track’

LUCY, BRON AFON:
TENANCY SUPPORT OFFICER

75%

of our tenants are **satisfied with the service** provided by Bron Afon

85%

of our customers are satisfied that their **rent provides value for money**

302

In the last year our tenancy support team supported **302 families**

£11,369

in funds for customers who need support to manage their income independently, or **support during times of sickness, hardship, distress or benefit changes**

My Bron Afon App

Made changes to our tenant portal, My Bron Afon to make it more accessible, user friendly and improve the digital experience overall for our customers.

Homes

We build and retain homes that are fit for the future and provide quality homes that everyone is proud of:

Customer Comments

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*“From the time the Bron Afon adviser took my call and got the repair sorted was excellent, it was sorted the same day. The electrical worker, she was excellent, very polite and got our repair done quickly. **Very satisfied with the job.**”*

“The way it was dealt with was quick and I am happy with the flat. Thank you for giving me a forever home”

63

63 **new homes** developed this year

4

We built and sold our first four **low cost home ownership** properties

£6.8m

on capital investment in **development and regeneration**

£19.4m

on revenue **maintenance and improvements** expenditure on housing properties

Investing in our homes

29p in every £1 we spent was on planned **maintenance and improvements.**



Community



We provide support and enable our communities to help them flourish. We ensure our communities are safe and attractive environments.

86%

of our tenants are **satisfied** with their neighbourhood as a place to live

351

families across Torfaen were supported by **Families First**

£14,600

allocated to **local groups**, projects and businesses through the **Pitch for Pounds** programme set up by our **Community Development Team**

£58,076

We secured grants totalling £58,076 to **benefit our tenants**

Customer Comments

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*“We were always able to contact her and she was very **helpful** always following up with what the issue was”*

“We’re finding new ways of meeting the needs of people in Torfaen, now and for the future.”

TANYA, BRON AFON:
INDEPENDENT LIVING MANAGER

During the pandemic...

we worked with **400 families** to create and deliver projects including: Laptop loan scheme, virtual fitness/dance sessions, mindfulness courses and playtime picnics.

Our Business



We develop our organisation to meet our business needs and support our staff to realise their full potential.

87%

of the enquiries into the Customer Hub were **resolved** at the first point of contact by the advisor who the customer first spoke to.

4.2/5

Customers scored us 4.2 out of 5 for the service they received from the Hub. The most common pieces of feedback were the person they spoke to was **helpful, polite, knowledgeable & resolved their query.**

2,163 hrs

We delivered 2,163 hours of **training** and **development** opportunities for our colleagues.

15.2%

Achieved an operating margin of 15.2% Delivering **value for money** means we can **reinvest** even more into our communities.

Customer Comments



*"I was really stressed and anxious. Julie spoke to me amazingly. She calmed me down. Was **very understanding** resolved my issue as well as phoning me back to make sure everything was sorted. I can't thank her enough! **Outstanding customer service!**"*

We promote...

a **positive work/life balance**. All our colleagues were supported to work from home where possible during the pandemic.

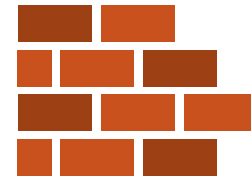
What We Achieved During the Pandemic



We continued to **deliver essential services** and **prioritised the safety** of our customers and colleagues.



We supported customers with their **wellbeing** and have **supported families** and individuals facing financial hardship as a result of the pandemic.



We successfully **completed new build** projects on budget.



We adapted our planned maintenance investment programme to **continue investing in your homes** and communities in compliance with the restrictions.

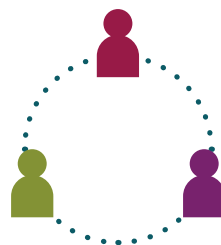


We introduced new ways to improve our **customers, experience**, and made it **easier and quicker** for them to contact us. Your feedback will help us improve the services that matter to you.

We will continue to focus on our people, homes, communities & business by:



Continuing to shape services which provide **value for money, quality, satisfaction** and put our customers at the heart of everything we do.



Build strong relationships with organisations who can help our communities and our business to flourish.



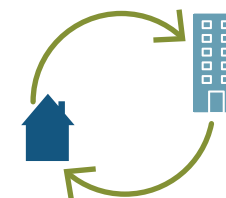
Continue to provide **good quality, safe, warm** homes.



Work with colleagues and customers to deliver our **decarbonisations commitments**.



Invest in technology and systems which will transform the way we work and enable us to deliver services to our customers where they need us to be.



Create a **flexible environment** where people work where they need to be to deliver the **best services** for our customers.



Bron Afon 

Website: bronafon.org.uk

Email: enquiries@bronafon.org.uk

Facebook: @BronAfon

Twitter: @BronAfon

LinkedIn: Bron Afon Community Housing

