

# V2C HEALTH & PERFORMANCE REVIEW



V2C  
BRIDGEND



**1**

**V2C puts the citizen first by placing the people who use / want to use our services at the heart of our organisation**

**The Board believes that V2C:**

- Is approachable
- Is being proactive at engaging tenants and encouraging customers to get involved
- Is developing and delivering new services in order to support local people

**In order to improve further the Board has asked that V2C focuses on:**

- Using the information we have to help tenants understand Universal Credit
- How we engage and involve tenants in the more remote areas of the County
- Developing ways to ensure that tenants are helped to access services provided by other organisations
- Improving how we measure and report tenant satisfaction



**2**

**V2C operates in line with the values expected from us**

**The Board believes that V2C:**

- Provides appropriate levels of support, training and development opportunities for staff
- Operates according to our values of working together, with integrity, valuing diversity and pioneering change

**In order to improve further the Board has asked that V2C focuses on:**

- Identifying why we have been unable to recruit for certain posts
- Ensuring that our policies are robust and up-to-date by involving staff / tenants in policy reviews



**3**

**V2C ensures everyone in the organisation is aware of our purpose and their role and responsibilities**

**The Board believes that V2C**

actively supports Board development, has strong governance policies and robust performance measurement systems in place with motivated staff who are open and transparent.

**In order to improve further the Board has asked that V2C focuses on:**

- Recruiting two new board members with legal and asset management skills
- Providing greater comparative performance information to Board and tenants
- Identifying future issues and risks, and then regularly feeding these into the strategic plan



**4**

**V2C engages with other organisations to achieve better outcomes**

**The Board believes that V2C**

is actively involved in the Local Service Board (LSB) and has a strong track record of engaging and leading partnership work.

**In order to improve further the Board has asked that V2C focuses on:**

- Mapping which organisations our tenants engage with and how local public services are changing
- More closely monitoring the outcomes from our partnership working
- Ensuring that all staff are aware of the LSB, including how to engage and make full use of this partnership



**5**

**V2C ensures that its homes are of the highest quality and are put to best use**

**The Board believes that V2C**

operates an excellent maintenance and repairs service, and has a robust and comprehensive asset management plan in place.

**In order to improve further the Board has asked that V2C focuses on:**

- Improving our performance in dealing with empty homes
- Ensuring that our communication relating to repairs and improvements is clear and tailored to tenants' needs



**6**

**V2C is delivering new, high quality, desirable homes**

**The Board believes that V2C**

engages and involves the local community in new developments and is actively investigating alternative building methods.

**In order to improve further the Board has asked that V2C focuses on:**

- Understanding the impact that external changes might have on individual development schemes
- Investigating ways to reduce the cost of building new properties



**7**

**V2C provides excellent housing management services**

**The Board believes that V2C**

provides a range of excellent housing management services as evidenced by our strong arrears performance, two robust scrutiny reports and the positive outcomes from our Money Matters team, My Choice, the Community Caretakers and new Litter Pickers.

**In order to improve further the Board has asked that V2C focuses on:**

- Using new technology to:
- Improve service delivery
  - Improve the range of payment options for tenants
  - Publicise the benefits of being a V2C tenant and the wider work of housing associations



**8**

**V2C improves the economic, social and environmental wellbeing of our communities**

**The Board believes that V2C**

employs committed staff, who are well known and respected in our communities as they are highly active within these communities working with partners, listening and responding to customer needs and are striving to provide individuals with the confidence, knowledge, skills and opportunities to improve their own lives, as well as their community.

**In order to improve further the Board has asked that V2C focuses on:**

- Providing more training and opportunities for tenant volunteers
- Ensuring that we are working with all relevant partners to reduce the inequalities and improve the health & wellbeing of our communities
- Working closer with the local press to publicise the positive work going on



**9**

**V2C is a financially sound business**

**The Board believes that V2C**

is financially sound as we have a fully funded 30 year business plan in place with fixed loan costs at low rates.

**In order to improve further the Board has asked that V2C focuses on:**

- Ensuring that all risks to our income are fully understood and regularly reported to the Board
- Providing training to Board members to ensure that everyone fully understands the Management Accounts presented at meetings



**Do you agree with the Board's assessment?  
Do you have an opinion you would like to share?  
Contact Michael on 01656 727948 or email  
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