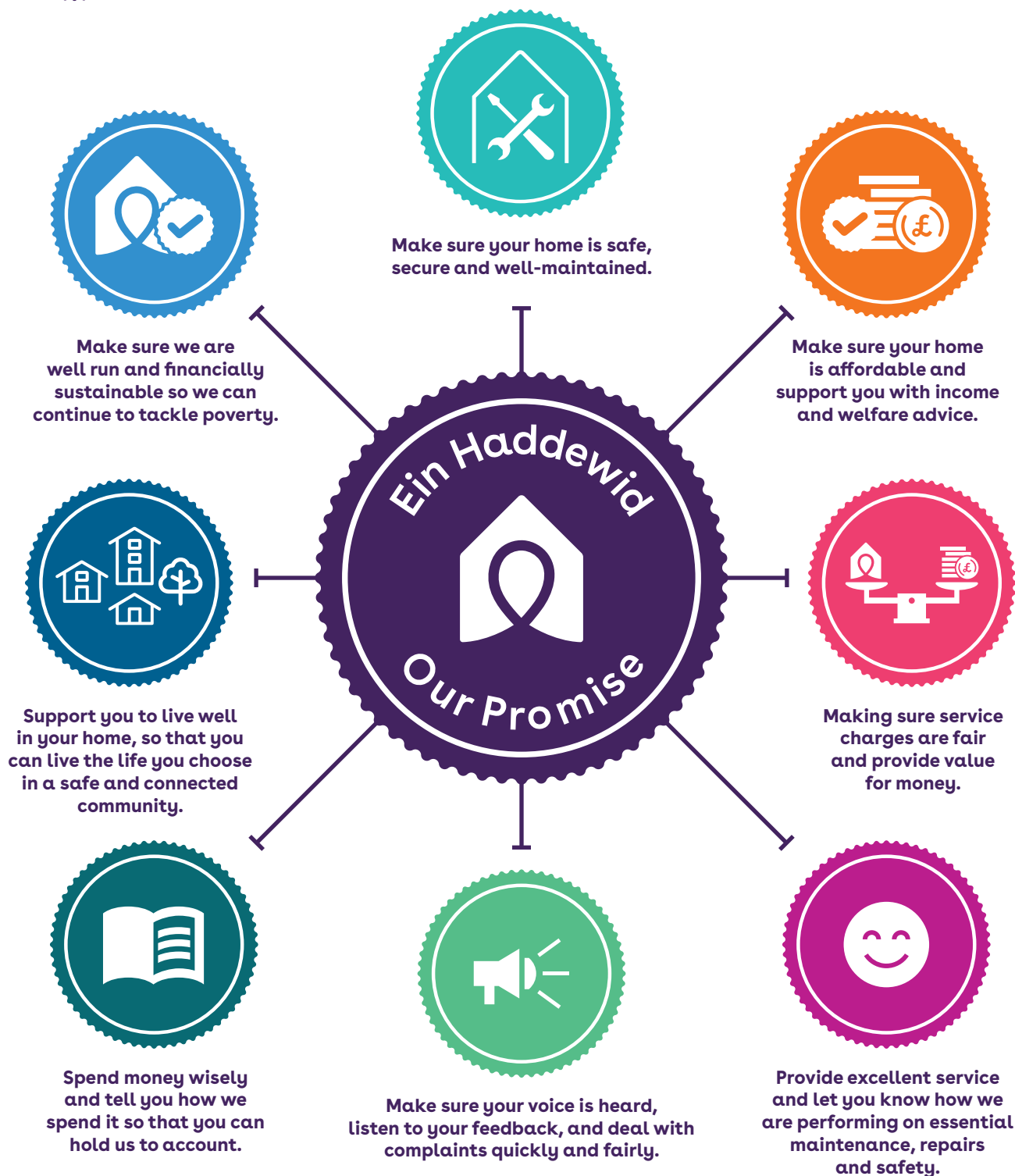




# Our Promise

## Report for 2023/2024



ClwydAlyn

[ClwydAlyn.co.uk/OurPromise](https://ClwydAlyn.co.uk/OurPromise)

How We  
Do Things:



Trust



Kindness



Hope



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# Our Promise is our residents' charter.

We worked with the #InfluenceUs volunteers and our Resident Committee to create 'Our Promise' which sets out what our residents should expect from ClwydAlyn.

We use Our Promise to measure our performance, drive service improvements and hold us accountable to residents openly and honestly.

We believe that home matters should be more than just four walls and a roof. Our Promise sets out our commitment to deliver excellent services through the core values:

- **Provide a Safe Home in Good Condition**
- **Listen and Act on Your Feedback**
- **Provide an Affordable Home**
- **Be Open and Honest**
- **Provide Value for Money**
- **Build Pride in Our Communities**
- **Provide Excellent Service**
- **Manage Our Business Well**
- 



## Provide a Safe Home in Good Condition

Make sure your home is safe, secure and well-maintained.

We're required to visit properties on a regular basis to check that they meet all safety requirements. When we are below 100% this is because we have not been able to gain access to a property and make these checks.



With the new WHQS 2 standards coming in by 2034, we're already preparing and working with residents to make sure we're ready for the changes that start in April 2025.

## Home Improvements

**92%** of residents are satisfied with how repairs and maintenance are dealt with.

**£4 million** invested into existing home improvements.

**£600k** backdated energy discounts for residents.

**127** homes upgraded with retrofit work.

**£10.5 million** invested into repairing and maintaining homes.

**£1.7 million** invested in energy efficiency works to existing homes funded by ORP.

**488** empty properties were refurbished to enable them to be allocated to new residents

**£100k** secured for the Residents Fund, helping with gas and electricity costs.

**758 existing homes improved**

**We installed:**

**943**

windows

**66**

doors

**472**

kitchens and  
bathrooms

**121**

boilers

## Investing in existing homes

We invested a total of 16.7 million into improving our homes. We've focused on upgrading our least energy efficient homes, improving both living conditions and energy affordability.

## Retrofitting our homes

As part of the Welsh Government's Optimised Retrofit Programme (ORP), we invested £1.7 million into upgrading homes, upgrading homes, fixing ones that needed it most. We made sure to think about what each person needed when we planned the work. These upgrades included;

**47** homes with solar PV panels

**73** homes with PV batteries

**5** homes with NexGen Infra-red heating systems

**20** mixergy cylinders

**60** homes with iOpt Energy & Environment Sensor Systems

**17** homes with low energy lighting upgrades

**22** homes with insulation improvements

## We're Trying Something New

Rather than heat pumps or gas boilers, we've been trialling NexGen Infrared heating systems. The innovative technology installs infrared radiant heating into thin sheets of lining paper which is then fixed to ceilings in each room of a home. Unlike a conventional heating system, the technology heats objects in the room rather than the air to enable residents to feel the heat quicker and save money on their energy bills. **"I think it's a game changer,"** adds Mike. **"It's brilliant. It heats up the house so quickly, and it's so warm - the cold spots have completely gone."**



## Investing in new homes

Since 2018, we've delivered 730 new homes and plan to add 1,000 more by 2027/28 - many with a focus on sustainability. 162 of our new homes are Energy Efficiency A-rated, designed to reduce energy bills for residents.

The Mart, Valley resident, Kelly, moved into the new development in 2024 and said: **"We're so excited to have moved in; I love the design and layout of it. Living here will make a big difference to us in terms of saving on energy bills, as we were previously paying £320 a month on gas and electric."**



## Energy Efficiency

Our retrofit activities are already making a noticeable difference in the energy performance of our homes.

We use Energy Performance Certificate (EPC) ratings to track how energy efficient our homes are, and here's how things look right now:

EPC rating of existing homes	EPC rating of new homes
A – 9%	A – 91.06%
B – 19%	B – 8.38%
C – 35%	C – 0.56%
D – 14%	
E – 1%	



## Onnen & ClwydAlyn

We teamed up with Cartrefi Conwy to form 'Onnen', which is a company that helps residents in our existing homes use less energy and save money. This means adding things like insulation, solar panels and better heating. Together, we've delivered green retrofitting measures, including:



Extracting failed insulation from **31** homes to improve energy efficiency further.

## Reducing the effect of fuel poverty

We were part of a flagship project - Health Homes, People, Lives and Communities, which set out to provide a holistic approach that recognises the links between fuel poverty, avoidable health inequalities and wellbeing.

We also work with other energy experts to support residents struggling with high energy bills.

As part of this work, Housing Officers support residents with a range of wellbeing concerns. In 2023/24 we provided residents with the following assistance:-

**95** were linked to Food Poverty

**24** were linked to Fuel Poverty

**93** were linked to property condition

**101** were linked to residents Health and Wellbeing

**3** were linked to Employment and Education

**109** were resolved directly by Housing Officer



Our front-line teams continue to promote and support residents to sign up to the Help U scheme for those who qualify, which reduces water tariffs for residents and also provides support for any arrears in relation to water supply.



## Provide an Affordable Home

Make sure your home is affordable and support you with income and welfare advice.

### Rent & Affordability

We work hard to make sure our rents are affordable for you. We listen to what you need and look at your income and situation. Our rent prices are fair and we are working towards ensuring that rents are the same across all areas. We are doing this by working with residents to implement an 'Affordable Rent Policy'. This means that rents across all of general needs and

sheltered homes will be based on the 'Living Rent Model' developed by the Joseph Rowntree Foundation.

Our policy ensures that we take affordability into consideration when setting rents and aim towards residents paying no more than 28% of their income on rent.

Our rent setting is based on the Joseph Rowntree Foundation - Living Rent model, which builds affordability into any rent setting decisions.

**108** new residents welcomed into our Extra Care

**34** people welcomed into our group homes

**84** welcomed into affordable homes

**407** people supported by our early intervention officers

**98** People welcomed into our supported living and homeless services

**363** new residents welcomed into general needs and sheltered homes

**85%** of our residents say their rent offers good value for money.

**Our Welfare Rights Team and Early Intervention Officers helped 296 residents secure £1.2 million in financial gains – an average of £4,000 per person.**



**296 residents**



**£1.2 million**



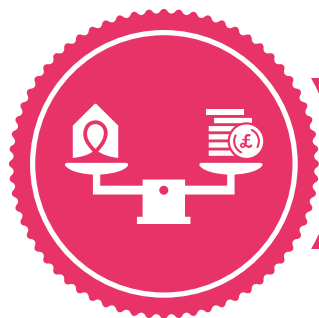
**£4,000**

**Compliment received by resident after a Housing Officer supported our resident to apply for widowers allowance of £39K back payment and an ongoing award.**

"Thank you for everything you have done for me and my boys, I don't even know you and you were only doing your job but not once did you ever make me feel any pressure or panic even when I was at my lowest and I was struggling

with my rent. You always gave me options and advice and never made me feel like I was going to lose my home.

"I can't even explain to you what this has done for me and my boys. I am now out of arrears with my rent and completely debt free which I never in my life thought that would of happened. You are a star in my eyes and amazing in what you do, so thank you once again from myself and my boys."



## Provide Value for Money

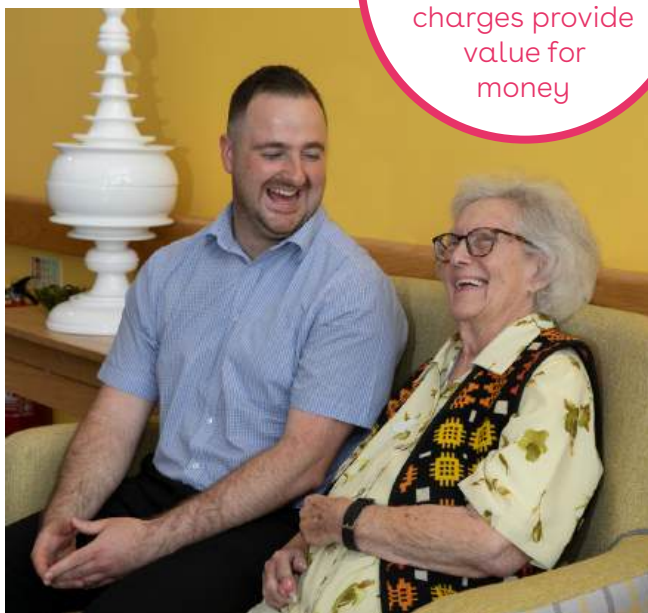
Making sure service charges are fair and provide value for money.

**71%**  
of residents  
are satisfied  
that their service  
charges provide  
value for  
money

### Service Charges

We want our residents to be happy with our services. To make things clearer, we have looked at how much we charge for services. We worked with residents to make sure our service charges are fair and linked to rent prices. Because of this, service charges will be about 10% lower in 2024/25.

Our management charge pays for things like staff who manage your housing and contracts for cleaning and repairs. It also covers the cost of sending bills and handling any issues. The rest of your service charge goes to the actual cost of these services, like cleaning or fixing things in shared areas. Because of this we have been able to lower service charges in some of our sheltered housing schemes.



**Worked to support a 10.63% average decrease in Service Charge within our sheltered Housing Schemes.**

**Ensured provision of annual accounts on all variable service charges.**

**Met our commitment to meet with Sheltered Residents each year to discuss charges before they are set.**

**Created a Service Charge Working Group to focus on this area of work moving forward.**

**Developed a Service Level Agreement/timeline for managing service charges annually.**



## Provide Excellent Service

Provide excellent services and let you know how we are performing on essential maintenance, repairs and safety.

We completed **2302** maintenance satisfaction surveys last year following routine maintenance works



**86%**

of residents are satisfied with the quality of their home.



**9/10**

residents feel safe and secure in their home.



**100%**

of emergency repairs were completed in 24 hours.



**92%**

of residents are satisfied with repairs.



**23,100**

day-to-day maintenance and repair jobs were completed.



**93%**

of appointments took place as planned. \*



**89%**

of jobs were completed on the first visit with no follow-up needed.

### Resident feedback on Carpentry & Joinery

"No improvements could have been made. Aidy was polite, friendly, and professional, and he explained what he was doing and why. He worked very hard indeed—a job well done. 5-star review from me."

### Resident feedback on Painting and Finishing

"Pete was on time, friendly, and polite, and he explained the job at hand. Nothing was too much trouble. He was professional, thorough, and cleaned up very well after the painting was complete. 5 stars from me."

### Resident feedback on Gas service

"I had a boiler service. The engineer was very professional, polite, friendly, and pleasant. I was very happy with the service—couldn't have asked for better service."

\* When appointments don't take place as planned, it can be for a number of reasons, such as; being unable to gain access to the home, emergency call outs, re-booking appointments.



## Contact Centre

**54,995** calls recieved.

**89.2%** of calls answered

We answered **49,057** calls last year

**53%** of our calls are answered in under 40 seconds.

### Did you know you can request a call back?

We'll keep your place in the queue and phone you back as soon as it's your turn, so you don't have to wait on the phone.



**690** people registered for **MYClwydAlyn**, our residents' portal during 2023/2024. It's the most popular way to pay rent.

## Caller Wait Times

Sometimes, we can't answer every call right away. While you wait, we let you know that you can use the residents' portal, which is quicker for some things.

Bad weather, like storms and floods, can cause many people to call us at once, making it hard to answer everyone quickly. These events also make more work for our maintenance teams.

We now spend a little more time on each call to make sure we get things right the first time. This has made waiting times longer, but it means we can fix problems faster once we visit your home.



"Last week I needed to ring the Contact Centre and spoke with a gentleman called Jake, he was extremely polite and helpful, and I believe he went beyond that extra mile to help me with my enquiry. Staff like him are what the company values, but from a resident perspective, he really was a fantastic example of the services that the company offers. Thank you for having staff like him to help residents like me."

"A tenant also called to praise Aled in the Contact Centre for his fantastic service, as well as the fast and efficient work done by James Elson. Mrs Hughes was really impressed."



## Listen and Act on Your Feedback

Make sure your voice is heard. We'll listen to feedback and deal with complaints quickly.

### Resident Voice



ClwydAlyn

Tenant and Resident Satisfaction Surveys (STAR).

**79%**

of residents say they trust ClwydAlyn.



**76%**

of residents are satisfied that ClwydAlyn listens to their views and acts upon them.



**68%**

of residents are satisfied that ClwydAlyn gives them a say in how services are managed.



**70%**

of residents are satisfied with ClwydAlyn's decision-making participation opportunities.



**71%**

of residents are happy with the way ClwydAlyn deals with anti-social behaviour.



### #InfluenceUs

Our #InfluenceUs programme is led by a dedicated Resident Involvement Officer and this year, we saw a 13% increase in membership, bringing us to 167 residents. We've seen how resident involvement makes a difference, and we encourage feedback at every opportunity. It helps us improve services and directly address any concerns.



ClwydAlyn

If you'd like to get involved, please call Laura Mckibbin on **07880431004**, or you can email: [InfluenceUs@ClwydAlyn.co.uk](mailto:InfluenceUs@ClwydAlyn.co.uk)

**167**

Influencers

**7**

Surveys

**436**

Surveys completed

**12**

Ask us anything sessions

## Complaints and compliments

We see all complaints as helpful feedback. They give us a chance to learn and improve the services we offer. We always let residents know how their feedback has helped us make things better. Our Complaints Panel has residents, volunteers and senior staff. The panel talks openly about the main issues and problems people face. We also work with an independent group to ask residents if they are happy with how we handled their complaints. We keep track of the results and, if we see problems, we add them to our Complaints Action Plan. This plan helps us keep improving. We share updates with the Complaints Panel and the Resident Committee.

### In the last 12 months:

- 71** complaints were resolved at stage one.
- 19** complaints were resolved at stage two.
- 11** complaints were considered by Ombudsman.
- ZERO** complaints were upheld by Ombudsman.
- 54** independent compliments received praising our staff and services.
- 2,302** compliments through survey feedback from tenants about services received.



You can visit our website to tell us what you think or make a complaint. Just go to [www.clwydalyn.co.uk/compliments-complaints](http://www.clwydalyn.co.uk/compliments-complaints). We make it easy for you to share your thoughts.

*"I would like to compliment all those who work at ClwydAlyn, for the compassion shown to help those of us whom are in need. I, a grateful tenant, most appreciate this, as you have given me a home of which I am proud of, and feel happy and settled in."*

*Thank you for all the hard work you do, to ensure that those of us whom are co-operative keep a roof over our heads. Your job must be hard enough having to deal with complaints on a daily basis, so I hope that complimentary letters like this one, somehow help to ease the burden. I love my home here."*



**Lorraine**  
Governance & Complaints Manager

My role is to ensure that your complaints are dealt with in a consistent and fair way. I am committed to making sure we respond well to any concerns or complaints you may have about our services. I also work to identify any lessons learnt or service improvements from your feedback.

*I would like to compliment all those who work at ClwydAlyn for the compassion shown to help those of us whom are in need I a grateful tenant most appreciate this as you have given me a home of which I am proud of and feel happy and settled in*

*Thank you for all the hard work you do to ensure that those of us whom are co operative keep a roof over our heads Your job must be hard enough having to deal with complaints on a daily basis so I hope that complimentary letters like this one somehow help to ease the burden*

*I love my home here*

**Letter from a ClwydAlyn Resident**

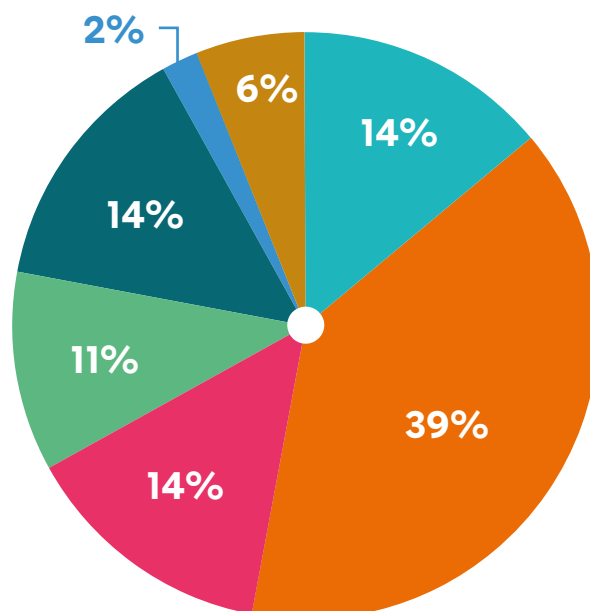
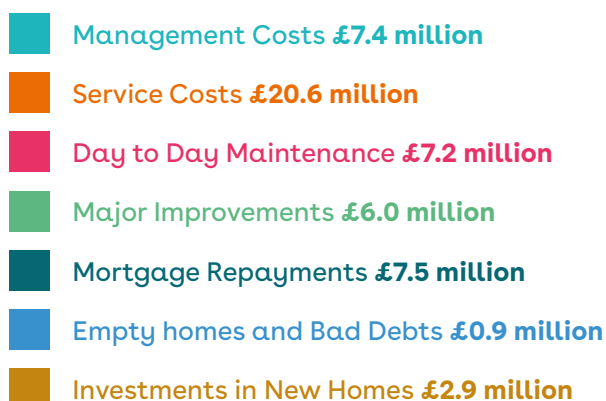


## Be Open and Honest

Spend money wisely and tell you how we spend it so that you can hold us to account.

### Finances 2023/24

How all the income we collected last year was spent in 2023/24:



#### Management Costs

These are the costs to run ClwydAllyn. This includes things like paying for finance, IT, communication, housing staff and the basic expenses of running our organisation.

#### Service Costs

These cover the costs of services at our homes. This includes things like cleaning, gardening and paying for water and electricity. We also pay for things like door entry systems, gates and lifts. It covers staff costs for cleaners, nurses and workers who help in our supported living services.

#### Day to Day Maintenance

This is the cost of repairs we make when things break.

#### Major Improvements

These are big, long-term projects to make our homes better. This includes things like putting in new kitchens, bathrooms, windows or roofs, and making homes more energy efficient.

#### Mortgage Repayments

This is the money we pay back on loans we use to build or buy homes.

#### Empty homes

We always have some homes that are empty, we call them voids. This can be for lots of reasons: like the amount of work needed to make them into a good quality home for the next residents. We want people to move into our empty homes quickly, so we work with partners to find someone looking for a home, prepare their tenancy and make sure the home is ready and safe for them to move into as quickly as possible.

Unfortunately, we lose some money from empty homes because we can't collect any rent while the home is empty. The rent loss in 23/24 was £1.44m (2.8%) which is higher than our target of £1.15m (2.3%). There are many reasons why a home might be empty for longer, we may have decided not to relet it as we have other plans for it (redevelopment), or it might need extensive work to get it to the right standard. Some of the delays are outside of our control, particularly in our Care and Extra Care services.

Bad debts were £319k during 23/24

#### Bad Debt

Bad debt is rent or service charges we couldn't collect. This amount was £319k in 2023/24. We collected 95.81% of rent this year, but our target is 96%.

We welcomed 687 new residents last year. We filled the following residential spaces:

**84** Affordable Homes

**108** Extra Care

**363** General Needs

**34** Group Homes

**98** Supported Living

We provided **180** new energy efficient homes

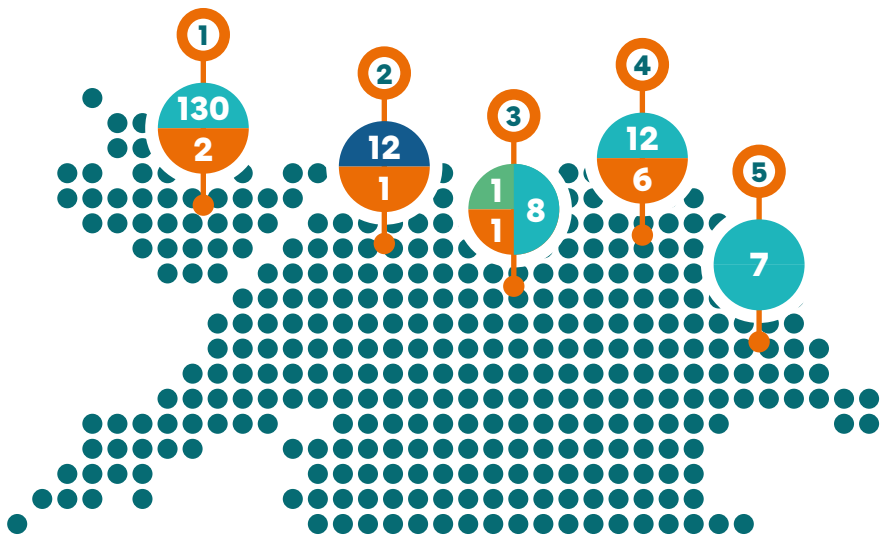
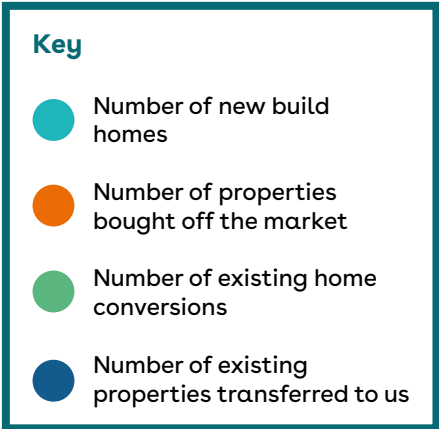


## Cost of Our Homes

**162** EPC A rated new build homes were completed. Homes with an EPC rating of A can mean a reduction of up to half the cost of heating bills when compared to homes with a B rating.

The average total cost for one of our new build homes is circa **£270,000**.

In 2023/24, we built **180** homes.



**1. Angelsey** - 130 new build homes, 2 properties brought off the market = **Total 132**

**2. Conwy** - 12 existing properties transferred from Rosa Hovey Housing Trust, 1 property brought off the market = **Total 13**

**3. Denbighshire** - 8 new build homes, 1 new build brought off the market, 1 existing conversion = **Total 10**

**4. Flintshire** - 12 new build homes, 6 new builds brought off the market = **Total 18**

**5. Wrexham** - 7 new builds bought off a developer = **Total 7**

We're **4th** in the UK for building sustainable homes (EPCA) according to Inside Housing's survey.

At our Hen **Ysgol Y Bont** and **Glasdir** developments, **70%** of residents were highly satisfied with their new homes.

Number of homes by category		
Housing Type	Number	% Stock
General needs	4255	65.74%
Intermediate rent	203	3.14%
Affordable rent	107	1.65%
Supported Housing	545	8.42%
Housing for older people	514	7.94%
Low-cost home ownership	718	11.10%
Care homes	130	2.01%

Hayley moved in with her family in March:

**"Oh, I'm excited alright. I still can't believe it, I'm moving from a two-bedroom flat with a communal entrance and no garden, you can't compare can you. I'm moving to a beautiful three bed home with everything done for me, a great garden and it's just great, unbelievable. This is going to make such difference to us all; the children, due to their medical needs, need their own rooms, which they now have, we are near family for support, and I can't thank you all enough".**



## Your Eco Home

We believe in empowering residents to live well in their homes. That's why we've partnered with Warm Wales, allowing us to support residents throughout their tenancy, offering referrals when needed.

Our maintenance team is hands-on, providing assistance in homes and actively demonstrating how to use various systems, and we've also created heating videos which can be accessed on the resident's portal.

### You can view these here

We collaborate with residents to create information that helps them live well, including guidance on maximising the green technology in our low carbon homes. Together with residents, we've reviewed our approach to managing damp and mould, offering proactive guidance to minimise these issues.

You can find this on our website here -

<https://www.clwydalyn.co.uk/damp-and-mould/>



**ClwydAlyn**

### Tips to reduce risks

Here's how to reduce the chances of damp and mould problems effectively

**Ventilation:**  
Ventilate rooms by opening windows regularly, especially when cooking or showering.

**Heating:**  
Maintain a consistent temperature in your home to prevent moisture build-up.

**Moisture control:**  
Use extractor fans in bathrooms and kitchens to reduce excess moisture.

**Clean Safely:**  
Wipe away any early signs of mould, clean it with a bleach solution or a specialist cleaner.

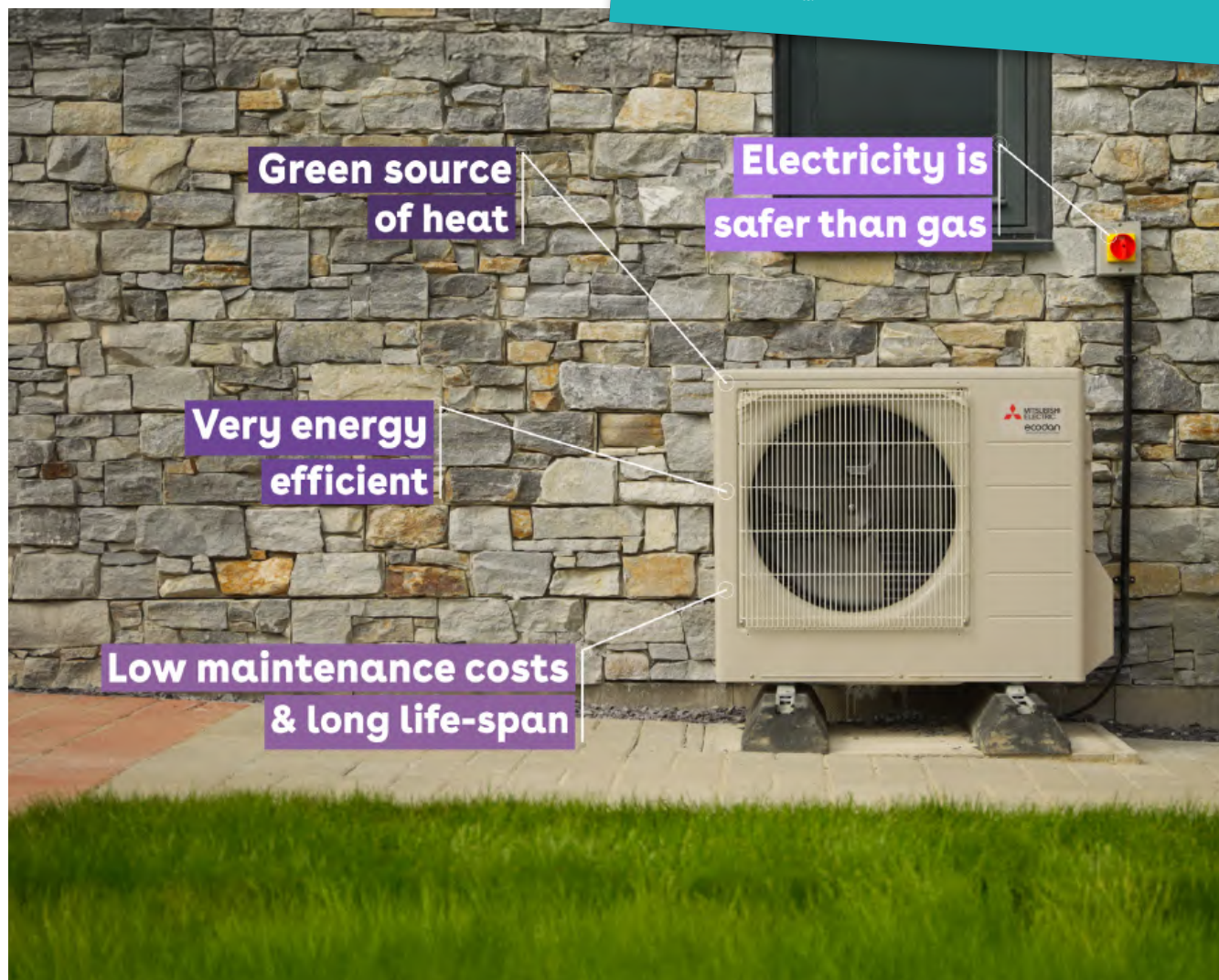
### Report it - get in touch

If you notice anything that needs repairing or you are struggling with dampness in your home then please let us know as soon as possible

[help@clwydalyn.co.uk](mailto:help@clwydalyn.co.uk)  
Email the Customer Service Team with the type of damp you're concerned with along with photos (if possible), your address and contact details.

[www.myclwydalyn.co.uk](http://www.myclwydalyn.co.uk)  
Using MyClwydAlyn our Residents' Portal

**0800 183 5757**  
Call the Customer Service Team from 8.00am to 6.00pm Monday to Friday







## Build Pride in Our Communities

Support you to live well in your home, so that you can live the life you choose in a safe and connected community.

### Resident Support

We put our communities first. Our Housing Teams work in small areas, with each officer looking after approximately 250 homes. This way, they can get to know the people who live there, understand what they need and give the right support when needed.

**83%** of residents are satisfied that their neighbourhood is a good place to live.

We welcomed **687** new residents.

Zero evictions into homelessness.

Provided **95** residents in crisis with direct food support. ↓



Provided **101** residents in crisis with direct health and wellbeing support.

Provided **93** residents in crisis with direct support in maintaining their property.

Staff donated **74** Christmas gifts for residents in need.

Provided **£3,400** in food vouchers to 128 households at Christmas.

Provided **24** residents in crisis with direct fuel poverty support.



**£25k →**  
**£100k**

We increased our Residents Fund from £25k to £100k a year, supporting 149 residents and a total year end spend of £52,652. Our support included:

- Emergency food provision
- Help with gas and electric
- Pest control
- Essential furniture
- Support with rent arrears
- Property clearance
- Contents insurance



## Community Projects

### Helping young people step into work

We're passionate about helping young people kick-start their careers. Through internships and programmes like We Mind the Gap (WMTG) and Project SEARCH, we support students and young adults in gaining work experience and transitioning into the workplace.

## Our Impact in 2023/24:

### **We Mind the Gap:**

Supported four young people, with one now a full-time Maintenance Planner.

### **Project SEARCH:**

Supported seven young people.

### **Wrexham WMTG**

#### **Programme:**

seven graduates, three of whom are now in full-time jobs.

### **Flintshire WMTG**

#### **Programme:**

nine graduates, six now employed, two continuing education and one volunteering.

## A fresh start at Norfolk House

Norfolk House is one of our supported living projects that provide safe accommodation and support for people who have become homeless or need specialist support.

Resident A's journey at Norfolk House started in 2019 after a year in prison due to struggle with substance abuse and unresolved trauma. Despite initial challenges, they found solace and support at Norfolk House. Over time, they addressed their mental health issues, received counselling, and successfully overcame addiction. With staff guidance, they accessed medical and mental health services, leading to a diagnosis of ADHD and made significant progress in managing their conditions.

Engaging in crown green bowls, Resident A found stability and purpose in sobriety and participating in tournaments. After setbacks, they secured a flat with staff support and staff continued to assist Resident A, emphasising a person-centred approach to meet their ongoing complex needs.



## Ending seven years of homelessness at Tŷ Golau

Resident B has been known to ClwydAlyn for over seven years due to coming in and out of homelessness. During the pandemic, they accessed our services at Tŷ Golau. To avoid boredom, Resident B helped staff with cleaning to get back into a daily routine. In return, the staff paid for a monthly gym membership to further support building their routine. Resident B was offered a work placement at one of the CAH development sites by the contractor on a parttime basis. Resident B has been doing very well in their part-time role with positive feedback from the contractor. They now hope to increase their hours to full-time in the future and move into independent accommodation.



## Resident Community Days

We're a friendly and sociable group! During the summer of 2023, we held six resident community days across the following:

**Anglesey  
Conwy  
Flintshire**

**Welshpool  
Wrexham  
Denbighshire**

These events featured a range of activities, including inflatables, arts and crafts, fun games, and much more. The free events across each county welcomed over 270 families, providing complimentary food, drinks, and ice cream vouchers for the ice cream van.

Additionally, more than 70 families received support from external agencies such as Warm Wales, Cambrian Credit Union, We Mind the Gap, and the local Fire and Police Services.







Netty Net

It was a lovely day , I think everyone had lots of fun xxx

Like Reply 8w



Allan Cole

Looks good

Like Reply 8w



Tina Ollie Edwards

Thank you for a lovely afternoon xx

Like Reply 8w



Toni Badger

Great few hours. Thankyou x

Like Reply 8w



Kirsty Leanne Edwards

Thank you for a lovely day 😊😊

Like Reply 8w



Top fan

Ann Jenkins

It was a great day my two Grandsons had a fantastic time today

Like Reply 8w



Claire Lennox

Thank you for a great day we had a blast 😊 xx

Like Reply 7w



Clo Grundy

Well done everyone! X

Like Reply 8w





## iCAN: mental health support

We're proud to host the iCAN community hub in Rhyl, in partnership with Betsi Cadwaladr University Health Board (BCUHB). iCAN provides a welcoming, safe space for anyone in need of mental health or wellbeing support. Open seven days a week, the hub offers emotional support, advice and referrals to specialist services. Over the last year, the hub has supported 1,403 people, and we've seen the incredible impact it's had on individuals' lives.

### Client A shared how iCAN changed their life:

"Having previously given up on life, it is no exaggeration to say that I wouldn't be here today had I not engaged with them. iCAN has assisted me with wellbeing and mental health due to suffering several bereavements in a short time. The people at iCAN are an amazing bunch, they have helped me in more ways than I thought I needed or deserved."



**747**

The hub has supported  
over 747 people

**88%** 

88% of clients have reported  
that they are feeling better  
around their mental health  
and wellbeing



**65%**

65% of people no longer  
feel isolated

**1874** 

There were 1874  
interventions



**1,403**

In the past year the hub has  
supported 1,403 people

### Client B, who lost their spouse and son, told us:

"I lived alone and struggled to engage with people and find support as I felt I didn't deserve it. iCAN offered emotional support and also signposted to a bereavement service. I worked with staff to implement coping mechanisms and I'm now back at work, engaging with activity groups and I've even started painting again and enjoying life."



## Key Achievements

We earned the Welsh Women's Aid National Quality Service Standards (NQSS) for our services addressing domestic abuse. And we've integrated trauma-informed practices into all our services.



We're opening Tŷ Nos, a new facility in Wrexham that will support 20 homeless individuals.



Number of People supported in Supported Living Services (CAWA figures include Refuge and in the Community) - **1267**

Children Supported under 18s - **412**

Number of Residents who have moved on to permanent homes - **63**

Number of Residents who signed up for college/university - **25**

Number of visits to schools to support with interviews, workshops or careers fairs - **103**

Number of Residents started courses/ apprenticeships - **26**

Number of Residents entered F/T Employment - **11**



We won several tenders to expand supported living services across North Wales.



ClwydAlyn led North Wales' response to the Ukrainian crisis, helping over 100 people find permanent homes across the UK".

### Well-Fed

CAN COOK | WELL-FED

We worked with Well-Fed to help provide:

**84,902** Subsidised meals provided made up of the following:

**60,990** Ready Meals **23,912** Recipe packs

**276** People trained to cook in the community and provided with a free slow cooker.

**2208** Recipe packs **8832** Meals

**50** Communities covered across North Wales

We also launched our MealCentre service in July 2023 and opened 10 MealCentres in North Wales.







## Manage Our Business Well

Make sure we are well run and financially sustainable so we can continue to tackle poverty.

### Financial Sustainability

The Welsh Government checks our work every year. We send them a plan to show how we are doing and how we can get better. ClwydAlyn is a not-for-profit organisation. This means we don't make money for owners or shareholders. We use our money to help our communities instead.



Good news! We've had no adverse regulatory findings in the last 12 months.



We earned a 'Green' rating – the highest possible – for both financial management and governance.



#### Operating margin (money left over)

Even with challenges like the cost of living and inflation, we made £4.4m profit (7.6%) surplus in 2023/24.

But leftover money is a good thing. This extra money helps us improve more homes for people. It also shows our lenders that we are doing well, so we can borrow money at a lower cost.

***In fact, we have an 'A' credit rating from S&P Global Ratings!***

#### We also:

- ✓ Retained 'A Stable' credit rating with Standard and Poor's (this is good).
- ✓ Retained A3 rating from Moody's (this is an unsolicited rating) (this is also good).
- ✓ Had no additional borrowing in 23/24



**Provide a safe home  
in good condition**



**Provide an  
affordable home**



**Provide value  
for money**



**Provide Excellent  
Service**



**Listen and act on  
your feedback**



**Be open  
and honest**



**Build pride in our  
communities**



**Manage our  
business well**



**#InfluenceUs... is the face of resident involvement and an easy way  
to let us know what you think about our services.**



[ClwydAlyn.co.uk/OurPromise](https://ClwydAlyn.co.uk/OurPromise)



@ClwydAlyn

### **Our Promise**

Want to get involved and share your thoughts? We'd love to hear from you! You can reach us by emailing [influenceus@clwydalyn.co.uk](mailto:influenceus@clwydalyn.co.uk), connecting with us on social media, or giving us a call at 0800 183 5757.