

Adra Self-Evaluation 2022-23 – Customer Consultation

Consultation Summary

Adra recently undertook its Annual Self-Evaluation exercise during the summer in line with Regulatory expectation. As a Registered Social Landlord, we must comply with the Regulatory Judgment Framework, which relates to the delivery of housing services, strong governance and robust financial management.

Self-Evaluation is about taking an honest view of how the organisation performed during the year. It is based on the way we've engaged with tenants, evaluated current performance of the organisation, including what has gone well, and what areas need to improve.

Tenant consultation and feedback plays a central role in forming the self-evaluation report and during 2022-2023 we consulted with approximately 2,300 of our customers to gather their views on a range of different topics. We did this using a range of different methods such as tenant satisfaction questionnaires, Tenant Partnership meetings, estate visits, postal consultations, online consultations and face-to-face events.

Some of the key messages gleaned from this year's consultation can be summarised as follows:

- 90% of our customers are satisfied with our front facing services
- 82% are satisfied that they have the opportunity to participate in decision making
- 73% of customers are satisfied that we listen and act on their views
- 78% are satisfied that we give them a say in how services are managed
- 88% are satisfied that we are trustworthy.

There are instances of dissatisfaction amongst Adra tenants in relation to the condition of their homes and Adra's repair timescales (issues faced by all other RSLs in Wales in accordance with Welsh Government tenant satisfaction questionnaire results). In response, Adra's Corporate Plan for 2022-2025 makes firm commitments in terms of:






- Reviewing our repair timescales.
- Investing £60m in our current homes over the lifetime of the Corporate Plan.

Adra has established a corporate **Customer Service Excellence** project to provide a clear focus on improving customer satisfaction on an ongoing basis, and this will continue to have the highest priority ensuring that the tenant voice is listened to and that further improvements are made year on year..








Final Assessment



Adra's self-evaluation report aligns with the current Board Assurance mechanisms that provide ongoing monitoring and evaluation through its Board and Committees. **It is firmly based on the way we've engaged with tenants, evaluated current performance of the organisation, including what has gone well, and what areas need to improve.**

We've continued to base our assessment against the Regulatory Standards on the ranking system used in previous years to provide consistency in the way Adra approaches the self-evaluation exercise. The ranking is summarised in **Table A**:

Table A: Self-Evaluation Ranking Methodology	
Rank	What does it mean?
	We're doing well, and need to keep going
	We're doing ok, but we know what we need to do to get better.
	We're doing ok, but we need to put plans in place to get better
	We need to improve, but we know how to get better
	We need to improve, and we need to understand what needs to be done

The exercise paints a very positive picture of organisational performance during 2022/23, despite all the challenges encountered during the aftermath of the global pandemic with high inflation causing economic turbulence, and the onset of the cost of living crisis. The results are indicative of a mature organisation that is self-aware and continuously strives for improvement. Our overall assessment of the 9 Regulatory standards based on can be summarised as follows:

Table B: Self Evaluation Ranking against WG Performance Standards		
RS	Performance Standard / Improvement Actions	Ranking
RS1	The organisation has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives	
RS2	Robust risk management and assurance arrangements are in place	
RS3	High quality services are delivered to tenants	
RS4	Tenants are able to influence the design and delivery of services in ways that are appropriate for them and the organisation	
RS5	Rents and service charges are affordable for current and future tenants	
RS6	The organisation has a strategic approach to value for money which informs all its plans and activities	
RS7	Financial planning and management is robust and effective	

RS8	Assets and liabilities are well Managed	
RS9	The organisation provides high quality accommodation	

Adra is of the view that it performs in the top two rankings for all 9 standards and complies with the expectations of us by the Regulator. Further improvement actions will be included in Adra;s Continuous Improvement Plan to ensure that we provide the very best homes and services to our customers.