



TANI

2024



Breakout Three

Getting the Culture Right: Professionalism & Competency

Sesiwn tri

Cael y diwylliant yn iawn: Proffesiynoldeb a chymhwysedd

Lucy Bird, Commercial Co-ordinator, Gower College Swansea

Gareth Leech, Chair, Housing Futures Cymru

Nia Court, Head of People, Hafod Housing Association

Chair - Elly Houlton, Vice-president, Chartered Institute of Housing



Lucy Bird

Gower College Swansea

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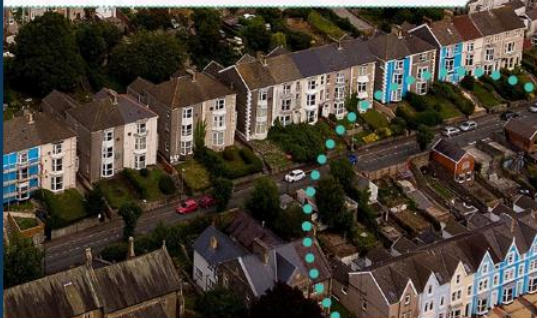
Getting the culture right: Professionalism and competency

Gareth Leech

Chair, Housing Futures Cymru panel



Sector Snapshot. Survey of
housing professionals in Wales



Sector snapshot

Survey of housing professionals in Wales

April 2022





Professional People-centred Positive Impact





Hafod's Principles and Behaviour Framework

Nia Court
Head of People

Making Lives Better



Why introduce an organisational Principles and Behaviours Framework



Making Lives Better

Our mission, vision and values

Our mission

Making Lives Better

Long-standing focus around better homes, better care, better communities, better lives

Developed in 2015

Our values

Working together
Respect
Professional
Learning and improving
Great service

Developed in 2017

Our vision

Improving health, well-being and prosperity in communities by helping to integrate the systems of housing, health, social care and support

Developed in 2018

Mission statement

Who we are
What we value

Vision statement

What we want to become

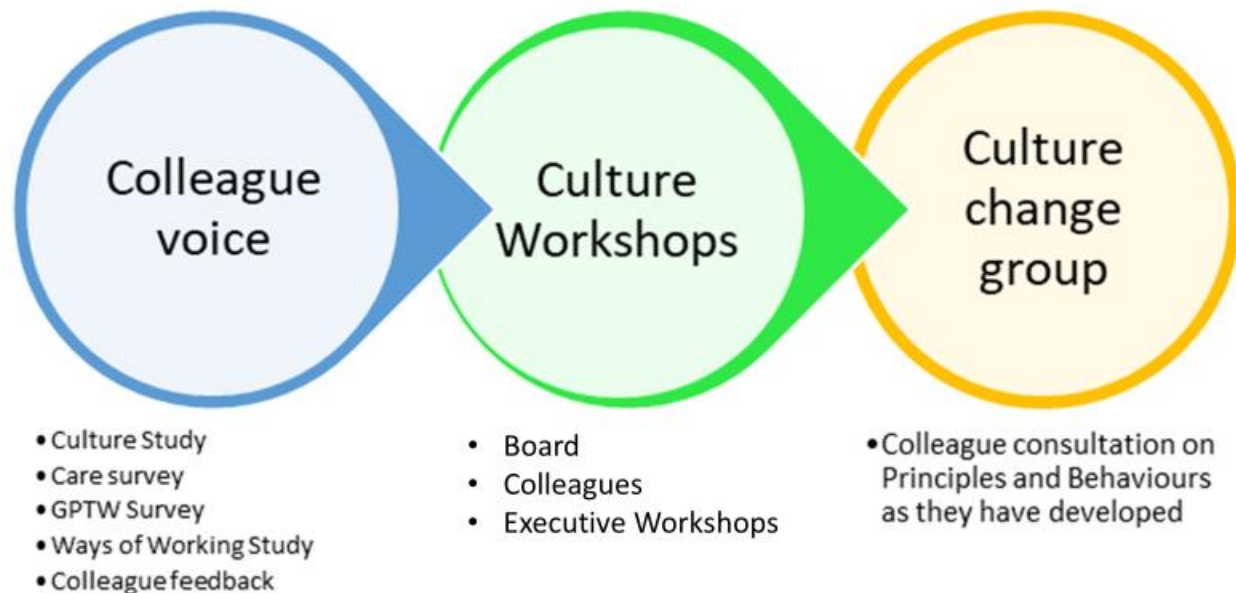
Strategy

How we will achieve our vision

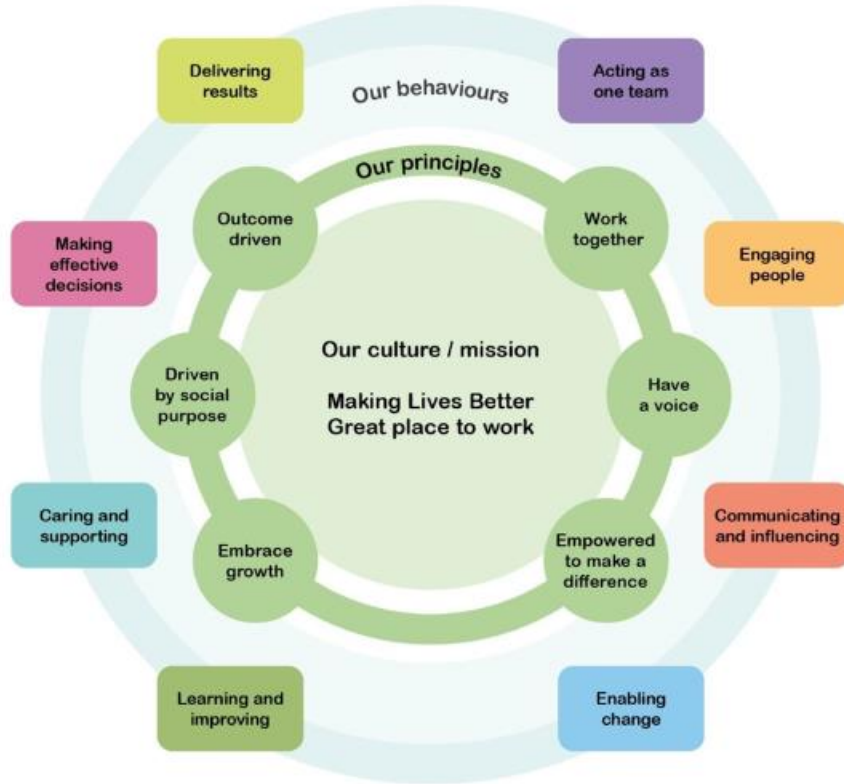
Goals and objectives

How we gauge our degree of success

What informed our Principles and Behaviour Framework



The principles and behaviours framework



Vision and Mission

Behaviour framework – Indicators

Our behaviour framework



Engaging people

This is about interacting with people in a way that makes them feel respected and valued.

Positive role model

I always try to treat people with respect and build authentic and genuine relationships with colleagues and wider stakeholders.



Negative role model

I prefer to keep to myself or stick to working from a similar professional background to me. To be honest, unless someone has worked in a similar field to me, I don't see what value engaging with them has, as they don't understand my area of work or the way that I need to work.

Effective and non-effective indicators at 3 levels



Outcomes

Colleague and Customer



Making Lives Better

How the principles and behaviours are utilised



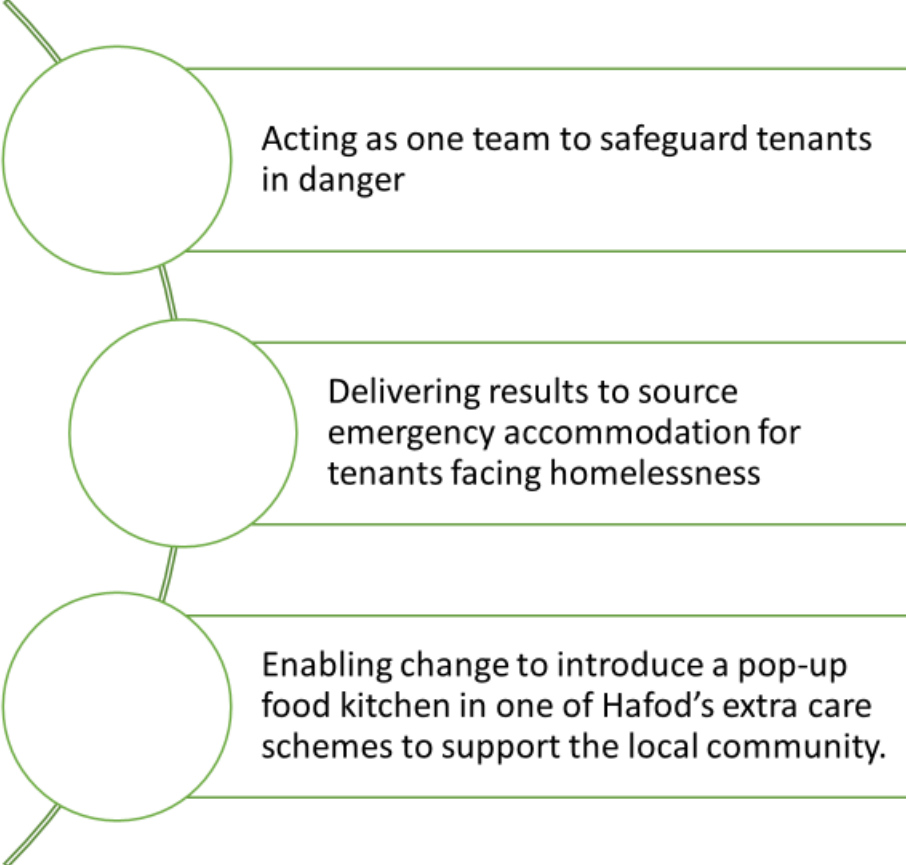
Colleague Recognition

“R has been an incredible support to myself both personally and professionally over the last year; a true advocate of the 'Caring and Supporting' behaviour. . . a truly compassionate mentor and leader”

“L demonstrates many of the behaviors...she makes a massive difference to the financial well-being of the customers that she supports. She works effectively with customers and is both caring and hardworking”

“Thank you to the Neighbourhood Income Team for the dedication and support that they offer to our residents. They are conscientious and deal with difficult situations on a daily basis and they work hard to get positive outcomes and improving lives.

Customer Outcomes



Acting as one team to safeguard tenants in danger

Delivering results to source emergency accommodation for tenants facing homelessness

Enabling change to introduce a pop-up food kitchen in one of Hafod's extra care schemes to support the local community.

What have we tried to achieve?

- ✓ A consistent approach to professional standards and expected behaviours across the organisation
- ✓ Our customers at the heart of each principle and behaviour
- ✓ Provision of a standard that all our customers can expect from all Hafod colleagues
- ✓ Clarity of expectation of Hafod's culture and priorities
- ✓ Something meaningful and understandable for all colleagues
- ✓ Flexibility to reflect on and continually develop our behaviours



Breakout Three

Getting the Culture Right: Level Pegging the Organisation

Sesiwn tri

Cael y diwylliant yn iawn: Cyfartalu'r sefydliad

Stephen Chamberlain, Senior Strategy Officer, Housing Regulation and Strategy, Welsh Government (ARWAP)

Alicja Zalesinska, Chief Executive, Tai Pawb

Michelle Reid, Chief Executive, Merthyr Valleys Homes

Afshan Iqbal, Senior Project Officer - Communities and Regeneration, Cardiff Community Housing Association

Chair: Cerys Clark, Policy and Public Affairs Manager, Chartered Institute of Housing Cymru



Cymru
Wrth-hiliol



An Anti-Racist
Wales



Llywodraeth Cymru
Welsh Government



Cynllun Gweithredu Cymru Wrth-hiliol Rhai ffeithiau allweddol



Anti Racist Wales Action Plan Some key facts

Mae pobl nad ydynt o gefndir ethnig gwyn yn fwy tebygol o wynebu tlodi incwm cymharol. (Llywodraeth Cymru, 2021c)

Mae pob grŵp ethnig lleiafrifol yn parhau i fod â lefelau uwch o orlenwi na'r grŵp Gwyn Prydeinig ar draws pob math o leoliad. (Cyfrifiad 2021)

Mae pobl o gymunedau Du, Asiaidd ac ethnig leiafrifol yn parhau i gael eu gorgynrychioli mewn ystadegau digartrefedd. (ystadegau digartrefedd Llywodraeth Cymru)

O'r tenantiaid a ymatebodd yn Arolwg Blynyddol TPAS, nododd 4.6% eu bod yn bobl o gefndir Du, Asiaidd ac ethnig leiafrifol, roedd 2.6% o'r tenantiaid mewn tai cymdeithasol a 6.8% o'r tenantiaid mewn tai rhent preifat. (3^{ydd} arolwg tenantiaid TPAS Cymru)

Non-white ethnicity is linked with a greater likelihood of relative income poverty. (the Welsh Government, 2021c)

All minority-ethnic groups continue to have higher levels of overcrowding than the White British group across all types of location. (census 2021)

People from the Black, Asian and Minority Ethnic Communities continue to be overrepresented in homelessness statistics (WG homelessness statistics)

Of the tenants responding in the TPAS Annual survey, 4.6% identified as having a Black Asian Minority Ethnic background, 2.6% of tenants in social housing and 6.8% of tenants in private rental housing. (TPAS Cymru 3rd tenants survey)



Cynllun Gweithredu Cymru Wrth-hiliol Tai ac Adfywio Anti Racist Wales Action Plan Housing and Regeneration



Mae Llywodraeth Cymru wedi ymrwymo i ddarparu 20,000 o gartrefi cymdeithasol am rent fforddiadwy yn ystod tymor y Senedd hon. Darparu cartrefi gweddus y gall pobl fyw ynddynt yw un o'r arfau mwyaf pwerus i leihau tlodi, a chreu'r amgylchedd lle gall pobl adeiladu dyfodol gwell a mwy sefydlog. Bydd gwella argaeledd tai fforddiadwy o ansawdd da yn mynd i'r afael â lefelau cynyddol o ddigartrefedd, gan leihau'r allyriadau carbon niweidiol sy'n difrodi ein hamgylchedd am genedlaethau i ddod. Bydd ein gweithredoedd o fudd i bawb yng Nghymru, ond yn benodol i bobl sydd dan anfantais oherwydd y diffyg tai fforddiadwy ac sy'n parhau i brofi gwahaniaethu o bob math.

The Welsh Government is committed to delivering 20,000 social homes for affordable rent in the current Senedd term. Providing decent homes in which people can live is one of the most powerful tools in alleviating poverty, and creating the environment where people are able to build better and more secure futures. Improving the availability of good quality affordable housing will tackle increasing levels of homelessness, whilst reducing the harmful carbon emissions that are damaging our environment for generations to come. Our actions will benefit all people in Wales, but specifically people who are disadvantaged by the lack of affordable housing and who continue to experience discrimination in all its forms.

Ers lansio'r Cynllun Gweithredu Cymru Wrth-hiliol yn 2022, mae rhywfaint o gynnydd wedi'i wneud o ran hyrwyddo cyfle cyfartal a dileu gwahaniaethu.

Since the launch of the Anti-Racist Wales Action Plan in 2022, some progress in the advancement of equality of opportunity and elimination of discrimination has been made.

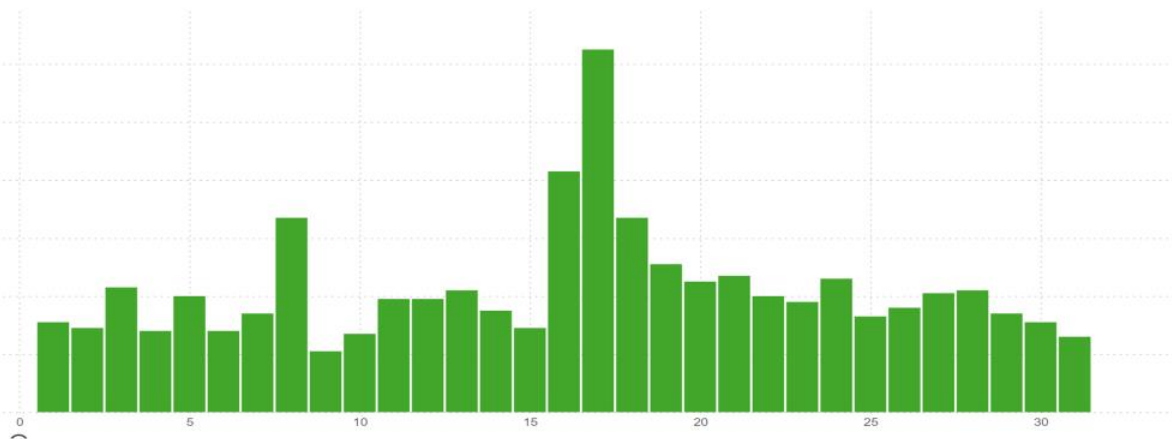
Hyfforddiant i'r Sector Rhentu Preifat Private Rented Sector Training



Llywodraeth Cymru
Welsh Government

Gyda chymorth gan Tai Pawb a Cymorth i Ddiodefwyr Cymru, cyhoeddodd Rhentu Doeth Cymru hyfforddiant i bob landlord ac asiant rheoli i godi ymwybyddiaeth o hiliaeth a throseddau casineb.

Rent Smart Wales, with support from Tai Pawb and Victim Support Cymru, published training for all landlords and managing agents to raise awareness of racism and hate crime.



Ffynhonnell: Rhentu Doeth Cymru
Source: Rent Smart Wales

Hyfforddiant Hiliaeth a Throseddau Casineb - Mwy na 1300 wedi pasio'r cwrs ers ei lansio ym mis Mawrth 2023

Racism and Hate Crime Training - More than 1300 course passes since its launch in March 2023

Y Ddeddfwriaeth

Ymrwymadau Deddfwriaethol y Rhaglen Lywodraethu:

- Deddfwriaeth Diogelwch Adeiladau
- Deddfwriaeth Rhoi Diwedd ar Ddigartrefedd
- Papur Gwyn ar yr Hawl i Dai Digonol, Rhenti Teg a Fforddiadwyedd

Legislation

Programme for Government Legislative Commitments:

- Building Safety Legislation
- Ending Homelessness Legislation
- White Paper on 'Right to Adequate Housing, Fair Rents and Affordability'



Llywodraeth Cymru
Welsh Government



Cynllun Gweithredu Cymru Wrth-hiliol Tai ac Adfywio

Y camau nesaf

Gweithgareddau wedi'u cynllunio

Annog sefydliadau yn y sector tai i ymrwymo i addewid Gweithredoedd nid Geiriau.

Gweithio gyda phartneriaid yn y sector i wella cymorth ac arweiniad mewn perthynas ag ymgysylltu'n effeithiol, asesiadau effaith a dylunio cynhwysol.

Gweithio gyda rhanddeiliaid ac awdurdodau lleol i godi ymwybyddiaeth o'r cynllun a'i ymrwymiadau i sicrhau y caiff gwelliannau cynhwysol i wasanaethau eu gwneud.

Datblygu cynllun gweithredu gwrth-hiliaeth i'w ddefnyddio yn y sector rhentu preifat a'i gyhoeddi cyn diwedd 2024.

Cyflwyno cynigion i wella cyfranogiad cynhwysol tenantiaid.

Yn dilyn cyhoeddi [Adroddiad Blynyddol ArWAP](#), mae'r gwaith o baratoi ar gyfer diweddaru'r cynllun wedi dechrau. Mae wedi'i lywio gan argymhellion y Pwyllgor Cydraddoldeb a Chyfiawnder Cymdeithasol.

Rydym yn bwriadu sefydlu panel cydraddoldeb i gefnogi ein hymgysylltiad â grwpiau sy'n cynrychioli pobl sy'n rhannu'r nodweddion gwarchoddedig. Bydd yn helpu gyda chwblhau ein Hasesiadau o'r Effaith ar Gydraddoldeb.

Anti Racist Wales Action Plan Housing and Regeneration

Next steps

Planned activities

Encourage housing sector organisations to sign up to Deeds not Words Pledge.

Work with sector partners to improve support and guidance in relation to effective engagement, impact assessments and inclusive design.

Work with stakeholders and Local Authorities to improve awareness of the plan and its commitments to ensure inclusive service improvements are achieved.

Develop an anti-racism action plan for use in the Private Rented Sector and publish it before the end of 2024.

Bring forward proposals to improve inclusive tenant participation.

Following publication of the [ArWAP Annual Report](#), work to prepare a refresh of the plan has started. Informed by the recommendations from the Equality and Social Justice Committee.

We plan to set up an equality panel to support our engagement with groups representing people sharing the protected characteristics. It will help with completion of our Equality Impact Assessments.



Llywodraeth Cymru
Welsh Government