



Chartered  
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Housing  
Cymru

# WELSH HOUSING AWARDS 2019

## Good practice compendium

Sharing the lessons learnt from Welsh Housing Awards 2019

#WHACymru

Sponsored by





# Making a difference

## to people's lives, homes and communities

At Wales & West Housing Group we've been helping people in Wales to find homes for more than 50 years.

We know how important it is for our residents to have a home that is safe, secure and sustainable.

We don't just build quality homes, we build relationships with the people living in our homes.

Whether providing support and care for older and vulnerable residents to live independently, or helping people to rent or buy their first home, we take the time and effort to build relationships with our residents and partners. These relationships are at the heart of everything we do and allow us to understand how we can make a difference to their lives, their homes and their communities.

**WWH is delighted to sponsor this year's Welsh Housing Awards Good Practice Compendium. Well done to all the finalists.**



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# Welcome

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When I tell people that I work for CIH Cymru, the organisation that represents housing professionals in Wales and which is the home of professional standards for the housing sector, I often get a response along the lines of, "I didn't know there was such a thing as a housing profession or housing professionals."

And that is one of the main issues that we as a sector face - a lack of understanding of what we do and the impact the work we do has on the lives of so many- and so many who are often amongst the most vulnerable within our communities.

That is why the Good Practice Compendium is one of, if not the most, important publications that CIH Cymru produces every year.

It celebrates and highlights what housing professionals achieve, demonstrating time-and-time-again the

impact that they have on the lives of so many - often achieving more in a single day than many other sectors achieve in their whole career.

Whether private developers building small and large estates; whether frontline housing staff in housing associations or local authorities; or those developing co-produced solutions to tackle community issues; or those working in the PRS.....the Good Practice Compendium has become the must have record of the sector's innovation, developments and achievement in Wales.

I hope you read this compendium in detail. It is at its core a learning document, but it acts as an inspiration to us all to be the best we can be and deliver on our shared vision of providing a sustainable and affordable housing option for everyone in Wales.



Matt Dicks  
National director, CIH Cymru

# Contents

Page

<b>New development - small</b>		<b>6</b>
Llys Cynfran	Cartrefi Conwy	6
Glan Morfa, Westbourne Avenue, Rhyl	ClwydAlyn Housing	8
Ty Newydd	First Choice Housing Association	9
Llys Aur, Gabalfa, Cardiff	Hafod	10
Lle Ysgol, Hirwaun	Rhondda Housing Association	12
Iard y Parrog, Newport, Pembrokeshire	Wales & West Housing	13
<b>New development - large</b>		<b>15</b>
Hafan Cefni extra care scheme, Llangefni	ClwydAlyn Housing	15
Llys Raddington Extra Care Independent Living Scheme	ClwydAlyn Housing	16
The Mill - Canton	Lovell	18
Captain's Walk and Captains View - Braunton & Clevedon - A Cardiff Living Project	Cardiff Council	19
<b>Community focussed contractor</b>		<b>22</b>
Anwyl Construction	Anwyl Construction	22
Creating Enterprise (The Social Contractor of Choice)	Creating Enterprise and Cartrefi Conwy	24
<b>New ideas and approaches</b>		<b>26</b>
Remote Asset Management - IoT (LoRaWAN / TTN)	Mid-Wales Housing Association Ltd	26
Residents at the heart	Newport City Homes	27
United Welsh & Alertacall - Improving housing management with increased contact	United Welsh	29
Flexible payment plans for all	Wales & West Housing	30
<b>Valuing equality and diversity in housing</b>		<b>32</b>
All out for Scrutiny	Linc Cymru	32
<b>Building safer communities</b>		<b>34</b>
Tai Tarian and the Police 'Better Together'	Tai Tarian	34
Tackling County Lines	United Welsh	36
<b>Working with other sectors</b>		<b>38</b>
Mitigating the impact of Universal Credit	Adra (formerly Cartrefi Cymunedol Gwynedd (CCG))	38
The Old School Master's House, Llanrwst	ClwydAlyn Housing	40
Tackling ASB together - A Police & RSL partnership	Gwent Landlord's ASB Group	41
Fit & Fed Merthyr Tydfil	Merthyr Tydfil Housing Association	43
Welcome To Our Woods Partnership	Rhondda Housing Association and Welcome To Our Woods	44

		Page
WISDOM project	Trivallis	46
Wellbeing 4U	United Welsh	47
YMCA Aspire	YMCA Cardiff	49
<b>Empowering and involving communities</b>		<b>51</b>
Siop Griffiths	Grŵp Cynefin	51
Grub Hub	Rhondda Housing Association	52
<b>Innovation in communications</b>		<b>54</b>
Filling a void	Caerphilly County Borough Council	54
Taff Housing Association	Taff Housing Association	55
<b>Supporting future generations</b>		<b>57</b>
Growing Green Spaces	Linc Cymru	57
Fusion - Engaging utilising culture and heritage in Neath Port Talbot	Tai Tarian	59
<b>Private rented sector</b>		<b>61</b>
Serenliving Letting Agency	Pobl Group	61
<b>Positive placemaking</b>		<b>63</b>
Tre Cwm	Cartrefi Conwy	63
Glan Morfa, Westbourne Avenue, Rhyl	ClwydAlyn Housing	65
Llys Raddington	ClwydAlyn Housing	66
Old School Master's House	ClwydAlyn Housing	68
The Mill - Canton	Lovell	69
<b>Supporting active living</b>		<b>71</b>
Hafan Cefni	ClwydAlyn Housing	71
Llys Raddington	ClwydAlyn Housing	73
Gorseinon scheme	First Choice Housing Association	74
Vintage Days	Linc Cymru	76
<b>Housing champion(s)</b>		<b>78</b>
Alan Jones	Carmarthenshire County Council	78
Tenant Panel	Linc Cymru	79
Neighbourhood Team	Monmouthshire Housing Association	81
Logan Oberholster	Rhondda Housing Association	82

In order to keep the authenticity of these projects, and to convey the passion felt by those involved we have not altered any of the text submitted to us as part of these entries.

# New development - small

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This award recognises new developments of 50 units or less that are contributing to housing supply or affordability in their area, or that are meeting a previously unmet need.

## Llys Cynfran

### Cartrefi Conwy



### Statement of support

Llys Cynfran is the latest social housing development from Cartrefi Conwy that provides a diverse mix of four bedroom general needs houses (x4), three bedroom general needs houses (x6), wheelchair adapted apartments designed for those with specialist needs (x3), along with one and two bed general needs apartments (x4). The derelict site was inherited as part of our stock transfer 11 years ago and proved extremely difficult to develop due to the shallow bedrock, harsh contours and a high pressure water main running through the site. To gain efficiencies, the scheme was designed with a split-level approach, avoiding large scale cut-and-fill, instead using the topography of the site to create a lower storey. This innovative design still maintained DQR standards and in turn created bright, spacious and practical accommodation for tenants with varying levels of need. Each property also boasts panoramic views of the Irish sea, overlooking the Rhos on Sea coastline.

The Llys Cynfran development is next to Parc Peulwys, our green flag award winning estate, so it was important for us to integrate this development with the established local community. To do this, the style, architecture and landscaping was inspired by

the award-winning neighbouring estate. It was also important that the existing residents of Peulwys were actively involved at pre-planning stage. We carried out two public consultation events prior to starting work, gaining valuable input on estate layout and features, aesthetics and colour schemes. The events were warmly received by tenants and the surrounding community with early resident engagement key to the successful delivery of the scheme. The development is walking distance to local amenities and a new bus stop enables our residents to easily access public transport.

The demand for good quality affordable homes continues to rise in Conwy, particularly for larger family homes as well as meeting the needs of those with disabilities. Over 400 families require 3 bedroom+ properties in the county of Conwy with a further 95 tenants currently living in unsuitable accommodation, waiting on the Specialist Housing Register. This scheme has specifically targeted that tenant demographic by providing functional, spacious and accessible properties that meet their long term needs.

We also worked with the Conwy Housing Strategy team to make sure the scheme 'mix' was meeting the needs of the local population. The larger four bedroom houses and specialist apartments particularly address an urgent need for the local authority.

A wide range of community and social benefits were also applied to this scheme that supported the local community. Engagement was made with the local school through site safety talks and poster competitions that were displayed on the site hoardings. Brenig Construction sponsored a Parade around the Peulwys Estate, in addition to providing much-needed repairs to the local football pitch which had previously been condemned. Small initiatives such as this have made a long-lasting contribution to the surrounding community.

The site is situated within the settlement boundary of upper Old Colwyn and adjoins Peulwys, a large residential social housing estate, which is also predominantly owned and managed by Cartrefi Conwy.

The design of the scheme was built in accordance

with current best practice standards including Welsh Housing Quality Standards, Development Quality Requirements and Lifetime Homes Standards.

As the site adjoins a large Cartrefi Conwy owned, ex-local authority residential housing estate, the appearance of the scheme is traditional rendered external walls with brick banding. The design is intended to reflect the local vernacular and is sympathetic in style to the surrounding residential buildings. The property types do however differ to the adjoining properties, being split level and three storeys.

On previously vacant land, the site has two sloping gradients and sits on shallow bedrock of varying depths. The design of the scheme aimed to follow the contours and shape of the site, which has resulted in providing family homes on split level accommodation.

A single aspect lower level enabled the properties to sit over the existing land gradients, as opposed to being cut in to it. This eliminated the need for large retaining structures and resulted in a split level design that will be utilised again in other areas with similar constraints.

In order to achieve true level access for each of the apartments in the block, an innovative design was used. By having a one bedroom wheelchair unit on the ground floor, a two bedroom general needs apartment with the same footprint could be used directly above. So each apartment has its own direct and private level access, a feature that was warmly received by the local authorities Social Services and Housing Strategy departments.

The scheme also includes a new access road and provides level access throughout.

## Outcomes and achievements

As with all our new developments, ensuring a local supply chain and creating new work opportunities was paramount to the success of this development. Working with our developer, Brenig Construction, this project created 4 new apprenticeships. 96% of the workforce had a North Wales postcode with 72% being employed from the county of Conwy.

The internal painting was carried out by our commercial subsidiary, Creating Enterprise, from which four job opportunities were created, including employing a previously unemployed tenant through the Employment Academy.

In 2017, Conwy had 891 households in housing need registered for social housing. 1 in 10 had been waiting for more than 3 years. Cartrefi Conwy is striving to create more affordable housing in the county and beyond; In fact, the Llys Cynfran development is part of Cartrefi Conwy's ambitious development programme which will see in excess of 400 affordable homes built over the next two years.

But the Cartrefi Conwy development programme isn't just about bricks and mortar. We aim to create communities all our tenants can be proud of. Here is what one of the tenants who moved into one of the specially adapted apartments had to say:

"Moving into this property has really made an improvement to my life. I had previously been living in a top floor flat where I felt very isolated, I couldn't get out to do any shopping or wash properly in the bath I had.

Not only I am now living closer to my mother, who is my main support but I have the adapted facilities that mean that I can get around more and am able to do more for myself; being on the ground floor, full wet room bathroom and all the facilities in the kitchen.

I love living here and am very grateful that my landlord has been able to offer me a property that suits me so much better than where I was living before."

# Glan Morfa, Westbourne Avenue, Rhyl

## ClwydAlyn Housing



### Statement of support

'Glan Morfa - Westbourne Avenue' is a £2.3m brownfield project in Rhyl, Denbighshire, completed by ClwydAlyn Housing in the 2018/19 financial year. It provides 16 affordable homes in a stunning waterside setting with four large 3-bed terraced family homes and a further twelve 1 and 2-bed apartments that overlook an urban lake.

Located within a designated regeneration zone, it provides a landmark gateway to the Western approach for the town, helping to transform it into a great place to live - so much so that one of the new residents has commented : "We're really happy here - it's like we've won the lottery and we're living on Millionaires' Row on the Rivera!"

Surrounded by Victorian terraced houses and small local businesses, within a few hundred yards of both the beach and a new retail park, the site itself, fronting the lake, remained vacant for several years becoming an eye-sore for local residents and for the increasing number of businesses and visitors attracted to the location.

The new homes are beautifully designed to a high aesthetic standard, encouraging a real sense of pride - something integral to ClwydAlyn Housing's vision for the area. The homes are also designed to gold standard 'Secured by Design', enabling residents to feel safe and secure in their homes, and they benefit from Welsh designed and installed sprinkler systems.

A Local Lettings Policy was implemented to increase stability and provide a sustainable community, letting to locally residing or locally employed people as a

priority to reduce tenancy turnover rate and achieve a balanced mix of households, ensuring a stronger sense of connection, belonging and commitment to their home and their local area, empowering residents to sustain new and existing social networks and engage with their local activities, facilities and community groups.

Housing Officer Yvonne Cole said: "We've had excellent feedback from the residents who love their new homes. The location, together with the design of the homes to make the most of the setting, has really helped build a sense of community, self-belief and pride with people waving from their balconies as neighbours pass. It's a lovely development and actually really makes me feel proud of working for ClwydAlyn Housing too!"

Local Rhyl firm, N.W.P.S. Construction Ltd, began work in March 2018, using local Welsh sustainable timber and the scheme was completed in two phases, ahead of schedule, in January and June 2019

The attractive design of the apartments takes its lead from the waterside location. Design features such as the timber-style cladding and glass balconies can be compared to similar high-end accommodation facilities in other seaside towns and prosperous areas where such accommodation would be the envy of any prestigious private developer.

Composite cladding, rather than render, was used to provide attractive long-term weather protection to the structure, and appropriate material finishes, and ironmongery were chosen that require little to no maintenance, providing longevity even in a coastal setting that experiences high wind and driven rain.

The scheme also incorporates enhanced ecological treatment through living boundary walls and increased landscaping to attract biodiversity, and to soften the urban nature of the site location.

Its stunning aesthetic features, along with the ample living and parking spaces offered (especially given its urban context) have created a hugely desirable living space that ClwydAlyn Housing manages at social housing rent levels.

The scheme was made possible thanks to partnership working with Denbighshire County Council and the Welsh Government. An iconic, signature scheme showcasing new-build affordable housing at its best making a bold statement both for the town and for the wider region.



## Outcomes and achievements

'Glan Morfa - Westbourne Avenue' is a £2.3m brownfield project located in Rhyl, North Wales completed by ClwydAlyn Housing Housing Ltd in the 2018/19 financial year. The mixed housing scheme provides 16 affordable homes in a stunning waterside setting. With four large 3-bed terraced family homes and a further twelve 1 and 2-bed apartments overlooking an urban lake, this stunning scheme has been named 'Glan Morfa' - meaning 'The Waterside' in Welsh.

Created as part of a wider regeneration portfolio involving the local community, multiple stake-holders and partner agencies, this small scheme has a massive positive impact, offering showcase social housing in

a formerly run-down area, transforming not only the location, but the sense of community pride, bringing optimism, self-belief and empowerment to those who live there.

Designed to a high specification, both aesthetically and to maximise sustainability and energy efficiency, it is a sparkling jewel in a lakeside location a few hundred yards from superb beaches and new retail facilities with distant view to the mountains of Snowdonia.

As one of the new tenants said: "It's like we're living on Millionaires' Row on the Riviera!" - Affordable housing at its very best and a worthy showcase for the sector.

## Ty Newydd

### First Choice Housing Association



### Statement of support

Ty Newydd, an innovative scheme for people with complex health and learning disabilities has been developed thanks to a successful partnership between First Choice Housing Association, Wrexham County Borough Council, Welsh Government, McIntyre Support, Williams Homes (Bala) Ltd, WYG and AGA Architects.

The scheme supported Wrexham CBC's housing need in providing suitable accommodation for four tenants with complex health and learning disabilities. The scheme design includes four self-contained one bedroom apartments including a central staff hub for link-in support for all tenants. The central staff hub provides a staff bedroom with en-suite, WC, communal kitchen and a breakout room facility for staff and tenants to utilise when required. The scheme provides a high specification suitable for complex health with wheelchair accessibility to the two ground floor apartments. The scheme also benefits off road parking

to the front of the development with a mix of both private and communal gardens.

The scheme was completed in February 2019 with all four apartments occupied in March 2019.

The scheme was funded through a mix of Welsh Government Social Housing Grant, Housing Finance Grant and FCHA private finance.

### Value for money

Delivering value for money was considered from the offset with the scheme in terms of design, costs, outcomes as well as social value. With regards to social value in addition to the tenant outcomes below the scheme delivered significant community benefits including:

- 208 Person-weeks of employed operatives, semi-skilled and unskilled employees.
- 8 Person-weeks of trades apprentices for young people and adults
- 4 Person-weeks of non-employed trainees all levels and occupations (1 person on work experience for 4 weeks)
- 37 Local suppliers
- 15 Local sub-contractors

Accessing grant funding from Welsh Government enabled affordable rents to be achieved for the four tenants. This was key to the success of the scheme.

### Sustainability

Each apartment within the development achieved an energy efficiency rating of 81+. Sustainable materials and highly rated energy efficiency components were used within the specification to achieve the high energy performance. These measures positively impacted on the Association's and Local Authority's fuel poverty strategies.

## Benefits and achievements

The development has provided many benefits and achievements including:

- Providing suitable supported accommodation for four tenants with complex health and learning difficulties
- Providing a dramatic improvement in the tenant's quality of life

- Reductions in Challenging Behaviour
- Increased health and well-being
- Tenant engagement within the local community and involvement in voluntary work
- Regular family visits and interaction

## Outcomes and achievements

Person X was in a shared house which caused a very high level of anxiety for the individual due to their complex health needs which led to harmful behaviours, increased isolation and disengagement with staff. Staff saw a decline in their activities, engagement and interaction within the community due to the unsuitable environment they were living in.

Since moving into Ty Newydd they have settled in and grown in confidence which has enabled them to undertake a volunteering role walking dogs in the community. They attend the local disco and the engagement with staff and the community has increased leading to Greater independence. Staff have commented on the positive outcome on their

mental health and general well-being.

Person Z due to their behavioural complexities struggled sharing spaces with others, which resulted in an increase of challenging behaviour impacting on co-tenants, staff and members of the community. Sharing a home meant placing increased restrictions and this had a negative impact on their life and independence. The model at Ty Newydd has helped the individual flourish giving them more control over their life and as a result incidents have decreased. This has resulted in higher staff retention and enabling the tenant to receive the continuity of care they require. They are now more settled and family visit more regularly which has given them a more meaningful life.

# Llys Aur, Gabalfa, Cardiff

Hafod



Llys Aur has breathed new life into the site of a former residential care home for the elderly which was closed in 2015. The independent living scheme comprising of 22 affordable residential apartments for people aged over 55 and was developed in partnership with Cardiff City Council.

Llys Aur features 16 one bedroom apartments and 6 two bedroom apartments. They have all

been designed in line with best practice design guidelines for older people, also incorporating a lift and a communal lounge. The lounge was key to the development providing a social and interactive area in order to encourage the residents to meet and socialise which is proven to ease issues of isolation and loneliness, whilst improving mental health well being.

Responding to the corner plot with several prominent frontages, the horseshoe design wraps around a residents' garden and parking courtyard. A contemporary cloister and deck overlook the sheltered garden space and provides access to the ground and first floor apartments. The cloister also allows the residents to enjoy a high degree of connection to this central garden space, as well as to each other, far more engagement than an internal corridor design can offer.

The simple form and contemporary aesthetic complements the materials of the 1960's brick-built estate in which the scheme is located. The palette of material used although simple and low maintenance have incorporated interesting brickwork features including stack bonding and checker design, providing a varied and high quality appearance.

During the planning stage the local community were invited to view the plans for the scheme, this received a good response from neighbours and business in the

area, a number of people who attended the meeting expressing an interest in the completed apartments.

During the construction phase the Contractor engaged with local community groups, one being the Ministry of Life, which provides alternative educational opportunities to young people aged 11 to 25, a donation was made to this group which had a number of outcomes one of which was the group delivered their own family fun day on grounds opposite Llys Aur. Jonathan Gunter Director of Ministry of Life quoted 'the festival was attended by 200 members of the community making a positive difference and creating a sense of cohesion between different youth groups and families'.

The Contractor also sponsored the local football team as well as providing two experienced carpenters to help carry out work at a community facility together with training and apprenticeship schemes. The development also hosted young GCSE students who are studying for a building qualification.

The apartments are in a sustainable location as they are within close proximity to local amenities and with good public transport connections. The completed development also houses an external defibrillator which can be accessed by the local community, to provide a much needed resource in the area.

Demand has been high from residents already in the area and also from residents who have limited mobility many of which have become trapped in their homes. The development has provided a social and vibrant community which has had a positive impact on the health of the residents.

One resident, who had suffered multiple bereavements and had become isolated and withdrawn in their home, has really benefitted from moving to Llys Aur. The greater support network partnered with the activities in the communal lounge has positively improved the resident's outlook and enjoyment of life. This illustrates the fundamental community ethos of the development while providing independent homes where the residents feel safe.

## Outcomes and achievements

In the short six months that Llys Aur has been occupied, Hafod's Neighbourhood Coach team have worked closely with residents, empowering them to use their communal lounge for the benefit of everyone who lives there. The lounge is now home to regular bingo games, coffee mornings and there's even been a ukulele sing-a-long taster session. A creative writing session was opened up to the residents where they enjoyed remembering family, careers and their childhood which prompted lots of interesting discussion about local history.

Another popular activity which takes place regularly is the crochet group, where the more experienced

seamstresses teach fellow residents how to make waterproof sleep mats for the homeless out of plastic carrier bags. The mats are then kindly donated to a local charity for distribution. The group are hoping to get more men involved by knitting Glamorgan socks, which are heavy wool socks which can also be distributed through the charity.

The residents are also looking at ways that they can introduce events that will welcome the whole community to Llys Aur. These include looking to re-introduce a church group that had previously met in the former care home and an exercise class run by a local organisation.

# Lle Ysgol, Hirwaun

Rhondda Housing Association



## Statement of support

This former derelict school was an eyesore for the community. We acquired it to provide quality affordable homes in this sought-after area as well as delivering a much-needed commercial unit which has regenerated the site and has resulted in social housing being truly welcomed to the local area and embraced by residents.

By working in partnership with highly regarded local contractors WDL Homes we provided 12 units and a Co-Operative store. This new neighbourhood was built to DQR standards, with all units achieving an energy efficiency rating of 82+.

£3 million was invested in this scheme, of which £1 million was SHG funding from the Welsh Government. As WDL Homes are based only 2 miles away this allowed materials used on the scheme to be manufactured on the site. All the sub-contractors used such as electricians and plumbers were also local to the development, as well as local builders' merchants for other materials all of which significantly supported the foundational and circular economy.

Along with robust insulation, energy efficient LED lighting and highly efficient central heating systems, we have created a low running cost, low carbon footprint homes whilst reducing fuel poverty for our tenants. The development also provided a well-lit safe new access route to the store which has encouraged the local community to walk to their local store and be

more active. There are several local amenities on the scheme's doorstep and excellent public transport links adjacent when they need to travel.

We named the new developments in line with their historical context, therefore the name Lle Ysgol was given, with the individual houses being separately named and given beautiful local Welsh slate name plaques to add uniqueness and make the homes feel special which created a sense of pride.

This site is special because we have done so much more than "just" provide a house - we provided a home! Many of the new tenants were vulnerable and facing many trials including physical and emotional ill health. Three of the new tenants had previously been homeless, one home was personally adapted for a new tenant with significantly high-level needs. Alongside three large family homes, one of which has a complex family make up, so this scheme is special because of the life changing impact it has had.

The adapted bungalow has completely changed the life of the new tenant and improved her day to day life so much so she was overcome with tears on handover day. Her bungalow provides a fully adapted kitchen which allows her to cook healthier meals, whilst the sizeable garden that she can now access has meant she enjoys the outdoor space and resulted in significant health improvements for her on a physical and emotional level.

All 12 tenants were supported by our 'Get Set' project. This project delivered early intervention and support to help them manage their new homes by means of a tailored service, working on all areas of concern and ensuring they flourish in their new community.

We provided Welcome Packs to everyone on handover day, which included home essentials tea, coffee, biscuits, recycling bags & helpful local information etc. One new tenant who had previously been homeless was struggling financially. So we accessed our Grub Hub food poverty project which provided them with a food parcel every week until they received his Universal Credit payment.

This development was officially opened in April 2019 by the Assembly Member for the Cynon Valley Vikki Howells, who referred to this scheme at the Senedd as a shining example of a housing provider regenerating, supporting and bringing together community.

## Outcomes and achievements

- Over 20 new jobs created in the Co-op for local people. The Co-Op invested £600,000 to this purpose-built store which is a local hub and a real asset for everyone in Hirwaun.
- Our Get Set project has sustained all these tenancies, resulting in new tenants being fully able to manage their homes therefore reducing the rate of homelessness in the local authority and the added costs that it has on other services.
- We've created a communal garden for the tenants which has brought them together and combated social isolation. They've established an atmosphere of community spirit whilst they maintain the meadow

flower planting and raised beds we provided so they can grow their own vegetables and fruit.

- Staff conducted mock interviews in the local school to enable pupils to gain vital experience. Plus, our female Project Manager and Quantity Surveyor gave inspirational career talks to encourage young girls into construction and housing as a career.
- All twelve new tenants have been given excellent quality, energy efficient homes to enable them to feel safe, secure and proud. Coupled with the support they need to be empowered to move on to volunteering and new skills.

# Iard y Parrog, Newport, Pembrokeshire

## Wales & West Housing



## Statement of support

The small coastal town of Newport, Pembrokeshire, finds itself at the sharp end of the national shortage of affordable housing in Wales.

Located within the Pembrokeshire National Park, it is one of the most expensive areas of the county to buy and rent a home. Very few houses become available on the local market, and those that do are often bought up as second or holiday homes.

Local agents estimate the value of two bed houses in Newport at around £225,000 and one bed flats at £125,000, putting ownership beyond the reach of many young local families and individuals.

With no new affordable housing in the town for more than 12 years, WWH worked with Newport Town Council to identify a suitable location for affordable housing. The Town Council owned a small piece of land in the centre of the town adjacent to a former pottery. A partnership was formed between WWH, the Town

Council and the owner of the pottery to create a mixed tenure development to meet local housing needs.

The result was a proposal for 8 2-bed houses and 1&2-bed flats for social rent and 4 for sale.

An extensive consultation and engagement process took place to ensure the design met both housing need and the design for an attractive scheme.

The site is in the Pembrokeshire National Park who, as the planning authority, wanted a more contemporary design to contrast the existing street scene which is a mix of older cottages, detached properties and houses built in the 1970s.

The resulting homes are timber clad with pastel-coloured render in keeping with the seaside location and not dissimilar to beach huts. While not to everyone's taste, WWH worked with community, through partnership with Newport Community Forum, to give local people the chance to view plans and ask questions. The meetings were well-supported by the community and generated much debate on the need for affordable housing for local people and the way the development would integrate in the wider community.

The local community have been integral through the design and development of the scheme. This site was brought forward by the Town Council, who worked with WWH, who own other homes in the town at Cysgod y Dderwen, Feidr Fach and Maes Ingli. A mix of homes was agreed that would best meet the local needs.

The community, Town Council and National Park Authority were involved throughout from design to more recent events to promote the scheme and make sure local people registered with the common waiting list and the first to bid for the new homes.

The homes have been built by local contractor WB Griffiths, who provided work for five unemployed

labourers as well as work experience and trainee positions. They also worked with operatives from the local area.

The site was due for handover at the end of September 2019.

The development will make a huge difference to the lives of those people who were born or grew up in Newport but have had to move out of their home town to find an affordable home which meets their needs.

Residents of the new homes will have the highest priority housing need and currently living in the Newport Town Council area or have lived there for at least five out of the last ten years.

The scheme has been well received by Newport Town Council. Its vice-chair cllr John Griffiths said: "Having more good quality homes in Newport that local people can afford to rent is vital if we want to keep our community vibrant."

## Outcomes and achievements

- Eight new homes are being provided for social rent in an area where there is a distinct shortage of affordable homes
- All of the new homes will be let exclusively to people with a connection to Newport under a Local Lettings Policy
- Contractors WB Griffiths have contributed 0.5 % of the contract value, approx £5,000 to benefit community projects.
- Pupils from local Bro Ingli primary school were invited to name the scheme and came up with Iard y Parrog.
- The scheme was promoted at local community events and open day to raise awareness among local people looking for affordable homes.
- Two well-known sites in Newport have been brought back into use for the benefit of local people
- Created employment opportunities during the 12-month build.
- Contributed to a sustainable community in Newport by providing affordable homes for young families
- WWH has also partnered with the Newport Community Forum to arrange for copies of their Newport Directory to be delivered to all new residents that will be moving into Iard y Parrog.

# New development - large

sponsored by **BLAKE MORGAN**

This award recognises the new developments of 50 units or more that are contributing to housing supply or affordability in their area, or that are meeting a previously unmet need.

## Hafan Cefni extra care scheme, Llangefni

ClwydAlyn Housing



### Statement of support

Hafan Cefni is an outstanding example of partnership working that has created a unique opportunity for those aged 60 and over to live independently and safely with access to 24-hour onsite support. The scheme does much more than meet individual housing and support needs of tenants, it also values their contribution to the community and empowers them to continue to be able to be a part of the local area.

Completed to a high standard by Anwyl Construction Ltd, the building has been laid out to avoid sharp corners and abrupt changes in direction in favour of smooth transitions which are more navigable by those with physical impairments and those living with memory loss. The lower ground area, specifically designed for those living with dementia, has similarly been laid out to provide a loop of walkable spaces which will return anyone back to their apartment easily.

Individual apartments have been set out along the sections with the inclusion of recessed doorways to allow the creation and use of memory boxes and coloured entrances to act as place-markers within the building, aiding a feeling of community and ease of navigation and the interior design has been delivered by specialists in dementia friendly design, meeting Sterling University benchmark standards, allowing tenants to live comfortably and feel safe.

As well as a specialist Extra Care Warden Call Telecare technology, the scheme includes technology such as wandering tracking devices, alarmed patio doors and

heat, water and gas detection devices.

From the outset, it's been a 'people-first' development. The local authority's commitment to identifying and supporting this specialist housing need integrated with a community hub café facility has already proved successful. First residents moved in in October 2018, with the café now established as a focal point in the area.

Staff are bilingual to respect the language preferences of tenants and prior to opening, the Extra Care Team joined with the Local Authority Care Team to host an afternoon tea where all those allocated apartments, together with their family members and friends could get to know one another, creating a neighbourhood community feeling even before they moved in.

The inclusion of café and accessible common areas around the entrance function to provide a link to the wider community has proved to be vital asset in empowering tenants with a wide range of support needs to live independently and actively contribute to activities in the wider community of Llangefni town.

### Feedback:

Gordon Barlow, aged 91: "It is very much my own choice to move here, and I know it is the right decision. It feels like home already."

Michael Allmond, aged 85: "When I first found out about Hafan Cefni, I was a bit reluctant to leave my village where everyone was so supportive, but now those old neighbours want to come and stay with me. I'm able to live more independently with care and support available as and when I need it."

Brian Burt, aged 76: "The central location is a real bonus as I'm no longer able to drive so I can still get out and about and feel part of things as well as meeting new people here. It's a lovely place,".

Alwyn Rhys Jones, Head of Adult Services, for the Isle of Anglesey County Council: "We are pleased that Hafan Cefni provides local people with an opportunity to remain independent within their own tenancy with access to care. This wonderful facility provides a real alternative to residential care."

## Outcomes and achievements

Hafan Cefni is near the centre of Llangefni, Anglesey, providing 63 high quality self-contained apartments, a wide range of communal facilities, and individual support for people aged 60 or over with an assessed need, 15 of which specifically designed for those living with memory loss.

Developed in partnership with the Local Authority and the Welsh Government, it also includes a community café hub for people from the wider area.

The scheme provides an excellent solution to a specific housing need identified by the local authority, at the same time as creating a vibrant meeting place for people of all ages.

The scheme is a benchmark development with key design features to enabling people with diverse support needs to live independently. The key feature of an integral a community café within the scheme has created a much-needed social hub for the wider community at the same time as ensuring the residents themselves feel a central part of a vibrant new neighbourhood, overcoming a feelings of social isolation. Early involvement with local community service providers, Agewell, helped to inform this process and the scheme was also designed to Sterling University's benchmark 'Designed for Dementia' standards.

# Llys Raddington Extra Care Independent Living Scheme

## ClwydAlyn Housing



Llys Raddington is a new-build housing scheme for people aged 60 and over who have an identified support need and 15 of the 73 self-contained one and two bed apartments are specifically designed for those living with memory loss.

Located in Flint Town Centre in Flintshire, North Wales, the development constructed high standard throughout by the Anwyl Construction Group, is a partnership scheme between ClwydAlyn Housing Housing Ltd., Flintshire County Council and the Welsh Government.

The scheme is a key development as part of Flintshire County Council's 'Flint Masterplan 2021' regeneration scheme. Work started on site in 2016 and the first tenants moved in when the scheme was completed in October 2019.

Throughout all stages, from design to delivery, close community involvement has been a key feature with

consultation events held in local community facilities including the Old Courthouse Café, Flint and St Mary and St David Church. Throughout the construction period, the Church was used every Friday as a "drop-in" for residents to raise any concerns and, as a direct result the church became a centre point for community activities assisting in improving community cohesion. The nearby Old Courthouse Café in Flint has also become community link point for tenants at the extra care scheme, breaking down barriers of isolation and encourage participation in the wider community.

The contractors, Anwyl construction also committed to a raft of excellent community initiatives, hosting school visits to encourage children of both genders to consider trades careers. Anwyl also worked with residents from one of ClwydAlyn Housing's supported living schemes for former homeless people to support them through the necessary CSCS site safety certification enabling them to gain vital work experience. (One of these trainees has gone on to take up a full-time position with the firm).

The sense of creating a vibrant neighbourhood, building on the great community spirit from the former maisonettes, has already established Llys Raddington as a great asset, not only for the residents, but for the town as a whole.

On-going intergenerational links between local school children and the residents is proving to be a great success with both the young and old benefiting from the time spent together.

Susie Lunt, Senior Manager Integrated Services, Lead Adults for Flintshire County Council said: "Flintshire have worked in close partnership with ClwydAlyn Housing to develop a state-of-the-art extra care scheme which supports older individuals to live as independently as possible.



"ClwydAlyn Housing's approach to supporting this key aim has meant in practice that they have developed a scheme within walking distance of the historic town of Flint, the design of the scheme enables an independence approach. ClwydAlyn Housing are responsive to meeting peoples' housing outcomes; they respond quickly to the changing needs of people, and they have developed an excellent understanding of the housing and support needs of people living with dementia, taking on board the Sterling model for good dementia design".

Resident Wilfred Bateman, aged 95, said: "I'm really happy to have moved here. It's good to feel part

of things with a lot going on, while having my own apartment where I have my own privacy and space."

Resident Mrs Jacqueline Jones, aged 75, said: "I'm local to Flint and have seen the area change massively over recent years. There's so much going on now and I feel that I'm living right in the middle of something that is really great."

Cerys Sullivan, daughter of a Llys Raddington Resident said: "Moving to Llys Raddington has not only been brilliant for my mum, but it has transformed my life too. I have such peace of mind – it's a very special place."

## Outcomes and achievements

Llys Raddington is a circa £10million extra care housing scheme, in the centre of Flint, one of three completed by ClwydAlyn Housing Housing Ltd in partnership with local authorities across North Wales at the end of 2018.

Designed as an integral part of the Flint Town Centre Regeneration Plan, the scheme provides 73 high-quality self-contained one and two bed apartments over four storeys with a wide range of additional communal facilities where residents, aged 60 and over, have 24 hour access to care and support. 15 of the apartments have been specially designed for people living with dementia.

From design to delivery, Llys Raddington is a superb example of community involvement, great partnership working and vision to transform a town centre location as a pivotal part of the wider regeneration work in the area.

On the site of former maisonette tower-blocks, Llys Raddington is a shining example of creating a great neighbourhood bringing new life to the area where equal care has been given to creating community links as well as attention to detail in the design of the building to ensure people can thrive, living well in a great scheme.

# The Mill - Canton

Lovell



## Statement of support

Situated at the site of the former Arjo Wiggins Teape Paper Mill at Ely Bridge, Cardiff - The Mill transforms the derelict 53 acre, brownfield site into one of Cardiff's most attractive, sustainable residential communities.

Partners Lovell, the Tirion Group, Cadwyn Housing Association, with support from the Welsh Government and financial-backing from the Principality Building Society, are developing one of Wales' largest ever urban regeneration programmes at The Mill, Canton with 800-new homes. Addressing the need for affordable housing, half the homes are for discounted/ social rent with Tirion, managed by Cadwyn, with the remaining homes for open-market sale through Lovell. Once fully completed it will include green communal spaces and riverside park and a neighbourhood hub with a variety of shops and a Doctors Surgery forming the heart of the development.

With phases 1a and Site A completed the 265 mixed-tenure new homes already breathe new life into this previously neglected plot of land, offering a high-quality neighbourhood that has a distinct sense of place. There are a mix of unit types and tenures ranging from one-bedroom apartments to four-bedroom family homes.

The masterplan developed has 6 guiding principles:

- The recovery of the Ely river landscape
- The location of the new sustainable community
- The making of 'place' rooted to the landscape
- The creation of a community based on a network of streets that favour pedestrians, cycling and public transport.
- The provision of a mix of housing, commercial and community uses
- Quality and distinctiveness of design.

The first phases are set into the legibility set out the masterplan, informed by the constraints and opportunities afforded by the site. Notably:

- Entrance along the Neighbourhood Spine running East to West
- Connection to the Riverside Park via the Green Streets running North to South
- Shared spaces as the focus for the development parcels to create distinct neighbourhoods.

From the outset the vision for The Mill was to provide high quality, flexible, sustainable homes within the framework of the masterplan that had 'place making' as its principle driver. Homes based around a network of legible, high quality shared spaces with a strong landscape infrastructure to foster the development of a new community. We are proud to be creating a place where people can live and thrive and to make connections between the rich and vibrant history of the area, the present and its future.

The redevelopment of The Mill now provides the vital missing link in the picturesque Ely trail enabling people to appreciate the rich biodiversity and varying habitats along the river from St Fagans to Cardiff Bay. The river Ely / Afon Elái was an essential part of the area's history, and the Mill's success. The rich biodiversity of the area will be protected and enhanced so that it can be enjoyed for generations to come.

The partnership team have engaged directly with the local community and have carried out many community initiatives. In particular 'Our Memories of The Mill' project which aims to bring together people who worked at the Arjo Wiggins Mill, to share their memories and create a legacy for the future. The project will continue throughout the development as we celebrate The Mill's heritage throughout the site - particularly in the riverside park and the village centre.

The Mill not only provides a fantastic regeneration opportunity in terms of brownfield development, it will also provide a much-needed stimulus to the local construction industry through its commitment to using skilled workers from the local community to be involved in the development.

"I moved to The Mill because of its fantastic location. It's so close to my daughter's school and within easy links of Canton and beyond. I love living here and it already feels like a village where everybody knows and looks out for each other.

"My daughter has already made friends in the street and is able to play out safely. It has a great community feel living here." - Hannah - resident

## Outcomes and achievements

- Insider Property Awards – Development of the Year Award 2019
- NHBC Pride in the Job 2018 Quality Award
- NHBC – Seal of Excellence Award 2018
- First Time Buyer Readers' Awards – Best First Time Buyer Family Home 2018
- One of the largest successes so far has been our 'Get into Construction' course, delivered in conjunction with the Prince's Trust. 16 local unemployed young adults were given the opportunity to improve their employability prospects.
- The Grow Well Project with patients from the doctor's surgery - a new patio garden with wheelchair access and continuing to support their scheme helping patients to learn to plant and grow while gaining friends and helping them get over illness.
- Created a bike shed to securely store all the school's bikes at Ysgol Gymraeg Treganna on Sanatorium Road, tarmacked a new walkway for the safety of parents and guardians as they collect their children and challenged the pupils with a project to name one of the streets on the development.
- Supported the Caerau and Ely festival, participated in the 'Give and Gain Initiative' where 5 of our staff volunteered as referees at the Cardiff Blues annual tag rugby festival and raised over £1400 for Cancer Research Wales in the Cardiff Dragon Boat Festival.
- Refurbished the changing rooms at the Jubilee Park in Canton.

# Captain's Walk and Captains View – Braunton & Clevedon – A Cardiff Living Project

## Cardiff Council



## Statement of support

B&C is one of the first developments delivered through Cardiff Council and Wates Residential's flagship house building programme, Cardiff Living (CL). CL is a unique partnership in Wales delivering high-quality affordable homes, regenerating communities and bringing underused sites back into use. Design quality and place making are central to creating and integrating these new and vibrant communities within their existing surroundings.

- 1500 homes over ten-years
- 600 homes for rent including Assisted Home Ownership.

- 900 homes for sale.
- All homes branded as Cardiff Living
- Tenure neutral appearance.

Central to CL is the delivery of Community Investment Benefits through training/employment, local supply chain opportunities and capacity building in the communities we work in (see Outcomes)

B&C is the third scheme in the programme to be complete, with six projects on site and three being worked up for next year. A further seventeen projects are currently being developed.

## Community & Place Building

The scheme mix for B&C was developed in consultation with Cardiff to meet local housing need and includes accessible units in addition to a higher proportion of smaller homes for both rent and sale, to attract down sizers and first-time buyers. The scheme contained a mix of family sized semi-detached homes and apartments, with large windows and private and gardens to all houses.

This provides a first step on the housing ladder for local people, delivering an attractive mixed community that people want to live in for those at all stages in their lives.

B&C created a new neighbourhood in an close-knit community, ensuring local people can access new homes and so remain in the community.

- Quality Design led development
- First new homes in area for 20 years

- Housing targeted at local first-time buyers
- Good quality value for money housing
- Better space standards and specification compared with equivalent open market sale housing
- Sales to investors disincentivised
- 73% of purchasers first time buyers
- 90% of purchasers from 4mile radius of Cardiff
- 40% affordable (double planning requirement)
- 60% open market sale
- Creation of new neighbourhood
- Close to schools and leisure facilities
- Significant community Investment in Education and employment opportunities and capacity building

### **Design and Regeneration**

B&C is a development of 40 affordable council homes and 66 homes for sale. Cardiff developed its own Design Standard for the project with design quality at its heart and aiming to promote place making and a new sustainable community:

- Redevelopment of brownfield site in the heart of the existing Llanrumney Estate
- Redundant apartment blocks fronting existing streets were demolished to facilitate the development
- New shared surface roads constructed to create new street scenes fronting onto the parkland incorporating high quality Soft and hard landscaping.
- Regenerated parkland between the site and wrapping around the perimeter
- SUD's drainage

- Tree lined streets
- Permeability and legibility of design critical
- House types developed specifically for the project including accessible ground floor flats
- Detailed comprehensive design reviews and critiques
- Wates Designing the Promise initiative to ensure design quality was maintained.
- Design Commission for Wales Reviews
- 'Secure by Design' principles including back to back gardens and overlooking of the public open space.
- 17% Energy improvement above current Build Regulations
- Fabric first approach developed with BRE
- Addressing fuel poverty and environmental agendas.

### **Commercial**

CL represents a partnership to deliver new affordable homes without SHG funding

Model works though:

- Council provision of Land
- Wates provides development expertise and funding to take schemes from inception through to planning and start on site
- Wates provision of affordable homes at cost
- Wates funds open market sale development
- Wates taking sales risk on open market homes at capped margin
- Overall capped blended margin
- Overage mechanism for sales uplift

## Outcomes and achievements

- All 66 OMS homes sold
- 90% sold to Cardiff residents
- Exemplar partnership between Client, Contractor, Design Team and Supply Chain
- Green spaces & SUD's created
- Regeneration and Design Quality realised
- 17% Improvement in energy performance
- CCS Score of 42
- Supply Chain Events
- Dedicated CL website created to publicises the project and market properties
- LABC Cymru Best New Housing Development
- Building Futures Programme
- School of Hard Knocks Initiative
- Pop up Business School Initiative
- New facilities for Llanrumney Boxing club

## CL Community Investment Q3 2019 figures:

### Employment & Training

- Local people benefited 82
- 53 apprentices
- Training/employment weeks 5683
- Staff hours 25327
- Value £278,592

### Education

- Students supported 2224
- Staff hours 236
- 200+ educational initiative visitors
- Value of investment £11,468

### Local Economy

- Spend with local SME's £14,989,000
- Economic Benefit £5,088,638?
- Invested in local SE's £38,875

### Community

- Staff hours 4847
- Local charities etc. £87,799

Total Community & Economic Investment £15,406,000

"The Cardiff Living scheme is progressing well with 68 council homes handed over to tenants and many more planned for this year. Cardiff Living is bringing new, high quality, affordable homes to the city for people who need them most and significantly contributing to our target of delivering 2,000 new council homes in the city."

Lynda Thorne, Cabinet Member, Housing and Communities

# Community focussed contractor

sponsored by



This award recognises the contribution that contractors have made towards the local community and economy. Shortlisted organisations will have embedded delivering community benefits into their work programmes.

## Anwyl Construction

### Anwyl Construction



### Statement of support

Anwyl Construction is a leading social housing and extracare contractor and developer operating in North Wales. Anwyl Group began life in 1930 in Rhyl, North Wales and today operates from purpose built offices in Ewloe, Flintshire, employing a growing workforce of 194 across the Group.

Throughout our (fast approaching) 90 year history, we have retained a people first, thoughtful approach to building, creating sustainable training and employment opportunities whilst building homes and facilities that will provide a lasting and positive impact.

We operate under a 'thoughtful building ethos', an approach which houses our commitment to creating vibrant, inclusive communities enhancing the lives of those living within them, throughout and beyond completion of the building process.

We have a dedicated Community Engagement Manager and we invest time, resources and effort across our project teams to create new jobs, apprenticeships, training opportunities and access to

education for local people, engaging with audiences to create meaningful and lasting outcomes for all involved.

We understand the importance of bringing about positive change for community groups and have worked with our partners to support a number of volunteer led projects as well as initiate new community schemes. Examples include a long standing association with the Princes Trust, delivering and funding training courses, placements and apprenticeships for unemployed people across North Wales. Individual project support ranges from the provision of emergency accommodation services facilities to championing individuals who have been socially excluded or isolated. We currently employ 13 members of staff as trainees/apprentices who are completing accredited education courses, with the aim of offering long term employment and career progression opportunities, whilst our supply chain are encouraged to recruit apprentices as a result of being awarded Anwyl projects.

The Anwyl Group makes a conscious effort to make ethical choices for day-to-day running of the business, most recently launching a new partnership with Social Enterprise the Good Wash Co, supporting Ty Gobaith/ Hope House, a local children's hospice.

Supporting local business is a priority, the large scale construction projects we deliver hold many economic growth opportunities for local businesses and we strive to maximise the number of local suppliers and subcontractors appointed on each project. We aim for a minimum of 70% of subcontractors to be local to site, and orders placed with suppliers based within a 25-mile radius.

### Testimonials

"When I first moved to Greenbank Villas I was really unsure of where I was heading in life or what I hoped to achieve, I didn't think that far ahead. The best thing about the training and work placement from Anwyl has

been knowing that I'm capable of doing what I set my mind on and getting the vital 'on-the-job' experience. It's brilliant that it has now helped me secure a job with Anwyl."

John Thurston, a local resident and unemployed person, who had recently come through homelessness, who secured employment with Anwyl as a result of a support workshop in relation to our nearby project.

"Having such a committed construction company behind us really is invaluable to our success and that of our young people. Their hard work and passion in

helping us change the lives of young people in North Wales is having a massive impact."

Phil Jones, Director of Princes Trust Cymru

"It's refreshing to find that the team are dedicated in their approach to achieving positive outcomes for the local community. The team is proactive and professional in their approach to local employment and community initiatives, which in-turn will create vibrant homes, lives and neighbourhoods for Magenta Living."

Louise Edwards, Senior Project Manager - Magenta Living

## Outcomes and achievements

Achievements and outcomes during the past three years include:

- 73 % of site-based workforce lived locally to sites.
- 79.5% of businesses used across 6 projects were Welsh SME's.
- 34 apprentices living in Wales have worked across our sites, with a further 6 being recruited on one current in-progress project.
- 908 weeks worked by apprentices
- 54 people have completed a work experience placement
- 149 weeks of work experience completed.
- 33 formally unemployed people have been supported into sustainable employment, employed with Anwyl directly or via our supply chain
- £33,590 worth of cash contributions donated in relation to 6 previously completed projects, alone.
- £19,098 equivalent value of other donations contributed, including goods and in-kind labour.
- £52,688 donated in total of goods, labour and cash donations across 6 projects alone.
- £10,602 raised and donated by Anwyl staff through a series of sponsored events and initiatives
- Built and developed 337 homes in North Wales
- Employed 117 full time members of staff, still employed today.
- Committed to working with waste contractors that operate a zero waste to landfill policy to help achieve our target of 99% of waste recycled.
- Delivered £46.3m of construction projects

# Creating Enterprise (The Social Contractor of Choice)

## Creating Enterprise and Cartrefi Conwy



### Statement of support

Creating Enterprise, a subsidiary of Cartrefi Conwy, started trading in 2015 and has quickly grown into the Social Contractor of Choice for North Wales. Born out of the need for Cartrefi Conwy to create new, commercial income streams to support its growth agenda whilst offering employment opportunities to unemployed tenants, Creating Enterprise has quickly become a multi award winning, internationally recognised Social Enterprise with a £9.82 million turnover last year alone. By bringing many of our essential work streams (including gas servicing, void clearances, sparkle cleans, environmental improvements) 'in-house' through Creating Enterprise, Cartrefi Conwy have saved money, improved quality of services and created numerous employment opportunities for our tenants.

Creating Enterprise has now spread its wings. We have led on a number of contracts for both the private and public sector, including Bangor University, the Local Health Board and Dylan's restaurant (to name a few). We have also opened our first modular build factory in Holyhead.

Creating Enterprise is a building and maintenance contractor with a difference. 100% of its commercial profits are reinvested into employment initiatives via its employment academy, which helps local people find employment, training and volunteering opportunities. This unique service helps our tenants to build a better future for themselves, their families and their communities. (More details about this can be seen below).

Since Cartrefi Conwy brought its work streams in-house through Creating Enterprise, customer satisfaction levels have sharply increased. Our monthly client satisfaction surveys give us important feedback, and our clients report satisfaction ratings

between 96% and 100%. We have also maintained a 100% gas safety inspection compliance with improved access rates.

The Creating Enterprise Employment Academy reaches people who are furthest from the job market, who may have never been employed, have limited skills and experience and will otherwise struggle to get into employment. It offers paid employment opportunities specifically for Cartrefi Conwy tenants. Tenants can apply for a 12-18 month position in a variety of roles including painting and decorating, plumbing and office administration. The application process has been designed to encourage applicants from all backgrounds and offers support; from completing forms to interview advice.

It involves a 'meet the team' session, a work trial so that applicants get a taste of the job, and then an interview. Once successful they benefit from on the job training, budgeting support, time management, daily routine and confidence. They gain qualifications, have a work 'buddy' and receive support from a mentor throughout the process. After completing the contract, they also receive support to find a job. 95% of our beneficiaries have moved onto further employment.

The Employment Academy offers a service to all local people who are unemployed. It's based in the heart of one of Cartrefi Conwy's communities and is open every day for people to drop in, use the computers, attend a jobs café or chat to the team.

This service reaches communities across Conwy including rural areas that may not have digital access or regular transport. This is via drop in sessions in community centres/libraries or on our Jobs Bus.

The Academy also gives unemployed people the chance to improve their skills through the 'Get Ready for Employment Programme' which helps people get job ready. It also delivers Passport to Construction which is a course aimed at anybody looking for a career in Construction who might not have any experience or qualifications.

We also offer a range of volunteering opportunities to boost confidence to gaining experience in a relevant role.

The Academy works with local employers to help match candidates to the right job. The team build close relationships with local schools to engage with parents immediately benefiting the local community by inspiring mums/dads to get back into work once their children are in school. Recently, three mums from Mochdre Infants School attended a 'Get back into Work' pilot, completed the Get Ready for Employment Programme, volunteered and progressed to local jobs.



## Outcomes and achievements

During 2018/19 along Creating Enterprise has completed:

497 property clearances

120 bathroom and kitchen replacements

68 garden clearances

177 properties painted

55 sparkle cleans

235 fence and path replacements

237 boiler replacements

349 waste removed

What makes Creating Enterprise special is our focus on people - creating opportunities for training, volunteering and employment. Our trainees improve their skills by working and learning alongside skilled people on commercial contracts.

During 2018/19:

- 28 tenants were employed through the Employment Academy

- 93% of these went onto employment
- 1274 people used the drop in facility
- 247 people visited the job café
- 58 people secured employment with local employers
- 45 Volunteers completed 3299 hours
- 50 qualifications gained

Here's just some of their stories:

Kennie had been unemployed for 5 years and didn't know where to begin with getting back into work. He started with the Get Ready for Employment programme, which gave him the confidence to apply for paid employment opportunities at Creating Enterprise. Kennie, has now started onsite at one of our new developments. When asked about how things have changed since he started his new job, Kennie said "I now have a life!!"

# New ideas and approaches

sponsored by  mi-space

This award recognises the housing associations, local authorities, and other housing providers that are pushing the envelope in terms of developing new ways to deliver housing services, or projects and initiatives that can demonstrate innovative uses of technology, or projects that have increased the adoption of technology, reducing digital inequality or exclusion. Shortlisted projects or initiatives will have a creative approach or idea that can demonstrate better outcomes or increased efficiency.

## Remote Asset Management - IoT (LoRaWAN / TTN)

Mid-Wales Housing Association Ltd



### Statement of support

Mid-Wales Housing is piloting a project using innovative Gateway technology which provides valuable information on the temperature and humidity of its homes at 30-minute intervals via Long Range Wide Area Network (LoRaWAN) direct to its offices in Newtown.

The Association's Gateway is registered on The Things Network (TTN) - the first in Powys.

We first looked into this cutting edge technology after learning about its success in Berlin.

We are currently piloting the system with temperature and humidity sensors installed in a selected number of our properties throughout Mid-Wales. Our long term aim is that this technology will provide information on a large number of our 1,700 properties directly to our offices including boilers, smoke alarms, carbon monoxide and water leak detection.

Early detection of faults such as heating problems or those at risk of condensation or fire, will mean an improved service to our tenants as we can intervene earlier to prevent the problem escalating. This will also reduce the costs of repairs by eliminating the need for regular visits to the property to diagnose potential faults. Our elderly and vulnerable tenants will also benefit from the peace of mind that their home is being regularly monitored and their smoke alarms are working correctly.

We installed one of the first ever LoRaWAN Gateways in Mid-Wales.

So far our pilot project has enabled us to detect:

- Abandoned properties remotely
- Condensation issues
- Inefficient heating
- Potentially saving an elderly gentleman from hypothermia (low temperature triggered alerts for a visit by staff).

Our project embraces cutting-edge technology to receive live data from our homes. Huge savings are possible and potentially can save lives. Each Gateway supports up to 65,000 sensors, with a 12 mile range. They are inexpensive (Single Gateway £400, Sensor £45).

There are thousands of different sensor types on the market including carbon monoxide, temperature, humidity and smoke alarms so the potential is incredible.

## Outcomes and achievements

During the winter of 2018 we identified an elderly gentleman living on his own, whose temperature data was alarmingly low. This resulted in an early intervention by a housing officer. The gentleman was concerned about the cost of heating so help was given in obtaining funding for heating costs. He also had a medical condition which improved when the house was heated to normal levels.

We began with a small LoRaWAN pilot project in 2018. Very quickly we became aware of the potential that IoT can provide in the normal day to day management of a property portfolio:

- Identifying those who are isolated within the community. We can also connect people to essential

services, even though they are in remote locations with no internet.

- Identifying potential cost savings and provides better service as we can identify problems before and as they occur. Preventing small problems becoming big costly problems.

Challenges to overcome for us are education in new working practises. This means letting the technology focus the application of resources, and not allocating resources based on subjective judgements.

Future plans are to provide full LoRaWAN coverage across all of our areas. Which will also allow public access for local business.

## Residents at the heart

### Newport City Homes



### Statement of support

Putting residents at the heart of what they do is a cornerstone of NCH's 2020 Vision – a five-year strategy to transform the association and the support it provides to more than 10,000 residents across Newport.

NCH first began the journey to significantly improve their customer service offer to residents in May 2017, following research which revealed;

- NCH's existing service standards were not recognised across the association and both staff and residents were not fully aware of what these were
- Website feedback showed that the NCH website was out of date, cluttered and difficult to navigate meaning residents couldn't find what they needed.
- NCH satisfaction data was outdated and based on a Welsh Government survey carried out two years previously

- Residents found it difficult to attend NCH's head office, often needing to take two buses or walk considerable distances to be able to speak to a staff member face-to-face

Volunteer residents were recruited across Newport from seven communities, including a range of ages (from 23-76) as well as residents with mobility issues and sight impairments, making sure a variety of experiences could be considered and that NCH's new offer would provide value to all residents.

This work has led to significant changes to the relationship between NCH and their residents.

- A dedicated resident group worked with NCH to select a new web developer and oversee the provision of a brand-new website, which included a web chat feature for residents to contact the customer service team online and receive an immediate response.
- The website also evolved to include a new online resident portal, allowing for self-service and 24/7 resolution of quick enquiries - meaning staff can spend time resolving more complex queries.
- Residents partnered with the senior management team at NCH to develop a new set of customer service standards – carrying out intensive customer journey mapping, examining the existing services NCH offered and developing a brand-new approach. All members of staff at NCH received face-to-face training on the new approach.

### Introducing Rob-Bot

Earlier this year, NCH was the first Welsh housing association to launch an automated assistant, 'Rob', which is based on chatbot technology and has been created in-house by NCH's digital services and customer experience team, in direct response to resident feedback asking for more online services.

This approach has been recognised as industry best practise, and the team involved recently presented at the 2019 Tech@Housing conference to share their experience.

## @195

NCH also opened a brand-new office in the heart of Newport City Centre, @195 - easily accessible by public transport and dedicated to serving residents.

All 'First Point of Contact' (FPOC) services are now directly delivered at the @195 office, with a focus on 'getting it right first time' - with the delivery of face-to-face services through @195 improving the standard of services NCH deliver across all channels.

The new location is accessible to residents with additional needs and creates a more friendly

and welcoming environment for residents to be supported. NCH has made a public declaration of their commitment to resident engagement, service standards and principles on the walls of the office for all to see.

## Residents part of the 'DNA'

A new engagement strategy ensures that resident engagement is embedded at a strategic, corporate and operational level, so that residents are enshrined within the association's very 'DNA'. The new resident Scrutiny Partnership holds senior managers to account for delivering on service improvement actions and with a permanent seat on the Audit and Risk Committee, gives assurance to the board that NCH's plans are aligned to meet the needs of its residents.

## Outcomes and achievements

Following the introduction of the new customer service offer, call waiting times have reduced drastically - decreasing from 9:21 in spring 2018 to 1:29 by spring 2019 with call abandoned rates reducing from 11.5% to 1% for the same period.

Other tangible value for money benefits have been realised:

- A focus on right first time has seen call volumes reduce by 20%
- Face-to-face visits @195 are up by 47.35%, demonstrating the accessibility of the new city-centre location
- A digital first approach has shifted access to routine transactional services on-line, 30% of residents have signed up for online services and 3,136 web chats have taken place

Feedback from residents since opening the new city centre location, @195, has been extremely positive:

- 'Perfect location, it's easy for me to do my shopping at the same time'
- 'Better location, easier to get to... easy to park the car'
- 'This office is much better. Far less of a walk for me to get to. I told them at Nexus and they listened to me.'
- 'A fantastic, futuristic new headquarters... The city itself is still catching up'
- 'I think it's a very good idea, you should have done this years ago'

# United Welsh & Alertacall - Improving housing management with increased contact

## United Welsh



## Statement of support

### The challenge:

South Wales housing association United Welsh were seeking a cost-effective solution to replace ageing hard-wired alarm systems in their sheltered schemes for older people. A declining number of out of hours calls being made to the remote monitoring centre also reflected the shift to a younger (55+) age profile who either didn't want to or need to engage with these devices. Furthermore, many tenants were also opting out of traditional morning calls carried out by on-site staff - which were carried out at set times, Monday - Friday only and, therefore, didn't offer much flexibility.

While seeking to create efficiencies, United Welsh also wanted to improve service delivery by offering more effective tenant communication and promoting independent living by enabling individuals to better manage their tenancies.

### Addressing a need:

After evaluating several different options United Welsh selected a solution delivered by Alertacall. Alertacall believes that by increasing contact with people, in a structured way that empowers and gives them control, you can better understand their changing needs, make better decisions and improve their lives. This is contrary to many organisations who seek to use technology as a substitute to human contact, likely to increase social isolation.

Housing Proactive, the company's housing management system, increases contact between housing providers and their higher needs customers. The service was implemented by United Welsh in September 2017 (the first to do so in Wales) to 204

properties initially following a consultation period with tenants, who overwhelmingly voted for the service to be introduced. The service is rolling out to a further 200+ properties in September 2019.

The service combines innovative technology and a highly trained team - all team members receive specialised training on communicating with higher needs groups, including vulnerable adults, mental health, dementia and suicide awareness.

Tenants routinely engage with a range of devices specially developed by Alertacall, including telephones, mobile hubs and touchscreens (enabling better digital inclusion). Devices all have an OKEachDay button - technology pioneered by Alertacall - which tenants press to collect news and important information from United Welsh in relation to their property or tenancy.

Tenant engagement with these devices proactively confirms occupancy and that there are no outstanding repairs or issues that need reporting. If people choose not to engage with their device, the Alertacall team call them - ensuring there is the option to speak to someone on a daily basis, which in turn can help to reduce loneliness. Therefore, the service gives tenants greater independence, by providing them with contact at a time that suits them and in the form they want.

Data around service interactions is recorded and made available in real-time via secure online reporting to United Welsh staff. The reports provide oversight of the properties used by higher needs tenants, including occupancy tracking.

Daily contact over many years has provided millions of data points from which Alertacall bases its Artificial Intelligence ('AI'). This AI tracks how customers interact with the service, and can detect that an individual's housing needs might be changing, such as needing more staff time, more assistive technology or the need for different accommodation due to declining mobility or cognitive ability. The reports and service removes time consuming tasks from the housing team and enables them to better focus their time.

### Value for money:

Housing Proactive has a low weekly fee per property without any set up, maintenance or capital costs. Alertacall also undertakes research on customer satisfaction at no cost.

Where a service charge has been levied in sheltered housing in order to recover the cost of the service, the responsible local authority has deemed the service charge eligible to be met by housing benefit.

## Outcomes and achievements

Increased tenant interaction (July 2018 - June 2019):

- 39,182 button presses confirming everything OK at tenant properties
- 17,379 outgoing calls to tenants
- 951 calls taken by Alertacall from tenants

### Key outcomes:

- Daily contact
- Minimum of 218\* hours of staff time saved through Alertacall taking responsibility for morning calls, giving tenants greater flexibility of the levels and types of contact received (figure based on each call lasting 20 seconds - shortest assumed time for a morning call)
- Reduced social isolation
- Messaging
- Easier & quicker communication delivered through automated messages at times to suit the individual - ability to send en masse for emergency property related messages

- Hotline 'repairs' button
- Increased independence and improved repairs performance
- Management Reporting
- Greater insight into changing needs
- Better resource planning

"Alertacall and United Welsh have developed a great partnership over the last 2 years. Both the staff and tenants were quick to see the benefits of Housing Proactive. The online reporting provides excellent insight and overall the service has allowed staff to focus their efforts on supporting those tenants in the greatest need and in delivering a more efficient housing management service. It gives more flexibility to customers and staff, and I would definitely recommend it."

Andrew Burns, Team Leader

## Flexible payment plans for all

### Wales & West Housing



### Statement of support

WWH has taken a new and innovative approach to the way it manages its rent and arrears by introducing personalised payment plans, individually tailored for every one of its residents to help them manage their finances more effectively.

Recognising that arrears were creeping up, WWH introduced a proactive system, changing the way it records and forecasts its rent payments. This has made it easier for Housing Officers to intervene quickly when payment plans are not met.

The solution developed with residents and staff is a bespoke payment plan for every resident that details what they have to pay, when and how. The plan is infinitely flexible allowing payments on any day and at any time to suit the personal circumstances of each resident.

The plans are set up based around the residents' preferred payment method and dates. For example, a resident can set up multiple Direct Debits tailored to suit their circumstances. For some, it may suit them to have a Direct Debit set up at the start of the month and another in the middle of the month. Some plans are set up around Housing Benefit payments, while others who prefer to pay with Swipe cards, online or over the phone with their debit cards on certain days, can have this built into their personalised plan.

Any combination of payment methods is possible for amounts that the resident can afford. Residents also have the ability to adjust the payment plan with a single call to their Housing Officer. The plans even take into account delays to Housing Benefit, Universal Credit or other benefit payments and changes to wages, so residents are not chased when we know their monies will not be forthcoming and the resident has no control over the situation.

Weekly forecasts show what payments are expected and when a resident goes off plan, it is highlighted to the Housing Officers allowing them to contact the resident and try to prevent an escalation of arrears.

This means that only residents that need help to get back on plan are contacted, Housing staff can focus on what is needed such as debt or money advice, budgeting, or employment to get back on plan.

With such an innovative approach to rent and arrears an equally bespoke set of tools was needed. From the first pilot in January 2019 a new integrated software system has been created with frontline staff to help them manage rents and tenancies.

The Business Improvement Team of analysts and IT developers worked alongside Housing Officers to create a software solution tailored to their needs whether in the office or at a resident's home. Armed with this knowledge, the team approached IT partners Redkite to design a bespoke software system based on Microsoft Dynamics 365 and customise a Resco

app to work on mobile devices and synchronise data regardless of Wi-Fi connections. The result is a full mobile solution that works on tablets, PCs or phones that enables them to see and amend plans and sync data irrespective of signal or Wi Fi.

"It's made my job so much easier. All my residents now have a payment plan and I get a weekly report showing who has kept to their agreed payments. The report also shows who has missed a payment and where I need to focus my time. If there has been a change in circumstances, the new system allows me to bring up a residents' account details at a touch of a button and amend it while I am with them."

Newcastle Emlyn-based housing officer Glesni Hesford-Evans.

## Outcomes and achievements

### Outcomes

- Personalised flexible payment plans for rent and arrears for 12,000 residents
- Personalised arrears recovery plan based on affordability
- Reduction in the number of evictions for non-payment, from 32 a decade ago to 12 last year and 8 to date in 2019
- 7 out of 10 residents are currently following their payment plans (source end of June 2019 following 5 weeks monitoring),
- High levels of resident satisfaction, achieving 9.4 out of 10 in resident satisfaction.
- Increased support for management of money, debt and
- Focuses change to helping people manage their money and stay out of debt – sustaining tenancies through a change of thinking

- Residents being able to afford and maintain their rent
- A 10 per cent increase in the number of residents choosing to pay by Direct Debit with an average of 5,200 Direct Debit payments every month.

### Achievements

The new system has:

- Designed more automation around core processes of Direct Debits, Housing Benefit and Universal Credit.
- Given Housing Officers the ability to work remotely, capturing communication with residents in the field and being able to access tenancy-related information whilst with residents.
- Created better tools to help officers know when a rent account might become a problem, quickly, in a format easy to understand
- Designed a rent system that can cope with changes to the benefits system.

# Valuing equality and diversity in housing

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CONSULTANCY AND TRAINING

This award recognises the work of housing associations, local authorities, or any organisation in the housing sector, in increasing diversity and equality. Shortlisted organisations will have developed excellent equality and/or diversity measures and will have successfully implemented them.

## All out for Scrutiny

Linc Cymru



### Statement of support

Positive Outcomes for specific groups that have previously been excluded, underrepresented or that require additional support

In 2018 we reviewed our approach to scrutiny.

### The issues

- Previous Scrutiny group was made up of 7 tenants but was losing its thread
- Model based on training, presentations, testing, developing recommendations and presenting these to our Board was becoming cumbersome
- lengthy process requiring extensive skills and commitment from our tenants.

Whilst it worked, it was 'exclusive' and a good time for a change.

We agreed to open up the process, attract those not usually involved, include a financial incentive, take scrutiny to a fresh environment and enable it to take place in less than 2 days. We also agreed to take a risk based approach and together we researched

how best to facilitate the process. Our new approach involved

- involving tenants in setting the foundations for future scrutiny
- a more tailored approach to enable 'any' tenant to participate
- commissioning TPAS to support us to develop a new 'bootcamp' style scrutiny.
- collaboration across teams to ensure widescale buy in from staff
- researching engaging techniques

We got together with tenants to share ideas and visited interactive exhibitions to see how others were engaging with the public. We agreed that creating a friendly, fun and accessible environment for all was key to enabling our tenants to flourish. We

- made it clear that support would be available for those who needed it
- we made a short animated film based on real life team members
- used pictures and films and props and acted out situations to explain written info
- we sought attendance from those we met on a day to day level, those with different needs and those living in different situations
- used data and insight we hold to target effectively
- played games and quizzes and put on music to create an exciting atmosphere
- rewarded people for their time
- we hired beautiful locations
- we built in plenty of group and individual work enabling real scrutiny to take place

The targeting worked and changed the dynamic of the sessions. Not only did our tenants look visually



very different they each came from very different communities. others had self-identified support needs, some were more academic whilst others were not. These were the tenants we were proud to have reached.

#### QUOTES:

'these are our tenants - they come in all shapes and sizes - it's real 'Housing Officers

I think Mr A will be great to come along...he's not your usual suspect and I think he may struggle - he's going to give it a go!

I am using all of this (information from the session) in our review. Community Safety Manager

I loved seeing Mrs B at the session. (she shared she had a learning disability) She had all her notes from the previous one - all filed, all ready. She was totally into it and spent the evening before preparing for the session she was attending the next day!

I loved the way Mrs C helped Mr D. She understood what it was like not to be able to read well. Tenant

The great thing was that we all exchanged phone numbers. I want to support that lady... I've put her in touch with .....Tenant

Board Member - I am very impressed with your presentation - it is creative and delivered so well which is not easy in front of a group of people you don't know.

### Outcomes and achievements

- We have a scrutiny 'blueprint' which we would love to share
- attendance always high -13 - 20 at each session
- groups newly represented include people with support needs, low literacy, social/dependency issues, language or geographical location and learning disability
- sessions shorter but topics broader
- café style participation
- Increased resources - (£5,000)
- over 30 recs agreed and monitored via Board Portal
- more feedback captured
- Information is fed back to tenants and fed into improvement plans
- tenants have 1:1 support where needed
- outcomes are acted upon and set out in action plan
- insight gained - e.g: 3 tenants expressed hardship on moving into their property. This has resulted in a change to the way we promote the hardship fund to enable a better start.
- 2 tenants living without basics such as a bed despite loving their home' have now received the help they needed. Better support moving in is now being developed
- Tenants have made new friends and come back to scrutinise other service areas or get involved in other ways
- review and learn takes place ie: we have reduced focus on trawling through info and stats and introduced more fun participatory ways through games, role play quizzes, films etc .We routinely include more pictorial and easy read information
- a risk based approach to scrutiny has been adopted.
- key information is broken down, short videos shown (ie:ACEs film, Live Fear Free campaign etc )

# Building safer communities

This award recognises projects that are working to build safer communities, by addressing specific problems and supporting people who have experienced those issues. Projects have been initiated by any organisation but must include an element that is housing-led. Partnerships between local authorities, housing associations and relevant non-sector partners/services are also eligible. Shortlisted projects have been able to demonstrate tangible results as a direct result of the action taken.

## Tai Tarian and the Police 'Better Together'

### Tai Tarian



### Statement of support

Tai Tarian is one of the largest social landlords in Wales and has responsibility for over 9,000 properties across the Neath Port Talbot County Borough. Tai Tarian is committed to providing good quality housing and a range of services to help people manage their homes. As a community housing mutual, the aim is to continually work to understand the needs of tenants and members to deliver services based on what matters.

The vision of "Making a Difference" is inextricably linked with the mission for great homes and great communities. Within this framework, the latest co-design project 'Better Together' aims to collectively tackle some of the issues that are affecting communities today in order to improve safety and security of residents and create a sense of pride and belonging within communities.

Tai Tarian were able to show the Police how much staff, tenants and partners have already benefited from

the investment in the co-design of other services and initiatives.

Bonnie Navarra Assistant Police and crime Commissioner testimonial: This new approach developed by Tai Tarian and South Wales Police has taken partnership working to the next level, bringing greater benefits for our communities, housing associations and the Police. For example, by bringing Police Officers out of stations into multiagency hubs, set up in void properties or community buildings, we can genuinely work 'Better Together'. All of the options in the toolbox will increase the resource we have to identify issues and allow us to respond more effectively. GDPR could obstruct multiagency working but the early success of this work is testament to the viability of this initiative.

To instigate the 'Better Together' co-design work over 90 frontline and senior staff from both organisations came together on 19th September 2018 for a workshop. It was agreed that since there are lots of overlaps in the work the organisations undertake, the best way of achieving the goal is by working more closely together, building a culture of mutual support and understanding. But that can't be done through top-down instructions; everyone's expertise and commitment was needed to make it happen.

Working with staff's on-the-ground knowledge and enthusiasm it was agreed to design a range of initiatives that will help establish a truly collaborative culture and help deliver a service to be proud of. This was the start of the long-term initiative for:

- stronger relationships
- better understanding of roles
- increased knowledge of good practice
- improved capacity for joint-working
- eight draft action plans

The frontline staff session was followed by a senior staff meeting on 20th September 2018, the key goals for which were to:

- finalise a number of priority action plans
- agree ownership, staffing and resources
- establish initial evaluation approach
- make better use of staff expertise & experience
- do what we do - better

The senior officer session reviewed the 8 ideas put forward by staff and grouped them into 3 clusters:

- Walkabout (door to door joint patrols)
- Drop-in office (community base for joint working)
- Sharing is Caring (joint information sharing & training)

Together both organisations are piloting the different elements of the toolbox.

'Better Together' with the Police fits within Tai Tarian's framework set of value for money principles in terms of investing in communities and service improvements, as well as following the principles of knowing and doing what matters for customers and engaged, empowered staff.

## Outcomes and achievements

### Outcomes:

#### Walkabout:

Safer communities created through building relationships of trust and mutuality

#### Drop-in office:

Increased public confidence; improved tenancies and reduced homelessness

#### Sharing is Caring:

Improved response times with better community information and problem solving

#### Achievements:

- Tai Tarian and the Police have built closer relationships through community walkabouts and by tackling county lines' drug dealers using vulnerable tenant's homes - 'cuckooing'.
- Staff granted access to the Police directory and started identifying 'hot spots' of anti-social behaviour.

- Tai Tarian identified a vacant property at a problem block of flats (Bush Row) to be used as a drop-in office.
- For Operation Cristo (Police drug crime operation) Tai Tarian provided intelligence information through daily phone calls.
- Partnership work was highlighted on a Welsh language programme Ein Byd about drug deaths in Neath Port Talbot.

"The partnership is helping to improve peoples' negative perception of the area" (A resident of Bush Row).

"We have always worked closely with partners such as Tai Tarian, but this new approach has really improved those links and enabled all agencies to be better informed and better equipped to respond to concerns, suspicions and intelligence." (Chief Inspector Matthew Lewis, Operation Cristo Lead).

# Tackling County Lines

## United Welsh



### Statement of support

United Welsh is a housing association based in South Wales which prides itself on building homes, creating communities and transforming lives. Central to all of this is making a difference and ensuring that the most vulnerable in our communities are safeguarded.

Therefore, when it became apparent that an issue with County Lines and cuckooing was affecting some of their properties, United Welsh quickly established a method of dealing with the problem which is now being adopted by other registered social landlords in South Wales.

County Lines means groups or gangs using young people or vulnerable adults to carry and sell drugs from borough to borough, and across county boundaries. This almost exclusively involves violence, intimidation and the offer of money or drugs. It often also involves cuckooing which is when drug dealers take over homes in order to use as a base for drug dealing.

United Welsh's Neighbourhood Officer for Central Cardiff had suspicions that this type of behaviour was happening in some of our homes putting some of our tenants at threat of harm. A series of investigations were carried out utilising CCTV systems and Police intelligence along with tenant information.

Of concern to United Welsh was the way in which tenancies could be taken over using manipulation and threat of extreme violence. They quickly identified

where some of the manipulation was starting and could see a pattern of the most vulnerable being targeted at places such as local GPs, self-help groups and even soup kitchens.

What also became evident very quickly was that due to the infancy of County Lines there was no working practice to change behaviour and challenge apart from ringing the Police but what was really needed was a multi-agency approach to tackle the problem.

United Welsh set up an intensive housing management system in the area of Cardiff which appeared to be most affected. A working practice of firstly reporting to South Wales Police was adopted, proactive relationships were developed which led to a joint visit taking place to check on the welfare of the persons perceived to be at risk of County Lines and cuckooing.

These visits were focussed on finding out information and making alterations to property, especially in communal areas to make it harder for County Lines to operate from these addresses.

But what was really needed was an approach where all information was shared between different organisations who could all decide what to do in the best interest of those being targeted by the drug gangs.

The standardised inter agency adult protection VA1 form seemed like the best way forward with all agencies using this method of reporting. This could then be discussed at proactive fortnightly meetings attended by United Welsh, specific support agencies and the Police. These meetings not only dealt with tackling the perpetrators of the crime but also on supporting the victims and establishing ways to help them get out of danger.

Educating communities about County Lines is seen as another important aspect of the approach as empowering victims and wider community and talking to them about what could be happening has not only meant more reports of suspect behaviour but greater understanding about how these gangs work.

As a result of the work United Welsh has been asked to develop a toolkit and training to share with other RSLs to make it easier for all the multi agencies involved to work together to tackle the problem and safeguard those who might be at risk of County Lines and cuckooing.

## Outcomes and achievements

Tackling County Lines is never going to be an easy task and the nature of the crime means that all housing associations will need to be forever vigilant.

However, the strong working partnerships and multi-agency approach which has been initiated and adopted by United Welsh means that all partners are in a better place to tackle the problem and there have been some very clear outcomes.

As a result of the closer working South Wales Police has deployed a second proactive policing unit in the area to respond to the problem.

The approach has also been adopted by other housing associations which shows the clear merit in

looking at the issue from several points of view; that of the crime that's being committed, the support and protection that's needed for the most vulnerable who have been preyed upon and the education of communities to empower them to report and recognise harmful environments.

Meanwhile, of the 16 United Welsh properties being positively identified at risk, only one remains and victims have been successfully moved away from the area if no other option is available while more than 50 years of custodial sentences have been given.



# Working with other sectors

sponsored by



This award recognises the projects that require the involvement of organisations from outside the housing sphere. Partnerships with sectors like health, education and personal finance are examples, but any project that requires the involvement of a non-housing collaboration will be considered.

## Mitigating the impact of Universal Credit

### Adra (formerly Cartrefi Cymunedol Gwynedd (CCG))



### Statement of support

#### Background

Universal Credit (UC). The two words that that filled us with dread when we learnt that Gwynedd was going live with this major welfare reform in December 2018. There was no doubt in our minds that we needed to reduce the impact of these damaging reforms on both our customers and our company. There was also no doubt that we could not do this alone.

So, CCG created a partnership called Gwynedd Welfare Reform Task and Finish Group.

Partners included Gwynedd Council, the local Department of Work and Pensions (DWP), the CAB, the local health board and two other housing associations.

#### Objectives

The Group's objectives were:

- to work collaboratively to support all affected by the reform, in both social and private sector housing in Gwynedd, to transition to UC
- to develop a joint Action Plan implemented over an 18-month period.

### Key outputs delivered:

- specific campaigns delivered including pension credit campaign.
- implemented best practice from other UC areas ensuring a smooth customer journey
- Setting up a communications sub-group led by CCG

### Outcomes

- All partners focused towards one goal to negate the impact of UC on Gwynedd residents.
- Welsh Government and Community Housing Cymru made explicitly aware of the UC impact in Gwynedd
- The local MP used our work as a case study to influence UK Government Ministers on the effects of UC
- Money saved by delivering joint marketing campaigns and events, and one customer referral pathway.
- High profile events used to promote work opportunities and digital and financial inclusion support.
- New audiences reached by sharing consistent messaging on each partners' communication channels. Gwynedd's Council's newsletter alone had a reach of 60k homes.

### Meeting our objectives

- Data sharing within the Group members led to speedier UC claims and identified appropriate support at the right time
- New arrangements made to base CCG staff at job centres, and better poised to work with council staff. This meant speedier claims processed.
- New arrangements set up for referrals from health officers and social workers.
- Referral processes for direct referrals for residents needing additional support with Gwynedd's foodbanks

- Key stakeholders like local councillors, MPs and AMs kept informed of the Group's work and support available to their constituents
- Gaining valuable coverage with BBC broadcast news channels in Wales to raise awareness nationally about impact of welfare reform.
- Ensure social landlords act responsibly by setting low rent increases to negate the impact of UC. CCG established an agreement with Gwynedd CAB to support residents with budgeting. 300+ referrals, £175K additional benefits paid and £305K debts eliminated to date.
- Support provided by Gwynedd Council's 's OPUS programme and our Community Strategy to get residents to get back into work. A joint scheme by the housing associations, The Energy Wardens, provided support to reduce utility bills for
- Tenants helped to prepare for UC with digital and financial inclusion work, such as opening bank accounts and setting up e-mail addresses

- Major employers, schools and clinics targeted with simple and effective marketing materials we produced. These were used by all partners to get key messages out to those potentially affected
- Joint training events held so that key staff members could support claimants.

### Testimonial

"I'm very impressed by the collaborative approach done in Gwynedd by these organisations. Although UC continues to have a detrimental impact on many, I'm encouraged by the proactive attitude and dedication of these organisations to mitigate the impact on Gwynedd residents."

Liz Saville Roberts, Dwyfor Meirionnydd MP

### Outcomes and achievements

- 2750 Gwynedd residents have successfully transitioned onto UC.
- Mitigating the financial impact of UC on CCG. 12% of our tenants are claiming UC, and our arrears have decreased as a % of the total rent collectable:

2018/19	2017/18
Total rent collectable	£30m
Total rent collectable	£28.6m
Arrears	£614k
Arrears	£602k
As a %	2.05%
As a %	2.11%

This is in contrast to national headlines and trends that are reported by other housing associations in

the UK, where their debts have risen. Our aim is to create sustainable tenancies and we have been able to deliver this by working in partnership.

- Resident testimonial: "When I was moved on to UC, Kate, the rents officer at CCG was a fantastic help and she continues to be on hand any time I need help or advice. I was also offered an IT course through my local Job Centre. UC has been much better for me, I find it easier to manage my money and I've set up a direct debit to pay my rent."

Mr McCosh, CCG tenant from Dolgellau

- Full delivery of the joint action plan.

# The Old School Master's House, Llanrwst

## ClwydAlyn Housing



### Statement of support

The partnership behind The Old School Master's House development in Llanrwst brought together an unusual combination of experts in housing, leisure services, social services, older people's services, conservation and heritage, technical building design and construction, as well as local town and community councillors, community representatives and experts in health and well-being. While representing differing areas of expertise all shared the same vision of creating a unique development in keeping with the ethos of empowering people of all ages to live well.

This project required close collaborative partnership working to ensure that the facility suited the needs of the area, preserved the authenticity of the original listed 17th century building and would harmonise with the other facilities nearby, (including a doctor's surgery, health offices, and the existing extra care facility). There was an imperative to balance the unusual, diverse requirements of those using the building on completion including those from across the county accessing the gym and community facilities as well as those living in the extra care apartments.

Throughout the whole process, from design to delivery, a very good working relationship was in evidence with each member of the diverse partnership team respecting the essential role all shared in achieving this much-needed facility.

Here's some of the feedback from Conwy County Borough Council:

In the first three months after opening, 'Hwb Yr Hen Ysgol', the rural health and wellbeing leisure facility had...

- Gained 87 new members.
- Had 4,000 attendances at the Hwb, taking part in various activities.
- Had over 1,400 attendances at one of the twelve instructor-led fitness classes and three interactive fitness classes that are held each week.
- There are three busy GP referral classes every week, as well as four GP consultation sessions a week, with a new cardiac and pulmonary rehab gym session and a falls prevention class in the Activity Studio.
- The friendship club meet once a month, as well as a singing group, dance classes on a Monday evening and the U3A (University of the Third Age) group have a dance group every other week on a Tuesday morning.

Conwy Cabinet Member, Councillor Louise Emery, said, "Hwb yr Hen Ysgol and the extra care apartments in this wonderful new facility promotes and maximises wellbeing, which reflects our aim to provide the right environment for Conwy's residents to be safe, healthy and independent."

When officially opening the new Health and Well-being hub, Julie Morgan, Deputy Minister for Health and Social Services, said: "This is a great example of the kind of integrated facilities that can be delivered when people and organisations come together with a shared vision and commitment to support communities in Wales."

Steven Potts, who is quadriplegic, and moved with his wife Karen, in to the new ground floor apartment within the development said :

"Coming to one of the apartments in the new annex, from a privately rented property, we were initially cautious. We had not heard of Extra Care housing schemes until then and didn't understand how they support people living independently. We were about to be made homeless due to our landlady ceasing the tenancy, so the opportunity could not have come at a better time.

"Having lived here for seven months now, our initial have been completely dispelled. The standard of care and facilities are second-to-none. In short, it is not only a beautiful place in which to live, and live-well, it is also a most welcome safe-haven for those in need of it."

The Old School Master's House in Llanrwst exemplifies excellent the very best in partnership development working that enhances lives for generations to come.



## Outcomes and achievements

The Old Schoolmaster's House in Llanrwst is a bold, innovative partnership development between ClwydAlyn Housing and Conwy County Borough Council, supported by the Welsh Government.

The development delivers a unique facility transforming a decaying grade two listed 17th century building into a contemporary health and well-being hub with a gym and community meeting room facilities called 'Hwb yr Hen Ysgol', at the same time as providing four additional self-contained apartments as an annex to the existing extra care scheme next to the building.

The development's success is a tribute to the 'can-do'

attitude of all involved working to overcome unique challenges of providing a gym and meeting space within the same historic building as new four extra care apartments, the result being a showcase example inspiring people of all ages, from rural areas across the county, as well as those directly living within the scheme. to live happy healthy lives.

The development really pushes the boundaries of social housing, partnership working and working together to transform lives.

Both the 'Hwb yr Hen Ysgol' facility and the new extra care apartments epitomise the determination and passion of all involved to find creative new solutions helping to empower people to live well.

## Tackling ASB together - A Police & RSL partnership

### Gwent Landlord's ASB Group



### Statement of support

Anti-social behaviour (ASB) is a serious problem that can blight communities if left unmanaged. The Crime Survey for England and Wales estimated 37% of adult respondents experienced or witnessed anti-social behaviour in their local area last year, the highest proportion since the question was first asked in 2011-12.

The successful tackling of ASB, through enforcement, prevention and intervention, is best undertaken in partnership. The Gwent Landlords ASB Group meet frequently to exchange ideas, discuss emerging trends and identify best practice in managing ASB linked to our tenancies. As a group we work with organisations such as the Civil Courts, Gwent Police, Probation and

support providers to highlight any difficulties we're facing and to promote our work.

It is no secret that there have been significant cuts to Neighbourhood and Response Policing nationwide. Since these cuts the group have noticed a disconnect between the Police and landlords. Both partners have been working tirelessly on their own priorities but there was a clear gap emerging between where the housing function stopped and the policing function took over.

One of the many benefits of effective ASB intervention and prevention is the marked decrease it can have on demand for services. This is true of the demand on Police services and landlord tenancy management teams. In times of resource and financial pressure cost effective intervention not only saves money but also frees-up Police and landlord resources to deal with other priorities.

The Gwent landlords group found that their meetings often led to discussions about the gaps left from the reduction in Police resources. Similarly, Gwent Police Response officers were aware that they had previously relied on the now reduced Neighbourhood Policing teams to collate information and intelligence on tenant-based ASB and to link with partner agencies to develop problem solving initiatives. Following the changes to Neighbourhood Policing this left a clear gap and it was identified that Response Police Officers were not aware of many of the civil powers, support and enforcement options open to landlords.

How the problem was solved: Gwent landlords worked closely with the Police to develop a comprehensive training programme which was delivered to Police Officers. The training brought Officers up to speed

with the work of social landlords and ensured an understanding of the powers and solutions available to us. It was hoped that a thorough understanding of the landlord's role would strengthen existing partnerships and go some way towards filling the void left by funding cuts.

Over a twenty week period, landlord staff presented to 840 Gwent Police officers (90% response / 10% Neighbourhood). In addition, 127 Gwent Community Support Officers were trained over three further sessions.

The training involved an interactive session led by officers from partner landlords. There was a myth

busting section which dealt with some common misconceptions about how social landlords allocate and manage their stock and the powers available to us in tackling neighbour nuisance and ASB.

Police officers have told us that the training gave them clarity on how social landlords operate and also gave them ideas about how we could tackle problem cases together. Officers have already been in touch with local landlords on a case-by-case basis and have referenced things they've learned during the training programme.

## Outcomes and achievements

As the twenty weeks progressed the Police reported that there was an increase in referrals and intelligence relating to tenants, and much greater understanding of mutual powers. This led to improved information recording by Officers, as they became aware that this would be shared with landlords.

We have been able to protect victims of ASB and enhance quality of life in our communities by quickly implementing joint interventions such as Acceptable Behaviour Contracts, Family Behaviour Contracts and joint visits with the Police. Such interventions not only help us to help the victims of ASB but also allow us to work jointly with the troublesome tenant to help manage their behaviours so that they are able to sustain their own tenancies. It also means that we can identify any unmet support needs which may be causing the ASB in the first place. Ultimately, by nipping these issues in the bud we can help reduce formal legal interventions which can lead to eviction.

In addition to sharing information the Police have been able to promote the use of practical land-lord tools

such as the "Noise App" for recording and reporting neighbour nuisance. Police officers are already recommending the use of this app to affected tenants who are able to record evidence and submit it directly to their landlord. This reduces demand on the Police and when played to the tenants accused of causing the noise nuisance can encourage them to amend their behaviours.

Inspector Anthony Patey of Gwent Police said "On a personal note, I am incredibly grateful for the commitment and professionalism of all staff involved in the initiative. The initiative was extremely successful in bridging a disconnect between Police and Community housing agencies and has seen an improvement in information sharing and mutual understanding. To combine the logistical issues of presenting for twenty weeks, with a demanding "day job" was a big challenge, which all staff stepped up to with relish."

# Fit & Fed Merthyr Tydfil

## Merthyr Tydfil Housing Association



### Statement of support

Fit and Fed is a dynamic project tackling the issues of hunger, social isolation and lack of physical activity faced by young people during school holidays.

Project partners include the local youth service, local boys and girls club, South Wales Police, Street Games, local authority and FareShare Cymru, to mentioned but a few.

Strong links were established with the Cwm Taff Morganwg Health Board ensuring synergy with the goals of the local Well-being Plan. MTHA has led on fundraising initiatives, in addition to coordinating, evaluating and monitoring the project. Through this monitoring, the project has demonstrated value for money. During the last financial year the project demonstrated a social value return of £183 for each £1 invested in the project.

The well-being of participating young people has improved significantly during each holiday period. The project has up-skilled young people and provided accredited training which has improved their levels of confidence, self-esteem and future aspirations.

"MTHA has enthusiastically developed the Fit and Fed programme in order to address the holiday hunger experienced by Young People. The continued participation of MTHA enhances the delivery offer to Young People and expands the range of activities and opportunities that are available to Young People." Nigel Shephard, Snr Youth and Community Officer MTCBC.

"It has been a pleasure working in partnership with MTHA. Their innovative activities and also the resulting education and qualifications awarded to young people through the Fit and Fed programme has meant that there has been a noticeable change to the number of young people frequenting certain areas in the Gurnos.

Through word of mouth the project has expanded its numbers and has managed to draw a number of

young people from varying backgrounds, some of which would have nowhere else to go in the evenings if it wasn't for Fit and Fed being run at the 3Gs Youth Project.

It has also provided a unique setting for outside agencies such as SWP to be able to come along and engage with young people, not just for education but also for them to get to know their local support networks." PC4650 Louise Tew, Neighbourhood Beat Manager South Wales Police.

The following comments were made by children who attended the scheme

What we have loved about Fit and Fed:

- Brings friendship groups closer together,
- Girls feel empowered
- Gather around the table
- Makes you more active
- Free food and free to do
- Taught me how to cook and learn recipes
- Spend more time with your friends
- Trips
- Working as a team
- Learn respect
- Be more confident
- Boxing, rugby, football, rounders

"Young people from 3Gs Youth Project".

"The involvement and leadership of MTHA has significantly enhanced this methodology as a result of their outstanding reach into multiple local communities across the local authority. Effective local collaboration also heightened community involvement, empowering local youth and community groups to address the local challenges through well-designed holiday provisions. As a result of effective collaboration, MTHA has formed a strong network of like minded organisations." Aaron Northmore, Doorstep Sport & Community Safety Manager, Street Games Wales.

"MTHA has worked in partnership with Fareshare Cymru; a food redistribution charity which accesses surplus food from suppliers in the food industry and redistributes this to third sector organisations throughout South East Wales. During the summer holidays MTHA has used food from FareShare Cymru to make up weekend food parcels for children who attend their summer programme. This ensured not only that the children were fed during the week while at the scheme, but also that they did not go hungry over the weekend." Kate Padfield, Assistant Project Manager, FareShare Cymru.

## Outcomes and achievements

### Outcomes

- Significant improvement in well-being scores of those engaged, from the start of each holiday period to the end.
- Change in attitudes towards food with increase in fruit and vegetable consumption amongst participants, and youth club cafe menus being adapted to offer healthier food choices.
- Reduction in social isolation faced by young people during the holidays with plenty of free fun for them to engage in with friends and peers.
- Co-production – young people are key in the planning and delivery of the project.
- Young volunteers are upskilling – to date, 14 have gained their food hygiene qualification and are all helping with the delivery of the project across the borough.

- The project has a combined social value of £2,282,083 for frequent and moderate exercise and regular volunteering.

### Achievements

To date:

- 830 different children and young people have engaged with the project, engaging 2,615 times.
- 185 sessions run.
- 2548 meals provided.
- 5033 healthy snacks provided.
- 185 hours of sports and physical activity delivered.
- 318 weekend food parcels have been given out, helping 53 families and tackling weekend hunger.
- 40% of participants who completed forms are in receipt of free school meals.

## Welcome To Our Woods Partnership

### Rhondda Housing Association and Welcome To Our Woods



### Statement of support

A great example of our commitment to working with other sectors and a partnership we are proud of is the Welcome To Our Woods Partnership (WTOW). By sharing Rhondda Housing Associations (RHA) vision and values we work together to ensure that local, natural resources and woodlands are more useful, accessible and relevant to our communities.

Historically areas within the Rhondda Valleys has seen ownership of natural resources being taken away from the hands of the local community by large corporations. So this partnership project sought to reengage local people with their natural environment

and encourages pride, interest and ownership of the natural landscape and local woodlands. In the current economic climate and in response to Universal Credit, the impact of austerity, lack of opportunity and low levels of employment in Rhondda Cynon Taff then we knew we needed to be responding by providing services above and beyond tenancy management.

Our organisational aim is to provide quality homes, regenerate communities and improve lives and we recognise our ability and responsibility as an anchor organisation, to act as a catalyst for physical and social regeneration. We play an active role in supporting the local economy, achieving sustainable and desirable communities in the promotion of good health and wellbeing and we can only achieve this through collaboration with organisations and we strive to develop effective strategic partnerships, which deliver greater social and economic value.

Our WTOW partnership consists of local people, private sector businesses, statutory government and agencies, voluntary sector organisations, local community groups and other individuals who offer their time and skills, and in 2018 we were awarded the 'Sustainable Community Award' from Cynnal Cymru Sustain Wales.

Our partnership develops ways of connecting people and place, and sustainably managing local resources with local people for health, wellbeing, recreation, training and employment. In 2018 we commissioned 29kWh hydroelectric system (Nant Saebren Scheme, Treherbert) which uses natural resources to generate income for the local community.

We have committed to this partnership in many ways all of which make the areas in which we have homes more attractive and allow tenants and community members to be proud of where they live and chose to remain there.

We sit on the board of management for WTOW and dedicate our time and expertise on the management and delivery of the project and champion and support the green agenda. We support and make referrals for our tenant on to project activities whilst play a role in events organised.

The project has many aims and is improving our tenant's health and wellbeing through access to good quality green spaces and physical activities, building new skills, volunteering and gaining employment.

The partnership also runs weekly social prescribing activities such as walking groups, walking rugby

tournaments, foraging, bush-craft and campfire skill sessions.

We operate a community allotment food growing space and a connected Pay As You Feel cafe.

We also manage over 45ha of local broadleaf woodland in Rhondda for recreation and to foster better local biodiversity. Waste wood is produced during woodland management activities and local people use this resource to learn woodcrafts and make sustainable environmentally friendly products to sell at our newly renovated "old" library building.

This innovative partnership has generated £1.2 million of Big Lottery funding, plus £90k from the Co-Operative. Which allows us to provide an impressive platform that focuses on finding solutions to overcome societal issues, such as low skill levels, poor health and lack of employment opportunities.

## Outcomes and achievements

- On a weekly basis over 100 people a week access the free social prescribing health and wellbeing activities.
- Since May 2017 over 1000 have engaged with the WTOW project and have been involved in planning how we use the local landscape together for everyone's benefit in the future.
- The partnership offers sessional employment to 8 people.
- We have worked on improving community spaces such as RHA sheltered scheme communal gardens.
- Each month 40+ individual volunteers give us their time on organised litter picks, community gardening sessions and woodland management work.
- Over 50 local economically inactive people have benefited from free community training courses, such as qualifications first aid at work, food hygiene, CSCS and we have even trained some key local volunteers to be chainsaw operators who now help manage the local woodlands.
- RHA lease land to WTOW partnership which is situated in a prime high street location where community members are selling locally made wood products and planning a Christmas Community Market.
- We have re-opened two former community buildings (the Art Surgery and the Old Library), both of which are centres for community activity and run wood-skills and art & craft sessions, training, advice and support drop ins etc.

# WISDOM project

## Trivallis



### Statement of support

In recent survey of 3,849 prisoners, commissioned by the Ministry of Justice:

- 37% stated they would need help finding a place to live when they were released.
- Prisoners who had been sentenced to prison, probation or community orders before were more likely to report needing help finding accommodation when they were released from prison than those who had not been sentenced before. They were also more likely to have been homeless before entering prison.
- 60% believed having a place to live was important in stopping them from reoffending in the future.

Prison leavers are also one of the main reasons in RCT for placement in bed and breakfast accommodation in 2017/18.

Developed in response to Wales Reducing Reoffending Strategy 2014-2016, the Wales Integrated Serious and Dangerous Offender Management (WISDOM) project takes a 'housing first' approach. It provides repeat offenders with complex needs, who pose a high risk of serious harm, an opportunity to secure independent permanent accommodation and aims to better protect the public and our communities.

WISDOM compliments Multi-Agency Public Protection Arrangements (MAPPA) through the identification, assessment and day-to-day management of repeat serious offenders.

Those supported through WISDOM include:

- Violent offenders
- Domestic abuse perpetrators
- Individuals engaged in serious organised crime
- High risk dangerous priority groups

This is the first time this project has been pioneered in

Wales. WISDOM is a partnership with Trivallis, South Wales Police (SWP), National Probation Service and Gwalia Care and Support.

Key features of WISDOM include co-located offender management units to better manage risk and forensic, psychological and health services to provide offender interventions, clinical supervision and training.

### How WISDOM works

Those referred for WISDOM must have a housing need and are selected via a multi-agency panel (MASP) and Trivallis identifies a suitable home based on the client and outcome of any risk assessment.

Following acceptance of the referral, the client is visited by their key Worker (Gwalia) and dedicated housing officer (Trivallis) in prison.

Our person-centred support means support will vary based on individual need and is flexible in consideration of the wishes of each client.

Upon signing a Licence agreement and agreeing a start date for them to move, plans are made to secure a furniture pack to be set up on their arrival home. All utilities are arranged to ensure a seamless transition to their new home.

Face to face contact is required as a minimum in the first few weeks of moving into the property and supplemented by attendance at GRAMO (Get Ready and Move On) sessions. This offers two days of one to one training for those who are preparing for renting and starting a tenancy.

Clients also have an opportunity to complete Agored Cymru units which lead to nationally recognised qualifications, including budgeting, alcohol awareness and being a good tenant.

An Excluded Licence Agreement is offered in the first 3 months with monthly operational meetings held to discuss the clients' engagement by all agencies involved in their support. At 6 months, if the client is engaging and there are no issues from all perspectives i.e. both client and landlord. Individuals then sign an Assured Short hold Tenancy, followed by an Assured Tenancy at nine months.

We know everyone is different and through bespoke packages of support interventions and deterrence mechanisms provided to manage risk and maximise individuals who are successfully integrated into the community.

Due to the success of this pilot project, we have secured further funding to allow us to increase project numbers to continue to support high risk offenders and clients with complex needs to help better protect communities.

## Outcomes and achievements

Since 04.17, eight clients have come onboard.

80% successfully engaged and didn't re-offend.

One left by choice. One returned to prison but partnership working meant the offence was identified quickly so probation and SWP could prevent escalation and keep the community safe.

Three clients have secured full-time employment. Three have an assured tenancy and three have long term assured tenancies.

Client: "I've spent the previous seven years in prison and I don't want to go back. I've never had my own home or this amount of support; without it I wouldn't

have a clue what to do."

Client: "I won't make the same mistakes. I have 3 little girls and won't waste more time. I'm 28, this is the first time I've had my own place. I get support not just with my flat but my girls and my anxiety."

WISDOM Housing Intervention Officer: "Support is tailored to the person, it's amazing to see them turn their lives around. One client has re-established a relationship with his children. His social worker is delighted and he's seeing his son every school holiday, he's also due to sign a long term assured tenancy. Without WISDOM he said he'd be back in prison."

## Wellbeing 4U

### United Welsh



### Statement of support

The correlation between health and housing is well documented. Access to the right kind of support to help people to live happily and in good health in our communities is really important to South Wales housing association United Welsh.

Wellbeing 4U is a community wellbeing service delivered by Thrive, the team that manage specialist accommodation and related services for the Association.

It is commissioned by Cardiff and Vale University Health Board and has been life-changing for patients and a life-line for health professionals since launching in 2016.

Wellbeing 4U is a social prescribing service that supports people to be responsible for their own health by placing them at the centre of their care, promoting independence and personal responsibility.

Often, patients choose to consult with their GP when they feel overwhelmed as they often don't know where to go for help.

However, approximately 20% of patients consult their healthcare professional for what is primarily a social problem, and an estimated 70% of health outcomes are a result of social and economic determinants including housing, employment, finances, diet and exercise, familial and social networks.

Wellbeing 4U encourages patients to think about their health in a different way.

The team are based across 35 GP surgeries and have already received referrals for over 3764 patients, resulting in 1421 face-to-face consultations in the last year alone.

Referrals come from GPs, practice staff, patients and other community organisations.

People are supported with a variety of issues that all impact their wellbeing including homelessness, benefits, anxiety, depression, isolation, substance misuse, smoking, stress control, confidence building, weight loss and more.

Wellbeing 4U uses a strengths-based approach involving motivational interviews, coaching, education and community signposting; supporting patients to identify, achieve and sustain their goals for lasting, positive change.

By addressing social, emotional and practical day-to-day needs of patients to improve wellbeing overall, our service reduces pressure on GPs and other primary care professionals.

We typically work in areas where there is a greater provision of social housing and higher in the multiple deprivation index. Given the nature of some issues such as benefits, the Wellbeing Coordinators are ideally placed to offer advice or to refer people to

relevant agencies including United Welsh.

Working in effective, mutually beneficial partnerships is at the heart of our service delivery. This helps us to enhance the user experience, grow community assets and identify gaps in service provision, providing value for money.

We have made the service sustainable through partnerships with over 50 third sector and community groups.

We promote take-up of existing community assets to strengthen cohesive communities, but we also identify and where possible, fill gaps in provision. Through sharing resources and promoting a culture of collaboration in the third sector, meeting peoples' needs can be achieved with minimal cost.

Additionally a lot of our work, such as healthy eating and pain management courses, centre around

education and increasing resilience, which supports the prevention agenda and increases longer-term improvements for health to create longer-term cost savings.

The project has received fantastic feedback from both service users and health colleagues:

"I did not see the point of being alive as my son had died. If I hadn't come to Wellbeing 4U I would still be crying all of the time and feeling like there is no point to living. Now I have a reason to live." - Patient attending a Wellbeing 4U bereavement support group

"The GP partners are thrilled with the results so far and have pipelines of work available to the team that will help make a significant difference to the quality of life for those patients in the most economically and socially deprived ward of Cardiff" - Practice Manager, Grange Medical Practice

## Outcomes and achievements

Since United Welsh launched the Wellbeing 4U service commissioned by Cardiff and Vale University Health Board, we have:

- Received 3764 referrals from the health sector and third sector
- Seen 3246 people to provide one-to-one support
- Signposted 3757 people to further health and wellbeing support
- Provided advice at over 500 community engagement events
- 275 people participated in the Healthful Network, our education and support forum

From a recent survey of which 43 patients responded, 95% of patients said they found the service useful, 95% would recommend the service and 91% have seen an

increase in their wellbeing according to our evaluation scales.

We initially used the Warwick & Edinburgh Mental Wellbeing Scale for evaluation but to be more robust, we now evaluate progress through Motivational Interviews, MECC and strength-based principles supported by Elemental social prescribing software to streamline referrals, track their impact and aggregate outcome reports.

We have saved £372,620 for the health sector in unnecessary GP appointments and 12,020 appointments of unnecessary GP time.

Wellbeing 4U is a fantastic example of two sectors working together to save money, time and resources and most importantly, to make a difference to the wellbeing of our communities so people can lead happier, healthier lives.



# YMCA Aspire

YMCA Cardiff



Aspire is a unique employability project based in YMCA Cardiff's homeless hostel, supporting the employment aspirations of our residents. Those accepted onto Aspire have a mental health condition, they have been unemployed on average for over 5 years, they are claiming benefits (usually ESA) and they are homeless they're defined as a group 'hardest to reach'. Existing employment schemes and recruitment channels have not proved effective for this group; Aspire seeks to address this and supports participants towards employment in a manageable and supportive way. A non-housing collaboration has been imperative to the project's success; the connection between our hostel and businesses has created a more positive outlook for homeless people and subsequently the placement provider.

Together businesses of varying sectors work as a shared collective; both third sector and private businesses have helped aspiring YMCA Cardiff residents. Aspire has connected multiple disciplines of support from YMCA Cardiff, local training providers, businesses, mental health charities, and DWP. This cohesive arrangement has meant residents have had much-needed expertise on their door-step. We empower participants of the project to move forward and this has mainly been possible because of businesses willing to meet 'a hidden talent pool of future employees from the start of their journey through to end of the placement. One such example involves Whitbread PLC "We decided to work with Aspire as it was an opportunity to help people get back into work, and provided us with a chance to recruit a sector of the public that we may have otherwise missed. We found the programme to be very flexible and adaptive to our ways of working. One of which has completed 6 months service with us, and is thriving in his role! The whole process was supported by staff from Aspire and was easy to manage. We would urge other businesses to do so, it enables positive change in the way we recruit and retain our team." This has had a positive effect on past and existing residents of YMCA Cardiff as many have mentioned it has demonstrated that it is

possible to move-on from temporary accommodation with genuine prospects and better wellbeing. One participant said "Aspire supported me immensely; I got qualifications and a CSCS Card along with work experience. Within a couple of weeks I gained full-time employment. It gave me a sense of purpose in life; I feel wanted and part of everyday society again."

As a housing association, we have been integral to meeting the mental health and employability needs of our service users. Every step of Aspire has been created alongside an already established support team. From the very beginning, a participant can choose from a range of employability and mental health awareness sessions, all conducted near the hostel. The familiarity between staff and residents has made for a great rate of engagement and completion of the initial 4-week pre-placement training and their chosen work placements. As a holistic multi-agency approach, it has helped many homeless people gain further employability, better mental health awareness, and full-time employment.

Aspire was initially funded via £75K 18-month grant, to fund a coordinator. In terms of providing value for money we have found on average, a person supported by YMCA & Aspire would cost:

£4,888 - Housing Benefit Contributions

£6084 - Hostel stay

£699 - Homelessness Advice & Support

£2,197 - Mental Health Service

£2,724 - Housing/Homeless Application

£16,592 - Total cost per year

By empowering residents with improved mental health and employability we are reducing the revolving door of homelessness, therefore decreasing the cost to statutory services. With 18 participants housed and employed the amount saved would be just under £220,000.

## Outcomes and achievements

### Outcomes July 2016 - August 2019

#### Mental Health Awareness

75% have a diagnosed Mental Health condition and are using services

#### Work Readiness

75% of all referrals were claiming Employment Support Allowance - (the hardest to reach group according to DWP)

Amount of years unemployed collectively is 784 years  
Average amount of time unemployed per referral is over 5 years

82% have attended job interviews before but 51% are not confident with an interview scenario at present

Majority have a job of interest (81%) but still 37% have no experience with that career of interest

68% do not have suitable interview clothing or identification

### Outcomes

152 referrals made to Aspire

132 (87%) have engaged with the Aspire process after referral

94% stated Aspire improved their overall wellbeing

88% said they had learnt new skills

88% felt more prepared for the workplace

94% felt they are closer to employment with improved interview skills

90 participants have completed work placements (68% of those engaged)

18 participants have gained paid employment as a result of completing the course and impressing during placement

19 businesses have agreed to offer work experience to Aspire participants - creating 46 roles to choose from when individuals are ready for a placement.

# Empowering and involving communities

sponsored by



This award recognises successful approaches to involving, empowering and supporting tenants and residents to shape services, to drive improvements and to deliver meaningful change in an organisation or with the community.

## Siop Griffiths

### Grŵp Cynefin



Grŵp Cynefin has supported its partner, Siop Griffiths Cyf, to develop its project. Siop Griffiths is an iconic, historic building in the centre of Penygroes, with a population of 1,700. The village has seen many shop closures, including the bank, in recent years. Amongst these was the old ironmongers, Siop Griffiths, which closed in 2010. In 2014 members of the community approached a local voluntary organisation asking them could they do something to rescue the building. An initial community consultation was carried out on a feasibility study for the building, adding to a community wide consultation in 2011. Out of these came the idea for a cafe, visitor accommodation and a digital centre for young people, as well as employment and training opportunities, and social activities.

A week before the unveiling of the results of the consultation the owner offered the building at a cheaper price, but with a time limit. The meeting to launch the report also became the launch of an appeal, which raised £53,000 to buy the building.

Since then another community consultation has been held, including the local schools, to decide on what activities should be held in the building. At the same time a Community Benefit Society was formed, Siop Griffiths Cyf, to buy and hold the building with an asset

lock. The number on the Board has grown from 6 to 13, all of them living within one mile of Siop Griffiths. There are currently 6 women and 7 men on the Board.

Grŵp Cynefin has given advice and support during the fund-raising period, particularly when Siop Griffiths initially failed with some bids, and with grants are different time scales. Altogether Siop Griffiths has raised £750,000 in capital and £90,000 in revenue, with 12 grants ranging from £410,000 to £2,000.

Over the three years Grŵp Cynefin has helped members of the Board develop skills in:

- project planning
- fund-raising
- managing building development
- policies and procedures

Grŵp Cynefin has also provided support as Siop Griffiths Cyf has employed its first worker (see below).

Siop Griffiths Cyf has placed great emphasis on keeping the community informed about progress, and is constantly seeking feedback to improve the project. There are regular reports in the papur bro (community newspaper), the local media (see <https://www.dailypost.co.uk/business/business-news/villages-historic-shop-bought-community-15885614> and <https://www.bbc.co.uk/cymrufyw/46437761> as examples), and through utilising social media - there are regular updates on its original facebook page ([facebook.com/dn2020](https://facebook.com/dn2020)), and the new page for the new cafe (Yr Orsaf). Both sites contain comments by the community on work carried out by Siop Griffiths Cyf.

Grŵp Cynefin will now concentrate on strengthening the community's ability to manage the project when it is fully opened, and work with the Board to ensure that the businesses generate enough income to that the worker, training programmes and activities are fully funded from earned income, and help Siop Griffiths develop a funding strategy for the Digital Centre.

## Outcomes and achievements

### Achievements to date include:

The rescuing of an iconic, historic building

The raising of over £840,000 for the re-development and activities (fully funded by July 2019)

The opening of a cafe under licence (Yr Orsaf), which has created 2 full time jobs and three part time (Feb 2019)

The employment of a Development and Marketing Officer (August 2019)

The opening of a community room to host activities (Sept 2019)

The opening of a digital centre for young people (Autumn 2019)

The opening of visitor accommodation (January 2020)

### Also under development is:

Establishment of an apprenticeship scheme (subject to a joint bid to the Rank Foundation and the Lottery - decision by end of year)

Establishment of an outdoor pursuits business (subject to a bid to Arfor - decision by November 2019)

## Grub Hub

### Rhondda Housing Association



### Statement of support

Rhondda Housing Association (RHA) based in an area of high deprivation, with significant issues of poverty, poor health, low skills levels and low employment. This has been exacerbated by austerity measures and the introduction of Universal Credit, increasing the importance of a low-cost, accessible food project.

In 2017 two volunteering tenants identified a need to support those who were in food poverty and struggling with welfare reform so with our support they created the Grub Hub project. Grub Hub is our community food recycling scheme which is available to everyone who is struggling to afford food, pet foods, sanitary products and basic household items and helps them on a weekly basis. By addressing food poverty and the impact of welfare reform we are not only supporting those struggling but it's also offers those vitally important initial steps to engage with us and support better tenancy management.

Grub Hub is managed by our dedicated tenant volunteers who collect surplus food from Farm Foods, Co-Op, Lidl and Greggs and make up weekly food

parcels. This vital regular support offers help to those in greatest need and stops waste going to landfill. It has no monetary outlay other than some very low level delivery costs (mileage expenses for deliveries), the provision of parcels to tenants and community members means the burden of financial hardship is eased and recipients can spend their stretched income on other essential items so its incredible value for money.

By addressing this priority issue we have created a robust environmental community impact which has also created eight volunteering opportunities for tenants who have truly given back to their communities, and now formed really close friendships and feel part of something special that's making a sustainable difference to help others.

In just under two years the Grub Hub project has created meaningful change by supporting hundreds of tenants and the wider community who are in food poverty.

Recipients of the project have said:

'When ALL my benefits where stopped for over 11 weeks it was difficult to carry on. Trying to get food for myself and my pets was impossible. I honestly don't know what I would have done without Grub Hub!'

'It's getting harder financially to pay all the necessary bills and buy food, even when you're working. They've helped immensely and now I have had extra support in other ways, and don't have rent arrears. Sadly, lots of places only donate food parcels to the unemployed, but like me, a lot of employed people are also in need.'

We value and appreciate the sense of purpose and fulfilment the varied volunteering can bring and this initiative is a shining example to all of what can be accomplished by working together to protect our environment and support local communities. One case study includes a young man called Logan:

Logan was another social landlord and applied to Homefinder as a result of ASB and bullying. He suffers with depression, anxiety, autism and OCD. He moved into one of our homes in August 2017 but he was isolated and withdrawn as a result of his mental health but he engaged with us through this programme and began volunteering and meeting new friends.

Since becoming a tenant volunteer there has been great improvement in his confidence and social skills as a direct result of his involvement on this project. He is a key member of the team and a real enthusiast of what the offer of support can truly mean. He has completed food hygiene qualifications and completed a successful placement at a restaurant.

## Outcomes and achievements

Grub Hub has provided over 1500 food parcels to more than 900 people

Redirected food waste from landfill preventing some of the 400,000 tonnes of food wasted going to landfill, which has a robust environmental impact

We are helping to alleviate the pressure on already over stretched local food banks

Offered volunteering opportunities to 8 tenants

Trained all volunteers in Health and Food Hygiene, Allergens training and manual handling

Developed partnerships with 4 local food suppliers and a local community centre - Canolfan Pentre, to whom we donate the surplus foods for community events

We deliver the Grub Hub food parcels so there is no stigma surrounding collecting the goods.

To enhance the project and ensure a range of vital cupboard staples are always included, we fund-raise to purchase extra items. Tenant volunteers run a weekly 'Tuck Truck' for staff, offering welcomed goodies on a trolley around each and every floor in our offices.

The money from the sales buys feminine hygiene products, baby nappies, pet food and any other items that the recipients may need. The tenant volunteers also help make us breakfast on a Friday, which involves the surplus bakery items from Lidl's - making toast to boost more funds.

# Innovation in communications

sponsored by **Linc**

Whether it's delivering a campaign for social good; dealing with a crisis or simply raising awareness, excellent communications are vital to all housing organisations. This new award recognises housing teams (not just dedicated comms teams) who have delivered outstanding communications in the last year.

## Filling a void

Caerphilly County Borough Council



### Statement of support

Hard to let homes pose significant challenges to social landlords. As well as the financial challenges of rent loss, there is also the risk of properties becoming long term voids which can attract anti-social behaviour and lead to extensive disrepair issues, etc.

Historically the marketing of such properties at Caerphilly County Borough Council was very limited, with just a basic list of 'homes ready to rent' automatically generated each week, emailed to a number of agencies and uploaded to the council's website. Aside from this list, very little had been done to actively market these properties.

In order to address its increasing number of long term void properties, the council set up a working group consisting of staff from the council's Communications and Public Sector Housing teams to review its approach to marketing hard to let properties.

The working group introduced a number of marketing methods, including simple 'for rent' signs similar to those used by estate agents. This simple, low cost method proved to be particularly effective for sheltered housing schemes.

A 'Find a Home Friday' social media campaign was also launched with a feature property posted each week on the council's housing specific Facebook and Twitter pages. As well as helping to reach a younger demographic, it also made prospective tenants aware of homes available in other areas that they may not have selected on their housing application form. The Communications Team also targeted community social media accounts, asking them to share properties for rent available in their areas; which proved to be extremely effective in some areas.

Paid advertising was also used in NHS staff handbooks in order to target a new audience of people who hadn't considered social housing previously; thereby tackling the stigma of social at the same time as helping to find new tenants. The NHS was chosen as they often have staff relocating to other areas and one area with a high number of hard to let homes is situated within a short distance of a number of hospitals.

In this area where there were a particularly high number of void properties 'open house days' were used to give prospective tenants the opportunity to view homes available and to talk to housing staff.

The targeted marketing used in this particular area, Rowan Place in Rhymney, resulted in all of the void properties being let.

Despite some successes from the various marketing methods implemented, the working group realised that it needed to go even further to reach a new market of people looking for homes. In what was a radical step for a local authority, the group selected a partner estate agent and began advertising its hard to let homes through Rightmove.

By utilising Rightmove, the council is reaching a completely different demographic from those who would normally apply for social housing. There are often many misconceptions around social housing, e.g. that only those in receipt of benefits are eligible,

which prevent many people from applying to the housing register. Rightmove has helped reach a much wider demographic and, as well as helping the council fill its empty homes, has also helped dispel myths around social housing.

## Outcomes and achievements

When the council first began to review its approach to marketing hard to let properties it regularly had an automatically generated list of around 20 properties. The council currently has no hard to let properties.

Since the council began using Rightmove it has seen a success rate of 211%. There were a higher number of properties let than advertised as a result of one advert resulting in several properties being let.

It is recognised that sustaining tenancies is of equal importance to letting empty properties. Currently 89% of tenancies allocated via Rightmove have been sustained.

The use of Rightmove has also demonstrated excellent value for money, with a total of £43,590 of savings made so far when comparing advertising costs to previous rental loss.

In addition to reducing rental loss, filling long term void properties also reduces additional costs that would be incurred through deterioration of buildings.

More importantly, by filling void properties the council is helping to create sustainable communities that people can feel proud to live.

## Taff Housing Association

### Taff Housing Association



### Statement of support

2019 has seen major changes for Taff; in the services that we deliver and the way that we provide them. As an organisation we have moved to deliver a psychologically informed approach across every department and understand that with a safe home comes everything else.

Feedback from those who use our services highlighted that there were areas of customer service that needed improvement. This resulted in a review completed by the Tenant Scrutiny Panel that put in motion changes that have had an immeasurable positive impact for Tenants, Service Users and employees alike.

We were ambitious by re-structuring our Customer Service Team (CST) and increasing our Repairs Team

(RT) operatives within a 6 month time frame to increase the delivery of services that Tenants asked for. We set our targets high and obtained the following results:

- Average call time has reduced to 7 seconds.
- Repairs service satisfaction in 2019 was 90%
- Kitchen installations doubled to 80
- Bathroom installations increased from 20 to 100.

Our small team of 5 understand that often people's frustrations are a result of a wider picture and are dedicated to ensure that everyone has a human to speak to. The restructure of the CST has ensured that callers are triaged which has reduced call wait times and has developed a 'one stop shop' for Tenants. Callers are now able to have a discussion with experts who could solve their questions in the first instance, book in appointments that suited them or put them in contact with the right person.

Realising that 94% of all call answered by CST were maintenance related identified a need to provide better support in house. By developing a scheduling team frontline staff can give live updates on each appointment, reducing calls directly through the CST and has ensuring that our frontline staff are as efficient as possible and can focus on keeping our Tenants safe. Regular 'toolbox talks' keep staff up-to-date with current issues that include domestic violence, cuckooing, radicalisation and social isolation to ensure that our Tenants are kept safe in their homes. If a member of the RT suspects any of the issues they're able to immediately contact the schedulers who can liaise with the appropriate team.

Through the review it was also identified that Tenants liked knowing who was entering their property and preferred Taff Staff over contractors. By increasing our RT we have been able to reduce the reliance on contractors and increase the services that we can deliver in house. As a direct result Tenants have experienced a shorter wait time.

Appreciating that many Tenants will wait until they call, we have also introduced ways new ways of engaging. A series of 'How To:' videos were produced to enable Tenants to help themselves and the Team have also attended community activity days to give home maintenance demonstrations.

For Danny, being a Gas Engineer is more than a job; 'I grew up in a Taff house and as a kid I used to ask the engineers who came to our home about their trades and what they did to get there... Working in housing feels like fate - it was those engineers who used to come to my home as a kid who first inspired me and I hope I can do the same for others.'

Every member of staff in Customer Service and the RT place that passion into their every. For that reason they are kind, patient and will go the extra mile to ensure everybody receives the service that they require.

## Outcomes and achievements

We have reduced the average call time from to 7 seconds and have minimised the re-redirect of each caller.

We increased customer service satisfaction to 94% and repairs satisfaction to 99%

We've been able to develop a planned works programme that will in turn reduce cost to the organisation. We have been able to install more kitchens and bathrooms than ever before and have been able to give Tenants better choice.

Our team have been able to spend more time giving back to the communities we work in and have this year fixed the local school's playhouse roof after it was

damaged in bad weather and fit free a kitchen to a local charity among others.

Our staff is happy and our Tenants are happy.

We've received an overwhelming amount of feedback, including:

"Staff very friendly and inviting. Helpful and accommodating"

"Taff are lucky to have such a caring man as part of their team, he went the extra mile."

"Just a note how good Hamish was when he came to fix my front door, he went out of his way to get it done the same day ... He is a lovely man and a credit to you."



# Supporting future generations

sponsored by



We all have a role to play in making sure Wales is a great place to live well both now and in the future. This award recognises the contribution of forward-thinking projects which seek to achieve outcomes that will benefit generations to come.

## Growing Green Spaces

Linc Cymru



### Statement of support

'Growing Green Spaces / Mannau Gwyrdd Yn Tyfu' is a project developed by Linc Cymru Housing Association (Linc) and funded in partnership with Natural Resources Wales.

The project is embedded in the Well-being of Future Generations Act with a focus on increasing access to green space to benefit well-being. The project aims to increase access in two ways. One through supporting communities with advice, funds, contacts, enthusiasm and permission to re-engage and use land around them to benefit their well-being. This has resulted in community gardens, biodiversity projects and licensing unused car parking space to tenants to develop a garden and play space for local residents. The other is working with development and executive teams to plan high quality green space into new developments and to facilitate organisational change. One such change is the introduction of relaxed mowing to our grounds maintenance contract to benefit biodiversity and well-being. Recognising the potential for housing associations to benefit future generations with such work the project ends with a conference drawing on expertise of our partners.

An example of community work is the community and wildlife garden developed by the tenants of Orb Drive in Liswerry Newport. Residents approached Growing Green Spaces to help them relaunch interest in a small vegetable patch, which in turn led to a series of activities designed by volunteers, including planting a wildflower meadow and educational work with organisations such as Living Levels and Buglife. The project recently supported the community volunteers to gain a Green Flag Community Award.

"It's the first year we have awarded any sites in Newport and the Institute is now one of only two community sites in Newport with this prestigious Award, so quite an achievement."

Lucy Prisk, Keep Wales Tidy

"It's exciting to be able to get together with my neighbours and local community to do something different. It's lovely being out in the open air in a green space and great having a product from our vegetable patch at the end of it too."

Caroline Liswerry resident and community garden volunteer

The project is highly collaborative and has worked with over 25 partners enabling groups to plan longer term using contacts and expertise from these organisations.

"Growing Green Spaces has contributed towards Newport's wellbeing plan. As an active member of the Green and Safe network the project has collaborated with partners to help reach our shared goals of improving wellbeing and biodiversity in the community."

Holly Butterworth, Green and Safe Network Newport

A focus of work with the executive team is education around climate change. Our project officer has been facilitating the formation of a consortium of Welsh housing associations to teach each other Carbon Literacy, peer to peer learning about the realities of climate change and how to take role-specific positive action in response. This has already prompted Linc to

place decarbonisation on the agenda to drive decision making.

“Growing Green Spaces have worked with us to deepen their understanding of the project’s significance in terms of climate change. This type of local action will build community resilience in the face major global changes.”

Rhodri Hugh Thomas, Cynnal Cymru-Sustain Wales

We have developed a strong working relationship with our key funder which we hoping to continue into the future.

‘It’s been a pleasure to see how the project will allow our future generations to be in touch with their communities and environment. It has changed mindsets and created more vibrant places where people are healthier and happier. Natural Resources Wales would like to say thank you, we are extremely privileged to be part of the Growing Green Space Project.’

Miki Miyata-Lee, Natural Resources Wales

## Outcomes and achievements

The project has exceeded all its planned outcomes such as:

- Co-organising and enabling 32 community-led engagement, planning or planting events across South Wales encouraging local people to participate
- Maximising biodiversity and natural environments by changing the specification of planting schedules on new developments
- Working with over 25 different green and environmental partners (including schools, Living Levels, Sustrans, Keep Wales Tidy, Buglife, Bumblebee Conservation Trust, Gwent Wildlife Trusts, Giving Nature a Home, Newport City Council, St Martins Church Caerphilly, Bee friendly Newport and Natural Resources Wales)

Key additional outcomes and achievements include:

- Founder member of the ‘Greening your Housing Association Forum’
- Reviewing Linc’s grounds maintenance policy and contract to benefit biodiversity
- Working with Cynnal Cymru to try and create a consortium of HA in Wales to deliver Carbon Literacy within their organisations.
- Future Generations Act awareness training session with housing managers
- Working closely with Linc’s Chief Executive on Linc’s approach to Carbon Literacy and Linc’s new business plan

The project will also be sharing its learning and best practice from partner organisations and other Housing Associations across Wales at a conference in Newport on 2nd December 2019.

# Fusion - Engaging utilising culture and heritage in Neath Port Talbot

## Tai Tarian



### Statement of support

In 2017 Tai Tarian was the only Housing Association to successfully bid for Fusion funding from the Museums Archive and Libraries division of Welsh Government. The funding was utilised to create a coordinators post which developed and enhanced existing connections and relationships using arts and culture as engagement for learning and creating routes to employment

Pivotal to this work is an exciting relationship that has been developed between Tai Tarian, and Ysgol Bae Baglan, an all through school (age 3-16 years) with over 1500 pupils. This relationship has focused on the distinct co-location of pupils from challenging backgrounds and Tai Tarian tenants, particularly in the areas of Sandfields/Aberavon, Briton Ferry and the Melin areas of Neath. The the coordinator works with Tai Tarian , Ysgol Bae Baglan and partners to create engagement days using the arts to increase a positive attitude to learning, to explore outreach to parents with adult learning opportunities to increase literacy, numeracy and most notably financial literacy and employability skills. Culture and the arts is used as a "hook". This approach has a core of numeracy and literacy skills embedded within its engagement. Tai Tarian is working closely with partners including the actor Michael Sheen, National Theatre Wales, and Ffilm Cymru

The Tai Tarian Fusion programme embodies the Well-being of Future Generations Act particularly

supporting a Prosperous Wales, a Wales of Cohesive Communities and a Wales of Vibrant Culture. It embraces the five ways of working expressed by the act. It is long term, deliberately engaging with children and grandchildren of tenants. It is integrated, looking to use its position as an anchor institution within the community to open doors for other organisations to engage the community and meet their wellbeing goals. Involvement is central to all the programme achieves. Tai Tarian collaborates with partners that are far from the housing world - National Theatre Wales, Ffilm Cymru and National Museum Wales to obtain real and lasting outcomes for its tenants and their children.

### Examples of meeting the Well Being Goals

A more equal Wales, a Wales of vibrant culture, a prosperous Wales, Wales of cohesive communities and a resilient Wales

Working with pupils who are at risk of being not in education, employment or training, Tai Tarian took advantage of the Banksy "Seasons Greetings" Port Talbot art work. Pupils were taken to the art work and discussions were facilitated around the effect that the art work has had on the town, sense of place and meaning and the future for the art work.

This led to entrepreneurial workshops over a number of weeks, whereby pupils took a digital image of the art work, sized and shaped it, transferred it onto fabric and fashioned phone cases, glasses cases and purses. The pupils worked out the price of material, the unit price, time per item and sale price. The items were sold with profits going to the school

A healthier Wales, a resilient Wales, a more equal wales and a Wales of cohesive communities

The parent and child saving money classes in partnership with Flying Start and the local Authority have been established. These workshops began with facilitated dance and music sessions. It was evident that the use of dance and music created an atmosphere which allowed a sense of wellbeing that enabled participants to be open to tackling the thorny issues of personal finance and debt. A significant improvement in attitudes to learning after the music and dance workshops as well as a marked increase in wellbeing has been evident. Confidence has grown and the group's desire is to continue beyond the lifetime of the fusion project.

## Outcomes and achievements

Whilst the statistics surrounding the indicators are important, it is the improvement in confidence, wellbeing, being able to undertake a task previously untried and seeing it through to a successful conclusion which has a positive influence at a critical stage in individuals and family lives.

Using the arts and heritage has proved to be an exceptional channel to engage those who are disadvantaged which is especially pleasing given the paucity of organised local cultural offerings (although the community offering is thriving). Tai Tarian have been able to engage participants on the subject of financial literacy in a way that would not have been possible without partners and the willingness of the Welsh cultural sector to contribute freely.

### The project so far has separately:

Supported 45 families in Early Years and Family Learning in employability and financial literacy.

Secured 30 individuals in regular volunteering as a pathway to work

35 have improved digital skills

69 students demonstrate a measurable improvement in their attitude to formal learning, and potentially attainment, through engagement with culture.

58 have better management strategies for their mental wellbeing and have seen an improvement in their physical health, through taking part in cultural and heritage activities.

# Private rented sector

sponsored by **resource**  
making it happen

This award is open to all organisations operating in the private rented sector in Wales and is open to any private sector letting agency or landlord. It is aimed at letting agents or landlords who strive to excel in the areas of customer service and innovation. Shortlisted applications have been able to show that their organisations do things differently which sets them apart from the competition and that innovation is one of the keys to their success.

## Serenliving Letting Agency

### Pobl Group



### Statement of support

Serenliving letting agency was created to be a socially responsible agent able to balance the needs of tenants and landlords in the private rented sector. They are committed to raising the standards in the private rented sector by offering a best practise letting agency service with their main focus being on providing excellent customer service.

Being part of the Pobl group they have knowledge, expertise and resource that is not readily accessible in the private rented sector. Serenliving are able to really make a difference and help tenants when they need it, developing excellent levels of customer service. For example a recent tenant was suffering from domestic abuse was able to get support needed from Serenliving who were able to arrange for locks to be changed and CCTV to be installed ensuring the tenant was safe.

Serenliving are extremely proud to be referred to as a trusted agent offering a high end property management service to landlords and tenants. As a not for profit letting agency it means they can really

can focus on what is important to their landlords and tenants and at the same time help to support the local community. Being part of the Pobl Trust, all the letting agency profits go into helping people and local communities. Over the course of its first year, the Trust allocated up to £170,000 to improve the quality of life for people and communities in areas where they work. This is made possible by landlords choosing to work with the letting agency. Recently they helped Aneurin Bevan Health Board with a rehabilitation programme called 'The Woodshed' for people suffering with mental health issues. 'The Woodshed' is just one of many projects that Pobl Trust have supported.

This year Serenliving have also celebrated their 10 year anniversary with some tenants and landlords enjoying the benefits of their service since the beginning which highlights the level of customer satisfaction. Mr Richards has been living in a property with Serenliving since August 2008. It was important to him when he moved into the flat that he was able to have a home with an agent he could trust when things go wrong that would support him and without having to pay out high fees. This has helped with his health and has let him live his life without worry.

Serenliving have also developed a rent guarantee scheme as they recognised that the private rented sector is becoming increasingly important in the need to provide more housing in Wales and that sometimes Landlords may need some encouragement and extra support to rent out their property. The in house rent guarantee scheme also responded to one of a landlords biggest worries about the rent being paid on time and have found it really helps landlords feel more relaxed about renting their property out.

Mrs Payne has been with the letting agency since 2017 and finds that they really do take the stress and worry out of letting. Mrs Payne has taken advantage of the in house rent guarantee which means she receives her rent on time every month giving her not only peace of mind but also the ability to ensure the mortgage

payments are made on time each month.

Michelle a Serenliving tenant said " I was so impressed with the way in which Serenliving handled my application. You made a very stressful situation manageable and acted with great professionalism at all times whilst remaining very friendly and approachable. I have no hesitation what so ever in recommending Serenliving".

## Outcomes and achievements

Serenliving have successfully grown their agency and are now managing over 700 tenancies across South East Wales. They offer a range of high quality affordable homes to rent and provide property management services including advice and support, working with a range of organisations, including local authority partners. Being committed to raising standards in the industry the properties managed through Serenliving are all to a high standard ensuring the safety and comfort of their customers.

With a wide variety of housing options Serenliving have homes available for everyone from universal credit, affordable rents to professional lets.

Serenliving are proud to be not for profit supporting the Pobl Trust. The Trust is a registered charity in the Pobl group that actively improves the quality of life for people and communities in areas where they work.

So far this year the trust has allocated over £156,000 to 29 amazing causes including the enhanced support services for veterans who are homeless or at risk of becoming homeless supporting the move into accommodation of their own.

Serenliving are pleased to be referred to as the trusted, local agent that benefits the community and are committed to providing the best possible customer service.

# Positive placemaking

sponsored by **Taylor Wimpey**

This award acknowledges the critical importance of a range of bodies, organisations and local groups in revitalising and regenerating local communities and neighbourhoods. It also recognises that physical improvements go hand in hand with social and economic developments to make a real difference to people's lives.

## Tre Cwm

### Cartrefi Conwy



### Statement of support

Situated to the periphery of Llandudno, North Wales, Tre Cwm is a 'stock transfer' housing estate of almost 400 homes transferred from the local authority to Cartrefi Conwy in 2008.

Historically built over several stages, this urbanised estate suffered from a distinct lack of master planning and systemic underinvestment which contributed to the area residing within the top 10% of the Welsh Index of Multiple Deprivation (WIMD, 2011). The area had suffered from high unemployment, anti-social behaviour and a high turnover of properties, being designated a Communities First area in 2002.

In 2015 Cartrefi Conwy began development of an ambitious programme to regenerate and revitalise the estate, incorporating the needs of the community within the wider landscape agenda. The result was a much changed appearance, improved access and parking, green space where there was once concrete, and in direct correspondence with community aspirations - a particular emphasis on play provision in keeping of an environment where people would wish to raise their family. The project aimed to make a real

difference to people's lives, changing perceptions of the area, creating local identity, a sense of place and a community to be proud of.

Following WHQS attainment to all our homes in 2012, the estate saw a further £1.2M investment through an external render scheme to improve the quality and aesthetics of properties before a £1.4M investment in the landscape commenced in 2017.

The regeneration project itself has been closely aligned with the Wellbeing of Future Generations Act and began with a series of over 20 consultations to gain an awareness of the issues impacting people locally ultimately forming an accurate design brief which would enable the local community to inform, shape and deliver the work through a series of over 40 individual projects. Consultations employed innovative techniques to gain a clear picture of how residents perceived their neighbourhood, with 79% of residents giving a negative response. The consultations were critical in establishing a starting point to base design improvements upon before returning to the community for approval, and gave a clear focus for regeneration: Better play opportunities for children, improved aesthetics and functionality; and a safe, friendly and cleaner environment.

Over the following two years, ideas were drawn up to develop, plan and implement an effective landscaping scheme to improve the physical environment of the Tre Cwm estate in a positive way which would ensure tenants and residents felt involved and valued in the regeneration of their neighbourhood. Integrating opportunities for engagement, training and education wherever possible, to create attractive and functional green space for the benefit and wellbeing of the community.

The estate has since undergone significant change with the planting of 3000 shrubs, 50 semi-mature trees and 8000 spring flowering bulbs with the intention of encouraging wildlife and reinforcing a sense of seasonality on an otherwise very urbanised estate.

Key to this has been the involvement of the community through bulb planting events, design competitions, graffiti workshops, and litter picks, all of which allowed a continuous dialogue with residents throughout the project.

A clear community directive saw the development of three innovative, bespoke 'natural' play spaces creating a lasting legacy for future generations. By working closely with the Conwy Play Development Team during consultation and design stages, we created spaces that are rich in play value yet are low maintenance, supporting a sustainable approach to the children's development through play.

These spaces also help mitigate the effects of climate change by enhancing biodiversity through tree and shrub planting, and reducing the risk of localised flooding by attenuating storm water in specially designed tree pits and planting beds, overall contributing to a reduction in impermeable surface area of 719m<sup>2</sup> across the estate.

Through working in partnership with a range of external organisations and funders such as Betsi

Cadwaladr University Health Board, Gwynt y Môr Wind Farm, Ysgol John Bright, Culture Action Llandudno, Llandudno Town Council, North Wales Police and so on, the regeneration has further contributed to the local area through improvements to the entrance of Llandudno hospital, Cwm Mountain local nature reserve, and the local shop (a vital hub in the community). There is also a community art project focussing on local heritage made possible by funding from the Paul Hamlyn Foundation which over a two-year period will provide art and digital skills to local residents, culminating in a public art installation on a 140 metre long wall on the boundary of the estate.

To ensure lasting socio and economic benefits were experienced by the wider community, the £1.4M contract was delivered over 18 months. 84 people worked on the project with 98% from North Wales, two residents hired from the Tre Cwm community with 20 work trials for unemployed tenants and a variety of additional community benefits.

## Outcomes and achievements

The regeneration scheme has undoubtedly made a significant impact, most notably through the visual appearance and 'feel' of the neighbourhood. Residents have commented how the area feels nicer, safer and tidier, and perceptions have also changed from non-residents. This is perhaps the most important outcome as perception is closely linked to confidence and every thriving community needs to be confident in itself.

As a result of the project this confidence has manifested through an increase in residents using the nearby Ty Llywelyn Community Centre for training courses, job club and social events. It has also seen the formation of the Tre Cwm Action Group, made up by

residents with a shared interest in their community.

This has recently been recognised with the estate being awarded a coveted Green Flag Award for environmental excellence and community involvement, one of only two housing estates in Wales to receive such commendation.

With such emphasis throughout the regeneration regarding play, the Conwy Play Development Team has carried out post-completion surveys to establish how local children feel about the improvements. The results have been striking and the Play Development Team is now using these play spaces as examples of best practice to other organisations.



# Glan Morfa, Westbourne Avenue, Rhyl

## ClwydAlyn Housing



### Statement of support

'Glan Morfa - Westbourne Avenue' is a £2.3m brownfield project in Rhyl, Denbighshire, completed by ClwydAlyn Housing as a phased completion in January and June 2019. It provides 16 affordable homes in a stunning waterside setting with four large 3-bed terraced family homes and a further twelve 1 and 2-bed apartments that overlook an urban lake.

Located within a designated regeneration zone, it provides a landmark gateway to the Western approach for the town, helping to transform it into a great place to live – so much so that one of the new residents has commented: "We're really happy here – it's like we've won the lottery and we're living on Millionaires' Row on the Rivera!"

Surrounded by Victorian terraced houses and small local businesses, within a few hundred yards of both the beach and a new retail park, the site itself, fronting the lake, remained vacant for several years becoming an eye-sore for local residents and for the increasing number of businesses and visitors attracted to the location.

The new homes are beautifully designed to a high aesthetic standard, encouraging a real sense of pride – something integral to ClwydAlyn Housing's vision for the area. The homes are also designed to gold standard 'Secured by Design', enabling residents to feel safe and secure in their homes, and they benefit from Welsh designed and installed sprinkler systems.

A Local Lettings Policy was implemented to increase stability and provide a sustainable community, letting to locally residing or locally employed people as a

priority to reduce tenancy turnover rate and achieve a balanced mix of households ensuring a stronger sense of connection, belonging and commitment to their home and their local area, empowering residents to sustain new and existing social networks and engage with their local activities, facilities and community groups.

Housing Officer Yvonne Cole said: "We've had excellent feedback from the residents who love their homes. The location, together with the design of the homes to make the most of the setting, has really helped build a sense of community, self-belief and pride with people waving from their balconies as neighbours pass. It's a lovely development and actually really makes me feel proud of working for ClwydAlyn Housing too!"

Local Rhyl firm, N.W.P.S. Construction Ltd, began work in March 2018, using local Welsh sustainable timber and the scheme was completed in two phases, ahead of schedule, in January and June 2019

The attractive design of the apartments takes its lead from the waterside location. Design features such as the timber-style cladding and glass balconies can be compared to similar high-end accommodation facilities in other seaside towns and prosperous areas where such accommodation would be the envy of any prestigious private developer.

Composite cladding, rather than render, was used to provide attractive long-term weather protection to the structure, and appropriate material finishes, and ironmongery were chosen that require little to no maintenance, providing longevity even in a coastal setting that experiences high wind and driven rain.

The scheme also incorporates enhanced ecological treatment through living boundary walls and increased landscaping to attract biodiversity, and to soften the urban nature of the site location.

Its stunning aesthetic features, along with the ample living and parking spaces offered (especially given its urban context) have created a hugely desirable living space that ClwydAlyn Housing manages at social housing rent levels.

The scheme was made possible thanks to partnership working with Denbighshire County Council and the Welsh Government. An iconic, signature scheme showcasing new-build affordable housing at its best making a bold statement both for the town and for the wider region.

## Outcomes and achievements

'Glan Morfa - Westbourne Avenue' is a £2.3m brownfield project located in Rhyl, North Wales completed by ClwydAlyn Housing in two phases in January and June 2019.

The mixed housing scheme provides 16 affordable homes in a stunning waterside setting. With four large 3-bed terraced family homes and a further twelve 1 and 2-bed apartments overlooking an urban lake, this stunning scheme has been named 'Glan Morfa' - meaning 'The Waterside' in Welsh.

Created as part of a wider regeneration portfolio involving the local community, multiple stake-holders and partner agencies, this small scheme has a massive

positive impact, offering showcase social housing in a formerly run-down area, transforming not only the location, but the sense of community pride, bringing optimism, self-belief and empowerment to those who live there.

Designed to a high specification, both aesthetically and to maximise sustainability and energy efficiency, it is a sparkling jewel in a lakeside location a few hundred yards from superb beaches and new retail facilities with distant view to the mountains of Snowdonia. As one of the new tenants said: "It's like we're living on Millionaires' Row on the Riviera!" - Affordable housing at its very best and a worthy showcase for the sector.

# Llys Raddington

## ClwydAlyn Housing



## Statement of support

Llys Raddington is a new-build housing scheme for people aged 60 and over who have an identified support need and 15 of the 73 self-contained one and two bed apartments are specifically designed for those living with memory loss.

Located in Flint Town Centre in Flintshire, North Wales, the development constructed high standard throughout by the Anwyl Construction Group, is a partnership scheme between ClwydAlyn Housing Housing Ltd., Flintshire County Council and the Welsh Government.

The scheme is a key development as part of Flintshire County Council's 'Flint Masterplan 2021' regeneration scheme. Work started on site in 2016 and the first tenants moved in when the scheme was completed in October 2019.

Throughout all stages, from design to delivery, close community involvement has been a key feature with

consultation events held in local community facilities including the Old Courthouse Café, Flint and St Mary and St David Church. Throughout the construction period, the Church was used every Friday as a "drop-in" for residents to raise any concerns and, as a direct result the church became a centre point for community activities assisting in improving community cohesion. The nearby Old Courthouse Café in Flint has also become community link point for tenants at the extra care scheme, breaking down barriers of isolation and encourage participation in the wider community.

The contractors, Anwyl construction also committed to a raft of excellent community initiatives, hosting school visits to encourage children of both genders to consider trades careers. Anwyl also worked with residents from one of ClwydAlyn Housing's supported living schemes for former homeless people to support them through the necessary CSCS site safety certification enabling them to gain vital work experience. (One of these trainees has gone on to take up a full-time position with the firm).

The sense of creating a vibrant neighbourhood, building on the great community spirit from the former maisonettes, has already established Llys Raddington as a great asset, not only for the residents, but for the town as a whole.

On-going intergenerational links between local school children and the residents is proving to be a great success with both the young and old benefiting from the time spent together.

Susie Lunt, Senior Manager Integrated Services, Lead Adults for Flintshire County Council said: "Flintshire have worked in close partnership with ClwydAlyn Housing to develop a state-of-the-art extra care scheme which supports older individuals to live as independently as possible.

"ClwydAlyn Housing's approach to supporting this key aim has meant in practice that they have developed a scheme within walking distance of the historic town of Flint, the design of the scheme enables an independence approach. ClwydAlyn Housing are responsive to meeting peoples' housing outcomes; they respond quickly to the changing needs of people, and they have developed an excellent understanding of the housing and support needs of people living with dementia, taking on board the Sterling model for good dementia design".

Resident Wilfred Bateman, aged 95, said: "I'm really happy to have moved here. It's good to feel part

of things with a lot going on, while having my own apartment where I have my own privacy and space."

Resident Mrs Jacqueline Jones, aged 75, said: "I'm local to Flint and have seen the area change massively over recent years. There's so much going on now and I feel that I'm living right in the middle of something that is really great."

Cerys Sullivan, daughter of a Llys Raddington Resident said: "Moving to Llys Raddington has not only been brilliant for my mum, but it has transformed my life too. I have such peace of mind - it's a very special place."

## Outcomes and achievements

Llys Raddington is a circa £10million extra care housing scheme, in the centre of Flint, one of three completed by ClwydAlyn Housing Housing Ltd in partnership with local authorities across North Wales at the end of 2018. Designed as an integral part of the Flint Town Centre Regeneration Plan, the scheme provides 73 high-quality self-contained one and two bed apartments over four storeys with a wide range of additional communal facilities where residents, aged 60 and over, have 24 hour access to care and support. 15 of the apartments have been specially designed for people living with dementia.

From design to delivery, Llys Raddington is a superb example of community involvement, great partnership working and vision to transform a town centre location as a pivotal part of the wider regeneration work in the area. On the site of former maisonette tower-blocks, Llys Raddington is a shining example of creating a great neighbourhood bringing new life to the area where equal care has been given to creating community links as well as attention to detail in the design of the building to ensure people can thrive, living well in a great scheme.

# Old School Master's House

## ClwydAlyn Housing



### Statement of support

The partnership behind The Old School Master's House development in Llanrwst brought together an unusual combination of experts in housing, leisure services, social services, older people's services, conservation and heritage, technical building design and construction, as well as local town and community councillors, community representatives and experts in health and well-being. While representing differing areas of expertise all shared the same vision of creating a unique development in keeping with the ethos of empowering people of all ages to live well.

This project required close collaborative partnership working to ensure that the facility suited the needs of the area, preserved the authenticity of the original listed 17th century building and would harmonise with the other facilities nearby, (including a doctor's surgery, health offices, and the existing extra care facility). There was an imperative to balance the unusual, diverse requirements of those using the building on completion including those from across the county accessing the gym and community facilities as well as those living in the extra care apartments.

Throughout the whole process, from design to delivery, a very good working relationship was in evidence with each member of the diverse partnership team respecting the essential role all shared in achieving this much-needed facility.

Here's some of the feedback from Conwy County Borough Council:

In the first three months after opening, 'Hwb Yr Hen Ysgol', the rural health and wellbeing leisure facility had...

- Gained 87 new members.
- Had 4,000 attendances at the Hwb, taking part in various activities.
- Had over 1,400 attendances at one of the twelve instructor-led fitness classes and three interactive fitness classes that are held each week.
- There are three busy GP referral classes every week, as well as four GP consultation sessions a week, with a new cardiac and pulmonary rehab gym session and a falls prevention class in the Activity Studio.
- The friendship club meet once a month, as well as a singing group, dance classes on a Monday evening and the U3A (University of the Third Age) group have a dance group every other week on a Tuesday morning.

Conwy Cabinet Member, Councillor Louise Emery, said, "Hwb yr Hen Ysgol and the extra care apartments in this wonderful new facility promotes and maximises wellbeing, which reflects our aim to provide the right environment for Conwy's residents to be safe, healthy and independent."

When officially opening the new Health and Well-being hub, Julie Morgan, Deputy Minister for Health and Social Services, said: "This is a great example of the kind of integrated facilities that can be delivered when people and organisations come together with a shared vision and commitment to support communities in Wales."

Steven Potts, who is quadriplegic, and moved with his wife Karen, in to the new ground floor apartment within the development said :

"Coming to one of the apartments in the new annex, from a privately rented property, we were initially cautious. We had not heard of Extra Care housing schemes until then and didn't understand how they support people living independently. We were about to be made homeless due to our landlady ceasing the tenancy, so the opportunity could not have come at a better time.

"Having lived here for seven months now, our initial have been completely dispelled. The standard of care and facilities are second-to-none. In short, it is not only a beautiful place in which to live, and live-well, it is also a most welcome safe-haven for those in need of it."

The Old School Master's House in Llanrwst exemplifies excellent the very best in partnership development working that enhances lives for generations to come.

## Outcomes and achievements

The Old Schoolmaster's House in Llanrwst is a bold, innovative partnership development between ClwydAlyn Housing Housing and Conwy County Borough Council, supported by the Welsh Government. The development delivers a unique facility transforming a decaying grade two listed 17th century building into a contemporary health and well-being hub with a gym and community meeting room facilities called 'Hwb yr Hen Ysgol', at the same time as providing four additional self-contained apartments as an annex to the existing extra care scheme next to the building.

The development's success is a tribute to the 'can-do'

attitude of all involved working to overcome unique challenges of providing a gym and meeting space within the same historic building as new four extra care apartments, the result being a showcase example inspiring people of all ages, from rural areas across the county, as well as those directly living within the scheme. to live happy healthy lives.

The development really pushes the boundaries of social housing, partnership working and working together to transform lives.

Both the 'Hwb yr Hen Ysgol' facility and the new extra care apartments epitomise the determination and passion of all involved to find creative new solutions

## The Mill - Canton

### Lovell



### Statement of support

Situated at the site of the former Arjo Wiggins Teape Paper Mill at Ely Bridge, Cardiff - The Mill transforms the derelict 53 acre, brownfield site into one of Cardiff's most attractive, sustainable residential communities.

Partners Lovell, the Tirion Group, Cadwyn Housing Association, with support from the Welsh Government and financial-backing from the Principality Building Society, are developing one of Wales' largest ever urban regeneration projects at The Mill, Canton with 800-new homes. Addressing the need for affordable housing, half the homes are for discounted/social rent with Tirion, managed by Cadwyn, with the remaining homes for open-market sale through Lovell. Once fully completed it will include green communal spaces and riverside park and a neighbourhood hub with a variety

of shops and a Doctors Surgery forming the heart of the development.

With phases 1a and Site A completed the 265 mixed-tenure new homes already breathe new life into this previously neglected plot of land, offering a high-quality neighbourhood that has a distinct sense of place. There are a mix of unit types and tenures ranging from one-bedroom apartments to four-bedroom family homes.

The masterplan developed has 6 guiding principles:

- The recovery of the Ely river landscape
- The location of the new sustainable community
- The making of 'place' rooted to the landscape
- The creation of a community based on a network of streets that favour pedestrians, cycling and public transport.
- The provision of a mix of housing, commercial and community uses
- Quality and distinctiveness of design.
- The first phases are set into the legibility set out the masterplan, informed by the constraints and opportunities afforded by the site. Notably:
- Entrance along the Neighbourhood Spine running East to West
- Connection to the Riverside Park via the Green Streets running North to South
- Shared spaces as the focus for the development parcels to create distinct neighbourhoods.

From the outset the vision for The Mill was to provide high quality, flexible, sustainable homes within the

framework of the masterplan that had 'place making' as its principle driver. Homes based around a network of legible, high quality shared spaces with a strong landscape infrastructure to foster the development of a new community. We are proud to be creating a place where people can live and thrive and to make connections between the rich and vibrant history of the area, the present and its future.

The redevelopment of The Mill now provides the vital missing link in the picturesque Ely trail enabling people to appreciate the rich biodiversity and varying habitats along the river from St Fagans to Cardiff Bay. The river Ely / Afon Elái was an essential part of the area's history, and the Mill's success. The rich biodiversity of the area will be protected and enhanced so that it can be enjoyed for generations to come.

The partnership team have engaged directly with the local community and have carried out many community initiatives. In particular 'Our Memories of The Mill' project which aims to bring together people

who worked at the Arjo Wiggins Mill, to share their memories and create a legacy for the future. The project will continue throughout the development as we celebrate The Mill's heritage throughout the site - particularly in the riverside park and the village centre.

The Mill not only provides a fantastic regeneration opportunity in terms of brownfield development, it will also provide a much-needed stimulus to the local construction industry through its commitment to using skilled workers from the local community to be involved in the development.

"I moved to The Mill because of its fantastic location. It's so close to my daughter's school and within easy links of Canton and beyond. I love living here and it already feels like a village where everybody knows and looks out for each other. My daughter has already made friends in the street and is able to play out safely. It has a great community feel living here." - Hannah - resident

## Outcomes and achievements

- Insider Property Awards - Development of the Year Award 2019
- NHBC Pride in the Job 2018 Quality Award
- NHBC - Seal of Excellence Award 2018
- First Time Buyer Readers' Awards - Best First Time Buyer Family Home 2018
- One of the largest successes so far has been our 'Get into Construction' course, delivered in conjunction with the Prince's Trust. 16 local unemployed young adults were given the opportunity to improve their employability prospects.
- The Grow Well Project with patients from the doctor's surgery - a new patio garden with wheelchair access and continuing to support their scheme helping patients to learn to plant and grow while gaining friends and helping them get over illness.
- Created a bike shed to securely store all the school's bikes at Ysgol Gymraeg Treganna on Sanatorium Road, tarmacked a new walkway for the safety of parents and guardians as they collect their children and challenged the pupils with a project to name one of the streets on the development.
- Supported the Caerau and Ely festival, participated in the 'Give and Gain Initiative' where 5 of our staff volunteered as referees at the Cardiff Blues annual tag rugby festival and raised over £1400 for Cancer Research Wales in the Cardiff Dragon Boat Festival.
- Refurbished the changing rooms at the Jubilee Park in Canton.

# Supporting active living

Shortlisted applications have been able to show they have played a vital part in providing housing-related support to a wide range of people. Projects should work directly with individuals, families and carers to empower people to live a desirable quality of life, supporting their goals, ambitions and aspirations through providing a high-quality housing and support environment.

## Hafan Cefni

### ClwydAlyn Housing



### Statement of support

Hafan Cefni is an outstanding example of partnership working that has created a unique opportunity for those aged 60 and over to live independently and safely with access to 24-hour onsite support. The scheme does much more than meet individual housing and support needs of tenants, it also values their contribution to the community and empowers them to continue to be able to be a part of the local area.

Completed to a high standard by Anwyl Construction Ltd, the building has been laid out to avoid sharp corners and abrupt changes in direction in favour of smooth transitions which are more navigable by those with physical impairments and those living with memory loss. The lower ground area, specifically designed for those living with dementia, has similarly been laid out to provide a loop of walkable spaces which will return anyone back to their apartment easily.

Individual apartments have been set out along the sections with the inclusion of recessed doorways to allow the creation and use of memory boxes and

coloured entrances to act as place-markers within the building, aiding a feeling of community and ease of navigation and the interior design has been delivered by specialists in dementia friendly design, meeting Sterling University benchmark standards, allowing tenants to live comfortably and feel safe.

As well as a specialist Extra Care Warden Call Telecare technology, the scheme includes technology such as wandering tracking devices, alarmed patio doors and heat, water and gas detection devices.

From the outset, it's been a 'people-first' development. The local authority's commitment to identifying and supporting this specialist housing need integrated with a community hub café facility has already proved successful. First residents moved in in October 2018, with the café now established as a focal point in the area.

Staff are bilingual to respect the language preferences of tenants and prior to opening, the Extra Care Team joined with the Local Authority Care Team to host an afternoon tea where all those allocated apartments, together with their family members and friends could get to know one another, creating a neighbourhood community feeling even before they moved in.

The inclusion of café and accessible common areas around the entrance function to provide a link to the wider community has proved to be vital asset in empowering tenants with a wide range of support needs to live independently and actively contribute to activities in the wider community of Llangefni town.

### Feedback

Gordon Barlow, aged 91: "It is very much my own choice to move here, and I know it is the right decision. It feels like home already."

Michael Allmond, aged 85: "When I first found out about Hafan Cefni, I was a bit reluctant to leave my village where everyone was so supportive, but now those old neighbours want to come and stay with me."

I'm able to live more independently with care and support available as and when I need it."

Brian Burt, aged 76: "The central location is a real bonus as I'm no longer able to drive so I can still get out and about and feel part of things as well as meeting new people here. It's a lovely place,".

Alwyn Rhys Jones, Head of Adult Services, for the Isle of Anglesey County Council: "We are pleased that Hafan Cefni provides local people with an opportunity to remain independent within their own tenancy with access to care. This wonderful facility provides a real alternative to residential care."

## Outcomes and achievements

Hafan Cefni is near the centre of Llangefni, Anglesey, providing 63 high quality self-contained apartments, a wide range of communal facilities, and individual support for people aged 60 or over with an assessed need, 15 of which specifically designed for those living with memory loss.

Developed in partnership with the Local Authority and the Welsh Government, it also includes a community café hub for people from the wider area.

The scheme provides an excellent solution to a specific housing need identified by the local authority, at the same time as creating a vibrant meeting place for people of all ages.

The scheme is a benchmark development with key design features to enabling people with diverse support needs to live indecently. The key feature of an integral a community café within the scheme has created a much-needed social hub for the wider community at the same time as ensuring the residents themselves feel a central part of a vibrant new neighbourhood, overcoming a feelings of social isolation. Early involvement with local community service providers, Agewell, helped to inform this process and the scheme was also designed to Sterling University's benchmark 'Designed for Dementia' standards.



# Llys Raddington

## ClwydAlyn Housing



### Statement of support

Llys Raddington is a new-build housing scheme for people aged 60 and over who have an identified support need and 15 of the 73 self-contained one and two bed apartments are specifically designed for those living with memory loss.

Located in Flint Town Centre in Flintshire, North Wales, the development constructed high standard throughout by the Anwyl Construction Group, is a partnership scheme between ClwydAlyn Housing Housing Ltd., Flintshire County Council and the Welsh Government.

The scheme is a key development as part of Flintshire County Council's 'Flint Masterplan 2021' regeneration scheme. Work started on site in 2016 and the first tenants moved in when the scheme was completed in October 2019.

Throughout all stages, from design to delivery, close community involvement has been a key feature with consultation events held in local community facilities including the Old Courthouse Café, Flint and St Mary and St David Church. Throughout the construction period, the Church was used every Friday as a "drop-in" for residents to raise any concerns and, as a direct result the church became a centre point for community activities assisting in improving community cohesion. The nearby Old Courthouse Café in Flint has also become community link point for tenants at the extra care scheme, breaking down barriers of isolation and encourage participation in the wider community.

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"ClwydAlyn Housing's approach to supporting this key aim has meant in practice that they have developed a scheme within walking distance of the historic town of Flint, the design of the scheme enables an independence approach. ClwydAlyn Housing are responsive to meeting peoples' housing outcomes; they respond quickly to the changing needs of people, and they have developed an excellent understanding of the housing and support needs of people living with dementia, taking on board the Sterling model for good dementia design".

Resident Wilfred Bateman, aged 95, said: "I'm really happy to have moved here. It's good to feel part of things with a lot going on, while having my own apartment where I have my own privacy and space."

Resident Mrs Jacqueline Jones, aged 75, said: "I'm local to Flint and have seen the area change massively over recent years. There's so much going on now and I feel that I'm living right in the middle of something that is really great."

Cerys Sullivan, daughter of a Llys Raddington Resident said: "Moving to Llys Raddington has not only been brilliant for my mum, but it has transformed my life too. I have such peace of mind - it's a very special place."

## Outcomes and achievements

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## Gorseinon scheme

First Choice Housing Association



### Statement of support

Association has recently successfully delivered a Co-Production scheme in Gorseinon, Swansea. First Choice Housing Association developed 8 apartments on a partnership site with Coastal Housing Group developing the remaining area of the site. The scheme supported City and County of Swansea's housing need in providing suitable accommodation for eight tenants with learning disabilities.

The site was considered suitable for the proposed development due to its locality to local amenities and bus routes throughout Gorseinon. FCHA's development includes 8 x 1 bedroom apartments provided over three storeys for people with learning disabilities. The development also includes a sleep in staff provision and a communal 'life skills' area for our tenants on the ground floor. Externally; the development benefits from ample parking for tenants, staff and visitors, a communal garden area, external storage facilities and bicycle racks.

The scheme was successfully completed in partnership with Coastal Housing Group, City & County of

Swansea, Mirus (Support Provider), Focus Construction and Jehu Group.

The scheme was funded through a mix of Welsh Government Social Housing Grant, Housing Finance Grant and FCHA private finance. The scheme truly embraced collaboration and partnership working between both RSLs, City & County of Swansea, Mirus and Welsh Government, providing suitable innovative accommodation for our tenants. The scheme was completed in March 2019. Extensive stakeholder engagement in the form of regular meetings has enabled the Association to accommodate additional stakeholder requests to ensure the development best meets the needs for the tenants.

### Design

Through design discussions, consultations and support from City and County of Swansea the scheme offers comfort and safety for tenants in their new home. The sleep in staff provision provides the tenants with the support they need as and when required. The communal area to the ground floor of the development offers the opportunity for tenants to engage, socialise and attend life skills events offered by the support provider; Mirus.

### Benefits and achievements

Through extensive collaborative working with various stakeholders; this development has provided many benefits and achievements including:

- Providing suitable supported accommodation for eight tenants with learning difficulties.
- Communal facilities to encourage tenant engagement and participate in life skills events
- Learning life skills and becoming more independent
- Greater tenant independence and progressing towards reduced support.
- Tenant engagement and interaction within the local community

- Providing tenants with a place they can call home

When asked “What impact has living independently had on the people who live here?” Kathryn; a support worker at Park Road told us that:

- Todd has cooked a BBQ for 50 people and has been out about in the community. There has been occasions where he has gone out and spoken with people in the public, had conversations and made new friends which has been really amazing.
- Kirsty has been out a few times now for a beauty appointment and has not needed staff to go with her. She cooked pizza's one night for everybody

which is something she was unable to do at the beginning because she wasn't very confident using her cooker. Her confidence has grown massively since coming to park road which has been very empowering to everybody else, compliments others and helps others feel good.

- Aled has gone to the gym by himself which is amazing. He was going with support staff originally.
- James has been going out and doing his gardening

Kathryn thinks Park Road has become its own community and thinks it is really amazing.

## Outcomes and achievements

In a recent video compiled by Mirus; when asking the tenants “What do you like most about living at Park Road”;

- Kirsty told us about going out and about and enjoys having the friends she has made here.
- Todd told us the things he enjoys most is going out in the community, making friends here and he likes his key worker Kath.
- James told us he enjoys doing some planting and that he loves all the people by here.
- Nathan told us that he like all staff members and that everyone here is friendly.
- Aled told us that he likes his flat and that he's felt like he's lived there for years. It feels like home.

When asking the tenants “What have you done that's made you proud?”;

- Kirsty told us keeping her flat clean.
- Todd told us being independent, cooking and cleaning.
- Nathan told us meeting all the new people.

When asking the tenants “What impact do you think living here will have?”;

- Nathan told us he was more confident to live by himself. Going out with people and staff members to go and see a slipknot concert live in Cardiff.
- Aled told us he is able to learn skills and be more independent

When asking the tenants “What do you think about FCHA and Park Road?”; Nathan told us First Choice is a very nice landlord.

# Vintage Days

Linc Cymru



## Statement of support

Despite high standards across Linc Independent Living Homes we know that residents can quite easily become institutionalised and bored. Many residents face, or are living with dementia and long-term health conditions, and this can affect their health and wellbeing. It can also affect the way they treat and interact with each other.

We got together with tenants to explore common themes and asked ourselves 'what can we do to involve and empower tenants to get more involved in Linc and in life!' We spent several sessions sitting down and talking to residents about what we could all contribute.

Some residents initially lacked confidence to speak up and get involved but through regular sessions we built up our understanding of each other and were able to develop a sense of residents' aspirations. We created what has become known as Vintage Days.

The days involve:

- dressing up in clothing of choice to get into the spirit – several people had fun wearing things they would never normally wear
- setting up creatively designed stands to encourage objects to be touched, sensed, explored and used. The Hollywood stand was a real winner with great lighting, dressing up gear, masks, and film paraphernalia! Tenants could live the Hollywood experience
- creating 'special' memory boxes to open and explore
- supporting tenants to bring along their own memorabilia
- re-enactments of memories by such as running a sweet shop or making cakes, singing and selling newspaper

- creating new memories – fun photos at the beach stand, sending a postcard etc
- bringing in lively acts to accompany the days
- sharing tailor made films about the local area for all to enjoy
- inviting the local community, family members and schools to participate and learn from the experience about older people in a creative and vibrant environment
- identifying an accessible tool to measure wellbeing.

For many residents, exploring memories provided an outlet for real self-expression - the motto being 'be whoever you want to be'. Men and women alike chose to dress up, engage and the feedback was excellent

Vintage Days and similar events have now been held in 6 Extracare homes and residents have a stock of materials they can utilise. Several tenants groups have applied for Community Grants to renew their theme. One scheme for instance has chosen to focus on sports and this has been particularly good for men and women alike. It has made several residents feel 'valued' again as they share their stories.

From an 'engagement' point of view we have used every opportunity to get to know people and sign them up for involvement in other aspects of Linc . Over 65 people have signed up to the get involved on issues of their choice such as the Newsletter Editorial group.

One scheme has gone on to run their very own project in collaboration with The Cardiff Story to which several young male high school pupils have completed the community aspect of their Welsh Bac gaining invaluable insight into the lives of older people.

'Incredible fun ...had we done this earlier there would have been a different outcome on the Brexit vote ...today we really understood each other' (young person)

They have been praised by families, schools, politicians and many others. 'I'm sure this helped my dad recover'

On hearing about this at a network event - 'My nan is so happy – she' told us all about what she does – she is a different woman . What you are saying is all true. (staff member from another HA with relative in Linc home)

The schools continue their relationship with tenants/ residents and are in regular contact with each other. Many make regular visits and continue the relationships they have built with others. 'This has been the best learning day ever'

New resident – I was lonely two weeks ago and didn't know anybody here as I just moved in. Now look at me!!'

## Outcomes and achievements

- On average, wellbeing increases by 45% when sessions are held
- The work has been showcased at an Older Persons Commissioner Event and at networking events to share practice
- We are able to photograph and film the outcomes and show them back to tenants!
- Residents loved the planning stage of the project - smells, sights and sounds - using the internet for instance to order objects
- Residents specified displays/scenes they wanted, that everything should be available to touch/sniff, be handled and used.
- New memories have been gathered as new and old games have been played between generations.
- Residents loved the dressing up, the beach scenes, the Hollywood stand - all designed to maximise interaction and activity
- Music created fantastic atmospheres. Some days we couldn't get residents off the microphones, they made new friends, loved showcasing their homes and sharing their memories, singing and creating new ones. Many danced for the first time in ages, moved, and broadened their social circles
- For many as the days went on we couldn't tell who was and who wasn't living with dementia. The atmosphere was conducive for all.
- Lots of staff dress up too including care staff, domestic and kitchen staff as well as staff based in offices. Everyone gets involved
- New conversations are being had.
- New initiatives stem from these days and are taken forward.
- Several schemes have won Gold and Silver Awards - granted due to feedback from the residents themselves.



# Housing champion(s)

sponsored by  **REDROW**  
A BETTER WAY TO LIVE

This special award recognises either an individual or team whose passion, enthusiasm and commitment has made a real difference to the lives of others.

## Alan Jones

Carmarthenshire County Council



### Statement of support

We would like to nominate Alan Jones as he is a very inspiring and selfless individual who truly deserves to be recognised for this accolade.

Alan is a Council tenant who lives at a housing complex in Pontyberem, in the Gwendraeth Valley. Since he first moved in 5 years ago, he has made a big impression on the other residents living there. He does so many things to help them, and nothing is ever too much work for him.

Alan is involved in a number of projects/initiatives, such as:

- Chair of the tenants association, the group meet on a monthly basis in the communal lounge and discuss various housing related issues, concerns, etc. They have also been successful in acquiring 2 Awards for All Lottery grants.
- Alan produces a regular newsletter for all the resident to read and enjoy. It contains useful information as well as local news.
- Alan has also created a website for the tenants association.

- One of the Lottery grants part funded a gym which is the communal lounge. It comprises of a treadmill, 2 bikes, rowing machine and cross-trainer. Alan and several other residents arranged for staff from the local leisure centre to give an induction on the machines and how to safely use them. Now, the gym is used on a daily basis with Alan helping residents increase their abilities and confidence at using the equipment and getting fitter in the process.
- Alan has had training to drive a mini bus from a local hiring scheme and is able to book the bus at a cheap rate to take residents on day trips. They have been on numerous trips, including Saundersfoot/Tenby, shows at the Millenium theatre in Cardiff, a week's stay at North Wales, and many more. All these trips have created more community spirit and given the residents something to look forward to. Alan is instrumental in arranging and booking these trips and ensures that as many people as possible are able to attend.
- Alan also organises an annual Christmas party for all the residents with food and entertainment. The external Christmas lights are also turned on.
- As a keen rugby man, Alan organises special afternoon events in the communal lounge when the 6 Nations games are on. For example, when it's Wales v Italy, Alan will make enough Spaghetti Bolognese to feed an entire rugby team! These events have proven to be a lot of fun for both the old and younger generations.
- Alan also spends a lot of his time helping to maintain the communal garden at the complex. This includes 8 raised beds as well as various hanging baskets. A Lottery grant funded the group with a sit-down mower which Alan regularly uses to cut the communal grassed area on a regular basis.

Therefore, as you can see from the above, Alan is truly a Housing champion: he always puts others first and always does his best to include everyone in whatever he's organising. He is a pleasure to work with and it would be so special to give him the credit he deserves with this award.

## Outcomes and achievements

As previously mentioned, Alan has been involved in a number of projects which have directly benefitted residents living in his complex. He is also currently involved in another Lottery grant which will involve two other neighbouring complexes, one at Ponthenri and the other in Tumble. If successful, Alan will be able to arrange some days for all the residents to attend, thus

helping to create more community spirit and help to forge new friendships.

Alan will carry on creating new opportunities for all the residents to be involved in and to help combat loneliness amongst his neighbours. His success to date is exceptional.

## Tenant Panel

Linc Cymru



### Statement of support

Our Tenant Panel is made up of 15 members. Members typically join because they want to 'give something back'. Reviewing their purpose brought home the message to us that our Panel members are amazing. They are a community of heroes. Outside their usual Linc business, they all work across their communities to deliver real change. Below we share some of their work, convey their passion and draw upon the impact they are making.

The Panel as a whole - Their role is to shape services e.g. Linc's Business Plan, Engagement Strategy, welfare reform approach, etc. With Linc's support panel members have helped other tenants to save money, improve wellbeing, seek appropriate support, share strategic information (ACE's, homelessness etc) and experiment with accessible ways to communicate information to others.. 'I'm a different person from who I used to be..I wouldn't say boo to a goose' (tenant) 'the Board loved our Video- definitely a great way to engage' (tenant).

Each tenant has their own niche and make a contributions in different ways.

Community Gardens - members have encouraged others to grow their own produce tend and grow

their gardens but also engage for mutual support. Members have held events, supported charities and greened their areas. The change is to peoples health and wellbeing, 'Mr A gets a cab here every week, he loves to sit down at first, smiles the whole time but we always get him up and doing something!' (member) 'I love the garden..it makes my day.(volunteer)

The Fruit and Veg Co-op - a weekly service run by 3 panel members, 'it saves us from having to use Tesco's!' They now deliver door-to-door for people with mobility issues. They've been running a hamper club for the last 3 years to help make Christmas affordable for all.

Seasonal activities for children -During the holidays, members run an activities club for the local community. Parents access affordable, fun activities for their children whilst they can accessing wider support. 100's of local children and their families are reached throughout the year. The theme is often learning through play, and the aim is to reach those excluded from mainstream education. 'my son comes here as its relaxed - he doesn't get on well at school' (tenant)

Reducing social stigma: members are keen to tackle stigma associated with living in social housing. This is included because of tenants input in our Engagement Strategy and is a regular topic of conversation. The members want change and together we are exploring how to take this to the next level. They thrive when they support each other and acknowledge everyone has different strengths.

Research - members have researching what's happening in social housing. This is something they often do in their own time and share the research with us and with each other. They have recently posted reports on homelessness, mental health, preventing evictions, new housing designs, and share what they have gained from involvement elsewhere such as with Which? 'I stood up today in front of 20 people at a focus group, can't believe I did it' (member)

Volunteering at Community Events: Members facilitate workshops, run stalls, take photographs, crafts, host politicians, film and publicised events. With a very approachable and down to earth attitude they relate to people from all walks of life. 'I felt so welcome - I

want to volunteer more now and share what I learned with my People First Group' (volunteer). 'That lady said I have changed her life...I let her know about the operation I had in my ears...she didn't know about it' (member)

## Outcomes and achievements

Fruit/ Veg co-op affordable food for over 40 families. Tenants build skills, Over 60 Christmas hampers delivered

Supporting tenants including many with health related issues and dementia to engage in community gardens - contributing towards health/wellbeing of others and sharing of skills. Green Flag awards Members help drive forward Linc green spaces in their communities

Extra Volunteering -a 'can do' approach, encouraging others, exciting challenges. Roles as film makers, workshop facilitators, stewards, white ribbon ambassadors, meet and greeters, hosts and public speakers. 14 new volunteers joined last project

Research - sharing with staff and tenants - as a landlord we better understand areas of interest from a tenant point of view. Tenants post about

homelessness, mental health, new homes and saving money amongst other things. Great knowledge base

Reducing stigma - yet to explore an outlet for tenants interest but they are sharing positive stories on social media to date. More of this to come

Better community events - flyers by tenants, events run/managed by tenants -- inspiring for other tenants who then feel they can join us. Linc has over 65 new tenants who want to engage more. 100's of children take part in activities, learning and play, enjoying books, games etc and community events.

The Panel have won a diversity and inclusion award (TPAS) 2019

Joined Homes for Wales and White Ribbon Campaign in past



# Neighbourhood Team

Monmouthshire Housing Association



## Statement of support

MHA is committed to providing high quality, proactive services and homes to all of our tenants.

The Neighbourhood Team visit the tenant to identify additional support needs during our Tenancy Health Check completed every 1-2 years; we agree a referral to our in-house Tenancy Coaching Service (TCS). Tenancy coaches work with the tenant and the neighbourhood team to improve lives and homes for those struggling to cope.

TCS is a core funded specialist project, set up in 2016/17 to enable MHA to deliver a tailored service to those at greatest risk of losing their homes, due to significant tenancy breaches. By delivering a coaching culture our tenants are successfully empowered to make choices and decisions about behaviour changes to save their homes and significantly improve their wellbeing.

Through this partnership we have worked with more than 80 tenants who needed intensive support around decluttering and hoarding issues, which otherwise would have gone unaddressed and led to eviction. The team has successfully worked with dozens of tenants, putting positive, holistic relationships at the heart of the service.

The service spends time to establish a relationship and build rapport, before developing an action plan with the tenant that recognises the urgency of the situation and what the tenant can cope with.

Fundamentally MHA recognises that this is the landlord's crisis, not the tenants.

MHA's unique approach is to create building blocks to success through non-judgemental, cross team working coordinated by specialist officers who focus on tenant strengths to develop resilience and sustainable change.

We have adopted a trauma-informed, person-centred coaching model that focuses on achievable outcomes; an Egan-based approach to identify 'where the tenant is', 'where they want to be' and agree 'how to get there'.

The teams deal with multiple complex cases where the individual may have hoarded for years, balancing the risks for the person with the safety of others and the property. Staff receive specialist training in safeguarding, trauma-informed work, coaching and health and safety.

The specialism of the team means that they understand the power of emotional attachment to possessions, which can vary from quantities of papers and general rubbish to items of financial/sentimental value like dolls and books. Some individuals struggling with clutter will view their possessions and property condition as the norm; they struggle to see what the issues is, whereas others are overwhelmed and sad about their situation and don't know where to start, including struggling to ask for help. We offer the help people are afraid to ask for.

The team work to ensure the steps taken are tenant identified, formed and led so the individual develops their coping strategies and resilience ensuring interventions are sustainable in the longer term.

The service includes a 2019 pilot with an Aneurin Bevan Health Board's Psychologist, offering clinical support and supervision to staff to ensure officer wellbeing. The review of this highlighted the effectiveness of the service and the amazing work of the teams through motivational interview techniques and trauma informed approaches. By showing compassion and recognising the impact of loss and personal journeys, we have successfully saved 83 tenancies at high risk of legal action. Due to the incredible outcomes to date, MHA has recently secured on going funding from Health to continue with this cross-sector partnership that changes lives.

The feedback from tenants stated before the service they felt overwhelmed, hated their home and felt sad and ashamed. Following receipt of the service they felt a significant difference; improved wellbeing, growing confidence, and a new, positive relationship with MHA. In the words of one tenant the tenancy coaching service has 'turned my life around'.

## Outcomes and achievements

### 1. Think back at how you felt before you started support with us.

- I didn't like living in my flat, I felt sad and ashamed
- I felt like in a big ditch ...and stuck.
- I felt I could not go on with life.
- I felt overwhelmed with clutter...

### 2. What difference has this support made?

- My flat is the best ... do not know what I would have done without them.
- Helped me turn my life around... see things more clearly.
- The first time I have enjoyed living in my house ... feels clean [I can] sit in my garden.
- It's made us come together - got my kids helping ... everyone's happier.

### 3. Has your outlook and goals changed?

- Yes - confident, it... cleared my mind
- Yes - more confident, I trust services
- Yes - Confidence has grown immensely, am very grateful.
- Yes - feel very confident about taking next steps

### 4. If you could give one message or positive quote

- The coaches worked at my pace... Other services rushed me and I did not feel in control.
- Not being judged, ... just let them in and help you
- They really changed my life
- Recommend the tenancy coaching tailor made and life changing.

# Logan Oberholster

## Rhondda Housing Association



### Statement of support

We are nominating our tenant volunteer Logan Oberholster for this special award, as his passion, enthusiasm and commitment has made a real difference to the lives of tenants, community members and staff at Rhondda Housing Association (RHA).

Logan's involved in many projects: from being a member of our Scrutiny Team, to representing RHA at events and supporting our community projects and facilitating our food poverty project - Grub Hub.

Logan volunteering reflects true commitment as he struggles daily with his physical health, he has idiopathic intracranial hypertension, chronic irritable bowel syndrome, Arthritis and chronic back pain, in addition to managing anxiety and depression, bipolar

disorder and multiple personality disorder, so each and every day is a struggle for Logan. He's also visibly and bravely living his transgender journey, in the hope of supporting and inspiring other transgender people to be confident and proud of who they are.

We first met Logan 2 years ago when he was experiencing a significantly low point in his life, managing his poor physical and mental health in isolation, he chose to engage with us as a means to socialise, find purpose and have a reason to get up each day.

18 months ago, Logan lost his dad and his mental health was very poor, he decided to take part in our health and wellbeing initiative. He initially committed to a six week course which supported him to improve his health and address his emotional state, with such success that he continued with the programme and is now a project mentor!

Logan's passion for the LGBTQ+ community has also motivated him to deliver information and Q&A sessions on the LGBTQ+ community and related issues, to Cardiff Metropolitan University's Youth and Community Work Degree students. This session received fantastic feedback from participants and allowed future Youth and Community workers to gain a personal perspective, especially on the clinical process and social issues faced by Transgender persons on their personal journey.

Logan has a passion for animals and has gone above and beyond in helping other tenants who facing the heartache of rehoming a beloved pet. He's physically taken people's pets to our partner agency Hope Rescue, to ensure they are safe and settled in.

However, his biggest commitment and passion is the fight against food poverty and in response to this he's supported and now fully facilitates our in-house Grub Hub project.

Logan's been involved with Grub Hub for almost 2 years and is responsible for the projects administration and facilitation and success. Twice a week he collects surplus food items from local food retailers, storing them in line with food safety requirements. He volunteers his time and liaises internally with our staff to identify tenants who require the support of a food parcel.

Each week, with a team of volunteers Logan prepares parcels and supports RHA staff in distributing them.

Logan also prepares raffle prizes and donations schemes to raise money for additional food supplies, as well as organising and distributing hampers with more luxury goods over the Christmas period. Logan has committed his own resources and finances to in his determination to tackle food poverty and ensure others are avoiding hunger.

Logan is a truly inspirational individual on so many levels and he selflessly and tirelessly gives up his time to help improve the lives of others. We have rarely met a volunteer upon whom we can rely as much and we recommend him for this award without reservation as he is improving the lives of individuals without any desire for recognition.

## Outcomes and achievements

Logan was one of our Tenant Assessors, helping review policies and projects, as well as gaining understanding of how RHA works. He's been involved projects such as reviewing our Customer Service Standards, our Tenant Handbook and recruiting new Directors. He's progressed to becoming a member of our Tenant Scrutiny Team and has recently helped to review our Health and Safety Strategy, creating an information pack for tenants to 'Stay Safe at Home'.

Logan's mentored 20+ project participants. Providing peer support, administration with project monitoring and even driving the minibus!

Logan's now far healthier and even takes part in a Fitbit project - get Fit Wales.

Logan has represented RHA at events and with partner agencies, speaking at the TPAS Cymru conference as a panel member with others housing representatives (including CEO's) who were speaking on the importance of 'Tenants at the Heart', this is a passion of Logan's and something he champions. He also represented RHA in the Welsh Government's 'Tenants at the Heart' review.

In 2 years, Logan's supported the Grub Hub project to provide 1500 food parcels to 900 people, a vital service and one that would not be delivered without his time, enthusiasm and drive.

