



# Tenant Participation, Consultation and Community Initiatives



**Grŵp Cynefin**

Mwy na thai • More than housing

## Tenant Participation

### What is tenant participation and why is it important?

The purpose of Tenant Participation is to give you a voice regarding your housing services. It means that you can be part of the decision making that affects you, your home and your community.

Grŵp Cynefin wants to know your opinion about the services that we provide. You deserve the best possible services from us, and by including you in service delivery we are confident that we can continuously improve these services.

We believe that the more you participate with the Association, the more satisfied you will be with the services you receive from us. Our vision is to create an atmosphere of partnership and trust.

### How can I participate?

We know that you are busy people, and that some of you have work and family commitments. We also know that you still want to influence the services you receive. We have developed a wide range of participation opportunities, taking this into consideration.

### Can I contribute ideas without joining a group or a committee?

Yes, it's your choice. You can be involved as much or as little as you wish. We are always eager to listen to what you have to say. If you would like to participate but none of the options below appeal to you, please contact the Community Initiatives Team to share your ideas with us.

### What support can you offer if I choose to participate?

We will provide any training you require to enable effective participation, and will reimburse reasonable travelling expenses and childcare costs, where appropriate.

## Different ways of participating

### Commitment indicators:

LOW  MEDIUM   HIGH   

#### Information

You may wish to be informed about what's happening in Grŵp Cynefin as well as other relevant information. You can do this by: reading our newsletter 'Calon' or our Annual Report; looking at exhibitions and notices in our offices; reading our information leaflets and letters sent to you; receiving face to face advice e.g. energy advice; or by looking at our website ([www.grwpcynefin.org](http://www.grwpcynefin.org)), our Facebook page ([facebook.com/grwpcynefin](https://facebook.com/grwpcynefin)) or by following us on Twitter ([twitter.com/Grwp\\_Cynefin](https://twitter.com/Grwp_Cynefin)).

#### Questionnaires / Consultation

We undertake regular surveys by sending out questionnaires in the post, asking questions over the phone and asking questions on your doorstep. The results enable us to improve the services we provide, as well as ensuring that your input as tenants is included in our policies and strategies.

#### Fun Day / Conferences

Grŵp Cynefin arranges various Fun Days and Conferences. Activities are organised, and an opportunity for you to meet the Association's staff in an informal atmosphere. We also invite a number of agencies and organisations to attend to provide useful and relevant information.

#### Roadshow

Grŵp Cynefin organises a roadshow from time to time, where we come and visit you. This is in addition to visits from operational staff and estate visits. The purpose of the roadshow is to promote the work of the Association and provide you with useful information, for example, energy efficiency advice.

## Annual General Meeting

Tenants who are members of the Association are invited to Grŵp Cynefin's Annual General Meeting in July every year. The event is held in a different venue within our operational area every year, and food and transport is provided. Membership is open to all of our tenants.

## Mystery Shoppers

Using Mystery Shoppers is a method of checking the quality of the services delivered by the Association. Tenants receive training, and then are given tasks to complete and measure them against our Service Standards. The tasks vary from visiting our office reception areas, phoning in, writing letters or emails and then presenting the results to the Association.

## Community Groups

Such groups can help to solve problems in the community and promote community activities – making your community a better place to live. The Community Initiatives Team provides support and assistance to such groups. If you are interested in setting up a community group or if you would like to find out which groups already exist in your area, please contact the team.

## Llais Cynefin

A panel of tenants who are willing for the Association to consult with them through the post or email on a wide variety of matters affecting them, ranging from problems in their local area to changes to policies and procedures. An incentive scheme is offered to members of this group.

## Task and Finish Groups

Grŵp Cynefin reviews specific services periodically e.g. Dealing with Antisocial Behaviour, Maintenance and Equality and Diversity etc. We form a Task and Finish Group that includes staff and tenants who will meet regularly for a short period to thoroughly review the service in question.

## **Tenant Participation Working Group**

The Tenant Participation Working Group meets to monitor the work of the Community Initiatives Team. This Working Group is responsible for monitoring the progress against our Tenant Participation and Community Development Strategy. The Working Group includes members of staff from different departments within the Association and tenants (some are members of the Customers and Communities Committee) and all members of the Community Initiatives Team.

## **Publications Panel**

A panel who looks at the Association's publications that are sent out to tenants to ensure that they are user friendly and relevant.

The group gives assistance by scrutinising current documents as well as helping to create new documents.

## **Maintenance Group**

The aim of the group is to support the continuous improvement of the maintenance service through greater influence and involvement of tenants. Members will receive general training about the Association plus more specific training about the Maintenance Team and the nature of the work.

## **Recruitment Panel**

A chance for tenants to be part of the appointment process for new Grwp Cynefin staff. Recruitment training available for any tenant that is interested.

## **Tenant Inspectors**

The role of the Tenant Inspectors is to monitor the standard of service provided to tenants in order to draw attention to good practice and to suggest areas for improvement. The group inspects our services in detail against our Service Standards. As a member of the group you will help to formulate reports presenting recommendations to Senior Managers and the Board of Management. Full training is provided to anyone who wishes to be a tenant inspector.

## Tenant Members on the Customers and Communities Committee

Members of the Committee have delegated authority regarding the Association's operations and operational policies. Meetings are held at least four times a year. Tenants need specific knowledge, experience and skills to be a member of the Committee, and training is arranged for all new members.

### How can I submit suggestions?

We welcome constructive comments about our services, the organisation in general or the way we operate. If you would like to submit a suggestion you are welcome to contact your local office to discuss your suggestion or fill in an enquiry form on our website [www.grwpcynefin.org](http://www.grwpcynefin.org)

### ***Community Initiatives***

The Community Initiatives Team is also involved with a wide range of community projects. These can include assistance with planning, funding and running projects and events within the community where Grŵp Cynefin tenants and residents live but the wider community also benefits from them.

Please contact the team if you have any ideas that could benefit your local community, or if you would like support with an existing community group.

### **Community Grant**

The Community Grant scheme allows you and your neighbours to come together to apply for grant funding of up to £500 to develop an idea or a project that will benefit the wider community.

### **Steps to Employment Grant**

The Steps to Employment grant scheme gives tenants a chance to apply for up to £300 to prepare themselves for employment. Please contact the Community Initiatives Team for more information.