



# Grŵp Cynefin

Mwy na thai • More than housing

## Grŵp Cynefin

### Self-evaluation 2021-22



# In January 2022, the Welsh Government published its revised Regulatory Framework, setting out how Housing Associations are regulated.

## So what is regulation?

The purpose of regulation of housing associations is to protect tenants and investment in housing associations. It is undertaken by the Welsh Government, and largely takes the form of oversight and monitoring which oversees and monitors, and intervenes only where necessary.

The Framework requires every housing association, at least once a year, to produce and submit a self-evaluation. This evaluates the quality of the organisation's governance, service delivery and financial viability in delivering its purpose and objectives.

The self-evaluation is based on the Regulatory Standards.

You can find out more about the Regulatory Framework and the Regulatory Standards [here](#)

The regulation judgement received by Grŵp Cynefin on 23/11/22, states that it meets the regulatory standards and will receive routine regulatory oversight.

### Governance and Tenant Services

Compliant

Green

The Association meets the regulatory standards and will receive routine regulatory oversight.

### Financial Viability

Compliant

Green

The Association meets the regulatory standards and will receive routine regulatory oversight.

The following is a snapshot of our key messages from our Self-evaluation. For more details, please get in touch, and take a look at our Annual Report which provides key highlights for 2021-22

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# Governance

## Regulatory Standard (RS) 1.0

Grŵp Cynefin has effective strategic leadership and governance arrangements which enable it to achieve its purpose and objectives

Grŵp Cynefin has a strategy which reflects its vision, culture and values and sets out how the organisation will achieve its core purpose as a social landlord

Based on the evidence available, Grŵp Cynefin meets this standard in full. This is because it has a strategy which reflects its vision, culture and values and has a Corporate Plan setting out how it will achieve its core purpose as a social landlord, and in achieving the 'More than Housing' element. (Include a link to the Corporate Plan)

Tenants were consulted on what their priorities were during the Corporate Plan's mid-term review, and presented to the Board's Strategic away-day

**Grŵp Cynefin is of the opinion that it fully meets this standard**



Grŵp Cynefin complies with its own governing documents and meets the requirements of an appropriate Code of Governance

Grŵp Cynefin reviewed its registered rules in 2021 and adopted a reviewed Code of Governance to ensure it has the most recent governing documents. Grŵp Cynefin asked an external company to assess our governance arrangements (a governance assessment process) and gained a level 3 (the highest possible).

Grŵp Cynefin undertook its own assessment against the requirements of the Governance Code, and found that it fully meets 88% of the requirements of the Code of Governance, and partially meets 8% with some areas to strengthen and improve.

**Grŵp Cynefin is of the opinion that it fully meets this standard**



**“ We strive to ”  
reflect the communities  
we work within**

Grŵp Cynefin sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity and inclusion (including anti-racism and tackling hate crime) reflecting the diversity of the communities Grŵp Cynefin works in and with

Grŵp Cynefin is committed to ensuring equality, diversity and inclusion across all its services, and can demonstrate that commitment via numerous activities, promotions and reporting across the group. It is also committed to set measurable, evidence-based commitments (including anti-racism and tackling hate crime), which is not currently in place.

Moving forward, Grŵp Cynefin has set itself a strategic aim to establish an EDI Strategy and action plan, which will provide clear consistent EDI focus across the group. At this moment in time, our opinion therefore is that we partially meet the requirements of the standard, with more work to be done.



**Grŵp Cynefin has a diverse Board, reflecting the communities the RSL works in and with, and has the skills and knowledge required to be effective**

Grŵp Cynefin strives for a diverse Board, including a balance of Welsh and English-speaking members. It continually assesses its Board Succession Plan for the right skills and knowledge required to deliver its strategic aims, also identifies any EDI gaps to target identified groups.

We strive to reflect the communities we work within and compare data with local RSLs via the NWREP group, but acknowledges more work needs to be done, as part of the EDI strategy, and as when more of the Census 2021 data becomes available.

**Grŵp Cynefin is of the opinion that it fully meets this standard**



**Grŵp Cynefin makes logical decisions based on clear, good quality information which includes assessment of risk and, where appropriate, the views of tenants**

Grŵp Cynefin's Board and Committee is provided with good quality information, including the views of tenants where appropriate, which enables well-informed debate.

We don't currently consult with our tenants' groups specifically on our key risks and will consider how best to approach this as part of.

**Grŵp Cynefin is of the opinion that it fully meets this standard**



**Grŵp Cynefin complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relate to actual or potential non-compliance**

Grŵp Cynefin has arrangements in place to ensure it complies with relevant legislation, regulatory and statutory guidance, which includes commissioning specialist and legal advice where required. Grŵp Cynefin fully supports co-regulation, and engages and communicates regularly with the regulator, including on material issues relating to potential non-compliance.

**Grŵp Cynefin is of the opinion that it fully meets this standard**



**“ We put great emphasis on the tenant's voice and continuously building on this. ”**



“ Our supports of our tenants and customers is an ongoing priority, and when faced with challenges, such as Covid-19 for example, we are in a strong position to respond in a suitable and effective way ”

**Grŵp Cynefin enables and supports tenants to influence strategic decision making**

Grŵp Cynefin’s new Tenant Engagement Strategy 2022-2025 was approved in March 2022, which provides a clear focus to ensure that our tenants play a key role within the culture of Grŵp Cynefin. The new strategy was developed alongside staff and tenants and provides support and a range of ways in which the tenants can participate at different levels of influence and challenge, thus firmly putting tenants at the heart of all our work.

The Strategy’s main aims and objectives, are:

1. A culture of tenant engagement at the heart of the association
2. Improving Services
3. Empowering and increasing Tenant Skills

Grŵp Cynefin is of the opinion that it fully meets this standard



Grŵp Cynefin reviewed its Succession Plan in the recent Board Strategic Workshop, which identified skills gaps, and EDI gaps around:

- Younger age-group
- People with disabilities
- Ethnic origin minority
- Sexual orientation minority
- Welsh speakers

The Board reviewed the Customer and Communities Committee Terms of Reference in September 2021, increasing the number of seats for tenants to 8 (where Board members have 3 seats)



**Areas for improvement:**

- i. Develop a People Strategy to establish positive experience for staff, by developing an excellent workplace in which to work, to learn and succeed
- ii. Complete our EDI Strategy, and Action Plan to meet the requirements of the Equality Act 2010, and best practices for Equality, diversity and Inclusion, and to meet our tenant and service users’ diverse needs.

# Managing Risk

## Regulatory Standard (RS) 2.0

Grŵp Cynefin has robust risk management and assurance arrangements are in place

**Grŵp Cynefin has an effective framework for risk management, internal controls and assurance that enables it to successfully identify and manage existing and emerging risks which threaten delivery of its strategy or compliance with legislative or regulatory requirements**

Grŵp Cynefin can evidence that we have numerous examples of external assurance available to ensure legislative and regulatory requirements. Existing risks are monitored quarterly by the Audit and Risk Committee, and twice-annually to Board, and discusses emerging risks through a variety of ways.

Continuous training is provided for staff and Board Members on risk, including Cyber Security, Health and Safety and other areas to comply with legislations.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



**Grŵp Cynefin does not put social housing assets or tenants at undue risk**

Grŵp Cynefin invests in external specialist to provide ongoing health and safety support ensuring it does not put social housing assets, it's staff or tenants at undue risk.

External H&S specialists carried out a strategic 'health check' of health and safety governance leading to the development of a Health and Safety Action Plan and establishing an internal Health and Safety Strategic Group, A further 'direction of travel' review was undertaken, which included a review of documents, interviews and focus groups with managers and front-line staff

A comprehensive review of key landlord H&S Policies, and two workshops have been undertaken to raise awareness and training for Board members, and to agree their risk appetite within these areas.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



**Grŵp Cynefin maintains accessible and up-to-date business continuity, contingency and disaster recovery plans**

Grŵp Cynefin maintains up-to-date business continuity, contingency and disaster recovery plans with secured access to relevant staff

Grŵp Cynefin's Major Incident Plans and Major Incident Policy were developed with the support of an external consultant and included conducting business impact assessments across all Grŵp Cynefin teams.

The Plans are reviewed and updated by the Main Major Incident Team at least every 6 months, and during Covid the plans were thoroughly tested on a regular basis.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



**Areas for improvement:**

Review the risk appetite process for the Grŵp Cynefin Board to understand the Board's appetite to risk, so that budget and business planning decisions can be framed around it.

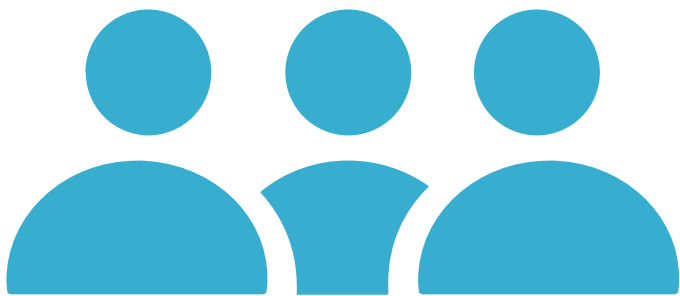


# Managing Risk

During lock-down, Tenant Inspectors undertook a virtual inspection of Grŵp Cynefin's website against the requirements of the 'Safety First in Housing' document around ensuring the safety of tenants. They were asked to consider what information was available, compared to other housing association's websites. These included considering what information was available around :

- Fire Safety
- Gas Safety
- Asbestos Information
- Electrical Safety Information
- How to contact Grŵp Cynefin in an emergency.

Some improvements were recommended, and an action plan drawn up by the Health and Safety Manager and monitored by the Customer and Communities Committee. The findings also fed into the implementation of the new Grŵp Cynefin website.



Health and safety of our staff include the wellbeing of our staff.

A staff wellbeing programme offered various sessions, from dealing with stress to workshops on financial wellbeing and advice.

Honest and open conversation about mental health and wellbeing is encouraged and promoted in a positive way.



# Quality Services

**Grŵp Cynefin keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters**

Grŵp Cynefin is committed to keeping its tenants and future tenants safe, and has prioritised additional budgets, specifically around fire safety, to ensure compliance with all relevant legislation.

Landlord Health and Safety risks are managed by the Strategic Health and Safety Group, led by the Group Director of Resources, and supported by the dedicated Health and Safety Manager, and external specialists. It also monitors health and safety performance which identifies and corrects any under-performance and non-compliance, and is further scrutinised by the Audit and Risk Committee on a quarterly basis.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



## Regulatory Standard (RS) 3.0

Grŵp Cynefin delivers high quality services to tenants

**Grŵp Cynefin delivers services which meet the diverse needs of tenants**

Grŵp Cynefin is proud that it delivers services which meet the diverse needs of tenants and other service users, and has a range of housing options available, such as social housing, sheltered accommodation, extra care schemes, and affordable homes with various shared equity options including the Homebuy scheme.

It also offers a range of tenant-support services, such as the Housing Team and Welfare Team to support tenants to maintain their tenancy, and our Gorwel services who delivers domestic abuse and homelessness support services.

Our Tenant Engagement Strategy and Skills and Employment Strategy also provide additional services to our tenants and the wider community, such as the Energy Wardens to obtain the best practices and prices on energy costs and use, and specific community regeneration projects under our 'More than Housing' USP.

Our subsidiary companies, being Care and Repair agencies, also provide housing services and practical solutions when responding to the housing needs of local and older or vulnerable people and attempt to reduce their social disadvantages.

Gorwel offers a cross-section of schemes in terms of supporting children, young people, adults and older people. Domestic Abuse services support victims and also provide provision for perpetrators of domestic abuse thus meeting the diverse needs of its service users.

Our Digital Transformation Strategy has delivered new tenant-facing systems, such as the tenant portal, 'Cynefin App' for tenants to access information easier and faster, also a new 'chat' facility via our new website, launched in April 2022.

**Grŵp Cynefin is of the opinion that we fully meet this standard**





# Quality Services

## Grŵp Cynefin achieves and maintains high levels of tenant satisfaction with services

Grŵp Cynefin's vision is 'Making a positive difference to lives and communities' and one of our corporate aims is to provide excellent services, the most important part is our service to tenants and customers.

A Satisfaction Framework is in place to maintain and improve the level of tenant satisfaction, and we are currently updating our data and asking tenants to complete a satisfaction questionnaire to understand how satisfied our tenants are around current services, to shape continuous improvement.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



## Grŵp Cynefin makes landlord performance information available to tenants

Grŵp Cynefin produces detailed quarterly performance information to the Customer and Communities Committee, and other performance is presented to the various tenant participation groups and forums, and information is circulated

within the tenant's magazine 'Calon'. An annual report which includes performance information is included onto the website for the 'wider' tenant audience but agrees that more information could be provided as to ensure transparency.

**Grŵp Cynefin is of the opinion that we fully meet this standard**



# Quality Services

Tenants were consulted with when launching the new tenant portal, and as a result, tenant favoured an 'app' rather than a web-based portal as was the original intention by Grŵp Cynefin. The app, named 'Ap Cynefin' was launched in March 2020. Tenants also suggested that a 'benefits calculator' be included on the app, also a 'live chat' element, to facilitate tenants, which were implemented.

From a sample of 1040 tenant surveyed, **59%** were very satisfied, and **26%** satisfied when responding to the following statement: *How satisfied or dissatisfied are you with the service provided by your housing association*

From a sample of 1040 tenant surveyed, **50%** were very satisfied, and **26%** satisfied when responding to the following statement: *Generally, how satisfied or dissatisfied are you with the way your housing association deals with repairs and maintenance?*

## Areas for improvement:

- I. Undertake an Older People's accommodation provision direction strategic review and agree future direction to agree on the direction for the future accommodation and related services for older people
- II. Undertake a full customer satisfaction survey



# Tenant's Voice

## Regulatory Standard (RS) 4.0

Tenants are empowered and supported to influence the design and delivery of service

### Grŵp Cynefin creates a culture which values and promotes tenant involvement

Grŵp Cynefin has set its culture very much around empowering tenants, and the Corporate Plan mid-term review, sets a culture that is encouraged throughout the group is one where the customer is at the heart of everything we do.

The Board reviewed the Customer and Communities Committee Terms of Reference increasing the number of seats for tenants to 8 (where Board members only have 3 seats), to allow for more tenant's voices at strategic level.

The Tenant and Community Engagement Strategy, until recently, contained both community development and tenant participation objectives, but it was decided to develop separate strategies for these two important aspects of our work.

Our Annual Report is full of examples and outcomes of tenant and community involvement - link [Adroddiad Blynyddol GC 2022 Saesneg \(fliphtml5.com\)](#)

Grŵp Cynefin is of the opinion that it fully meets this standard



Grŵp Cynefin enables tenants to understand the organisation's approach to tenant involvement, how they can get involved and how the organisation will listen to and act on tenants' feedback and learns from complaints.

Grŵp Cynefin's has a range of ways for tenants to engage and offer different levels of influence. This includes various tenant groups, tenants being the majority members on the Customer and Communities Committee, questionnaires, texts, informal days, such as Estate Walkabouts, Mystery Shoppers, Tenant Inspectors, and the re-launch of 'Llais Cynefin' where tenants agree to be part of a wide group of tenants to provide opinions/act as a sounding board.

It also has a 'You said, We did' process in place, and a 'Tenant Approved Stamp' badge on key policies and strategies and on

areas where tenants have been consulted with.

From a sample of tenants surveyed, 69% were satisfied and very satisfied *that the housing association listened to their views, and acts upon them?* 17% answered that they neither agreed, nor disagreed

An annual Complaint Report is presented to the Customer and Communities Committee providing information around the key areas where complaints are received, and our performance for dealing with complaints, but we have more work to do to strengthen further the 'lessons' learnt element, and setting up a Tenant's Complaint's Panel.

Grŵp Cynefin is of the opinion that it fully meets this standard



# Tenant's Voice

Grŵp Cynefin provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making

Although Grŵp Cynefin provides tenants with a variety of ways to be involved, and at different levels of influence, we feel that it's important that we continue to do more.

In this respect, we have commissioned TPAS Cymru to undertake a TESA (Tenant Engagement Standards Assessment), a service designed to help organisations assess current tenant involvement against the requirements of this standard.

TPAS Cymru will work alongside staff and tenants in this work, and we will ask tenants if they are satisfied with the opportunities provided to them, and identify any barriers why some don't, or want to, participate.

Grŵp Cynefin is of the opinion that it fully meets this standard



“ Tenants are empowered and supported to influence the design and delivery of service ”



# Tenant's Voice

**Grŵp Cynefin can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance**

Grŵp Cynefin has a diverse range of services tailored to tenants and service users' diverse range of needs and are continually consulting their views and expectations to inform the development of excellent services. Regular performance information is presented to tenants via the Customer and Community Committee, where under performance is challenged.

Tenants have been consulted on a range of housing and related services via the tenant participation framework, but also a wider group of tenants are also regularly consulted on, examples being

- Rent Statement contents
- Re-charges Policy
- Decarbonisation Strategy and

- establishing a 'Green Group'
- WHQS consultation
- Rent Increase letters
- Equality document
- New Electrical Heating Systems information
- Shared ownership Tenant's Handbook
- Rent arrears letters
- Efficiency and Savings Policy
- 'More than Housing' definition

Gorwel commissioned an external specialist to undertake service reviews of all its service provision during 2021/22, which included talking to current and recent service users of all the services they provide. The overall findings were very positive, and each report included 'conclusions, reflections and recommendations.'

**Grŵp Cynefin is of the opinion that it fully meets this standard**



A recent example of where tenant feedback has influenced decision-making is that a working group of tenants consulted with the wider tenants on the sending out of quarterly automatic rent statements. 662 tenants responded to the questionnaire, where 61 % agreed to stop the automatic rent statements (apart from those in rent arrears, and those who chose to still receive them). Statements are available at request, at any time, and available via the Tenant's portal. The purpose of this was to work more efficiently, to save money and to invest in maintenance to ensure high quality homes.

An Internal Audit on Tenant Engagement and Involvement provided us with excellent feedback, and which gained an overall 'Substantial'/'Moderate' audit opinion.



## Areas for improvement:

- Undertake a TESA review led by TPAS Cymru to promote and increase tenant participation as to ensure our tenant's views are heard.
- Review the Complaints Policy during 2022/23 and strengthening the 'Lessons Learnt' element, and establishing a 'Tenant Complaints Panel' to monitor, and provide lessons learnt ideas moving forward



# Rents and Service Charges

## Regulatory Standard (RS) 5.0

Grŵp Cynefin's rents and service charges are affordable for current and future tenants

Grŵp Cynefin ensures all applicable rules and statutory guidance (including the current rent agreement) are complied with

Grŵp Cynefin's social rent levels (general needs and sheltered properties) are informed by the Welsh Government Rental Agreement, with which we comply. Our annual rent reviews take into consideration what is affordable to our tenants, whilst also ensuring the long-term financial viability of Grŵp Cynefin. All rent uplifts are within the annual maximum set by Welsh Government.

We involved our tenants in the development of this new policy, and was awarded 3rd place in the TPAS Cymru Good Practice Awards because of this work

A Service-Charge Affordable Task and Finish Group has been set up, which will include tenants, to review service-charge affordability and value for money. This work to be completed by the end of March 2023

Grŵp Cynefin is of the opinion that it fully meets this standard



Receiving a TPAS Cymru Good Practice Awards for our work around rent affordability

## Tenant Satisfaction Survey 2022 – Rent provides value for money (VFM) – 82% 'Very or fairly satisfied'

Providing advice and Support for our tenants, customers and colleagues to face the cost of living crisis is a priority. We are already supporting tenants through welfare Teams, energy wardens and community centres together with the Grŵp Cynefin hardship fund. We have a policy not to evict tenants from their homes for rent arrears, and our housing officers will visit all tenants at least once a year. We have set up a Cost of Living Crisis Group which involves tenants.

### Areas for improvement:

- Reviewing Service Charge Affordability for tenants To ensure service charges remain affordable to tenants and provide value for money



# Financial Planning

## Regulatory Standard RS 7.0

Grŵp Cynefin's financial planning and management is robust and effective



Grŵp Cynefin sets financial plans which enable it to deliver its strategy and achieve its social purpose, and there is appropriate reporting to the Board against these plans

Grŵp Cynefin has a robust Finance Strategy to support the delivery of the Business Plan and Corporate Strategic Objectives, which is regularly reviewed, and stress tested. Stress tests are based on key strategic risks.

Grŵp Cynefin believes it fully complies with this standard



Grŵp Cynefin is financially viable in the short, medium and longer-term, and maintains sufficient funding and liquidity to support this

Grŵp Cynefin's Business Plan is robust, and it identifies the finance required to deliver it. The plan is supported by a robust Treasury Management Policy, which is reviewed on an annual basis, and an annual Treasury Strategy and Action Plan.

Grŵp Cynefin believes it fully complies with this standard



Grŵp Cynefin monitors, reports on and complies with all covenants it has agreed with funders

Grŵp Cynefin fully complies with all lender covenants and regularly reports on compliance to Finance and Growth Committee and to relevant lenders

Grŵp Cynefin believes it fully complies with this standard



We agree and comply with a set of golden rules which are over and above our most stringent covenants and include areas such as profitability, liquidity, and covenant headroom.

# Financial Planning

## Financial Performance

We have demonstrated strong historical financial performance, showing continuous growth and consistent and comfortable compliance with our own interest cover and gearing ratio golden rules. In the year ending 31 March 2022, our Interest Cover performance was 144 % and Gearing Ratio at the end of the year was 35 %.

## Available Liquidity

As at September 2022, Grŵp Cynefin currently has 36 months liquidity with £25m worth of undrawn facilities from different lenders. This against a minimum liquidity requirement of 18 months set out in our own Treasury Management Policy.

Funding requirements are regularly reviewed when updating our 30- year business plan on an annual basis. The Plan is stress tested to include a range of adverse scenarios and the key assumptions, the stress tests and the recovery plans are scrutinised by the Leadership Team and the Finance and Growth Committee, before being approved by our Management Board.

## Interest rate basis

At 30 September 2022, 90 % of total loans outstanding are on fixed interest rate agreements, which is currently protecting the business against the current interest rate increases. This in comparison with the minimum requirement of 60 % set out in our policy.



### Areas for improvement:

- Treasury Advisors to review Treasury Management Policy to provide independent assurance to Board that the policy is 'fit for purpose' in current dynamic environment
- Undertake new Strategic Treasury and Funding Review to ensure robust mid-term treasury planning so that strategic aims and objectives are met
- External scrutiny/ review of Business Plan by Treasury Advisors to give independent assurance





# Assets and Liabilities

## Regulatory Standard (RS) 8.0

Grŵp Cynefin's Assets and Liabilities are well managed

### Grŵp Cynefin has an accurate and up to date understanding of its assets and liabilities

Grŵp Cynefin has an up-to-date Asset and Liabilities Register which includes comprehensive records of our homes, loans and related security.

However, we recognise that we need to improve / update our housing stock condition data to ensure robust financial planning for the future. This is currently an area of focus for us. We have procured and appointed new surveyors in 2021 to undertake new stock condition surveys on all of our housing stock over a three-year period. This programme is currently under way.

We believe that we currently partially comply with this standard due to the work that is ongoing in terms of improving and updating our housing stock condition data.



### Grŵp Cynefin maximises the use of assets to achieve its social purpose and the objectives of the organisation

This is an area of intense work and focus by Grŵp Cynefin both currently and for the future. There are clear benefits to our tenants and communities from our core activities. We are confident through the continued efforts of our tenants, Board Members and staff we will be in a position to harness these benefits moving forwards and will be in a position to analyse and report in detail upon our successes in the future.

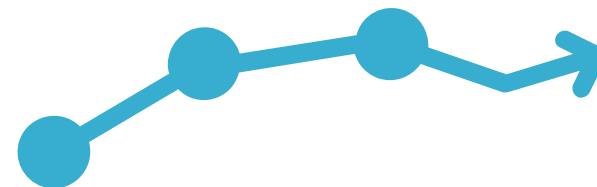
Grŵp Cynefin believes it fully complies with this standard



### Grŵp Cynefin uses accurate information about assets and liabilities to inform strategic and financial decisions

Grŵp Cynefin's Board uses a range of evidence including financial, risk and independent advice to inform all its decisions in relation to its assets and liabilities.

Grŵp Cynefin believes it fully complies with this standard



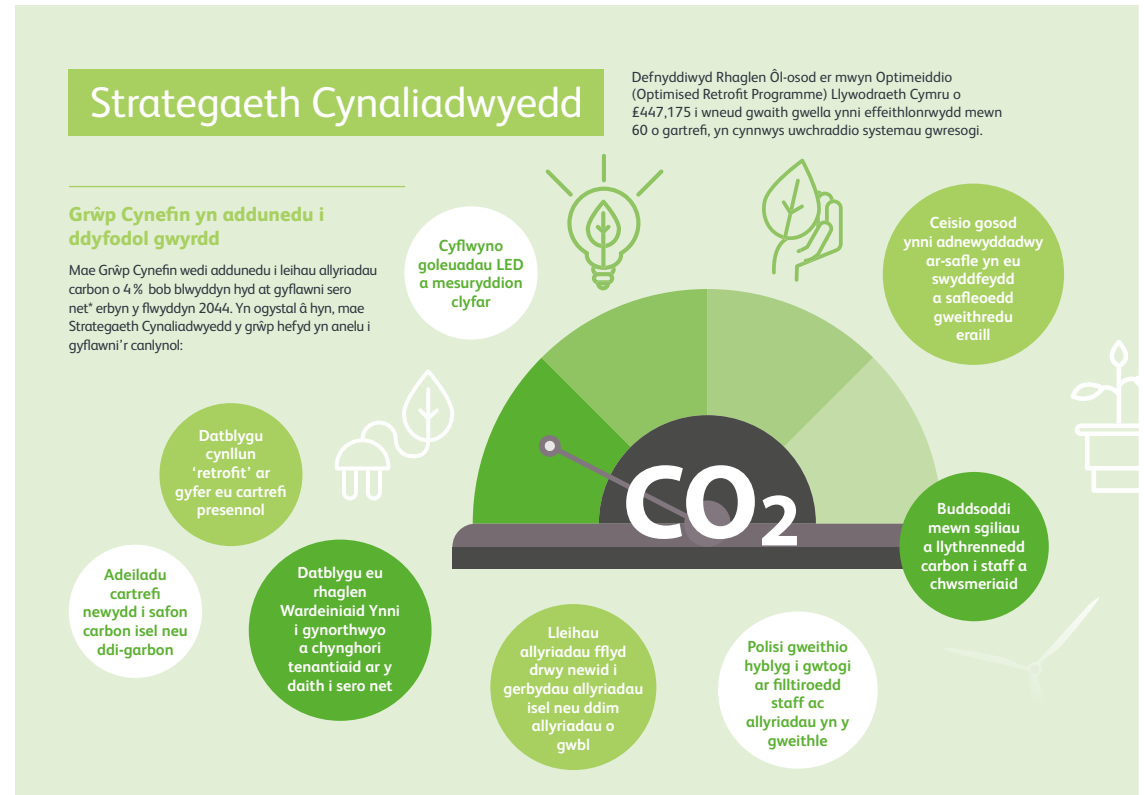
# Assets and Liabilities

A new Sustainability Strategy has been approved which was discussed at length with tenants and also through a specially arranged workshop for the Customer and Communities Committee.

Grŵp Cynefin has set an ambition to reduce emissions by 4 % year-on-year and achieve net zero by 2044

We have recently invested in an 'Impact Reporting' internal system to monitor social return on investment for development projects which will allow us to consistently report and monitor on the social value/social return on investment of contracts and wider activities.

Extensive community consultation undertaken with key stakeholders and partners for all new housing / community schemes to promote local engagement and influence on new schemes. An example of this is the new multi-agency Hub at Canolfan Lleu, Penygroes.



## Areas for improvement:

- Complete stock condition survey for all stock ensuring we have 100 % survey <5 years old for each property ensuring that asset management records are maintained and updated within our management system and tenants are provided with information about our investment plans
- Implement Impact Reporting software to assess the social, economic and environmental impact of capital investment on training and education opportunities, job creation, support local supply chain etc



# Quality Accommodation

## Regulatory Standard RS 9.0

Grŵp Cynefin provides high quality accommodation

**Grŵp Cynefin ensures publicly funded homes meet all applicable standards, rules and statutory guidance issued in connection with quality of accommodation, including the current Welsh Housing Quality Standard**

Providing high quality accommodation, meeting all required compliance and guidance is one of Grŵp Cynefin's key strategic objectives, and we have undertaken work with external consultants to review our key compliance areas during the year.

We have a 3-year new build programme to deliver 358 homes by the end of 2023/24, and all new grant funded properties have been and will be compliant with Welsh Government 'Development Quality Requirements' and all regulatory requirements as per the Social Housing Grant guidance and Technical Review process.

We are currently compliant with WHQS subject to acceptable fails and are committed towards reducing the acceptable fails and driving towards full compliance with WHQS and have clear strategic objectives to support this.

**Grŵp Cynefin believes it fully complies with this standard**



We have recently successfully completed acquisition of 53 properties in Machynlleth from Wales & West Housing Association, in line with the strategic aim set.

The transfer means Grŵp Cynefin has now ownership of the stock, a combination of social and sheltered housing.

This means that Grŵp Cynefin's area is now bigger than ever.

Reports and updates to Customer Communities Committee regarding repairs position throughout Covid and the extent of the 'repairs backlog' and work completed. 1400 job orders were held back as a result of Covid back from August 2020, these have now been completed.

We hold EPC data for 99% of our properties baring minimal exceptions and are working with SAVA – Intelligent Energy to provide us with insights and help us plan for net zero in an efficient and flexible way.

We have invested in our Maintenance Team by restructuring and reviewing the role of Area Maintenance officer' resulting in a full complement of staff Team resources have included an additional 3 internal tradespeople appointed, and 2 area maintenance inspectors appointed since April 2022.

From a sample tenants asked, 84% were very or fairly satisfied with the overall quality of their home, and 91% that Grŵp Cynefin provides a home that is safe and secure.



### Areas for improvement:

- Complete the review of all key compliance policies following risk awareness sessions with board of management to provide strategic direction on key compliance areas



# Quality Accommodation



**Awel y Dyffryn**

Awel y Dyffryn extra care housing scheme in Denbigh opened its doors to the first residents in January 2022 following completion of the £12 million scheme. It contains 42 two bedroom apartments and 24 one bedroom apartments for older people who wish to live independently in their own homes.



**Llys Awelon**

A new £12.2 million project means completely redeveloping the present Llys Awelon in Denbighshire to create a modern, low carbon, bespoke extra care scheme to meet the needs of older people in the Denbighshire area. It will offer additional 35 one and two bedroom flats to the existing 21 flats.



**Canolfan Lleu**

Grŵp Cynefin is leading an ambitious £38 million project for an innovative community centre in the heart of Penygroes, to serve the village and the communities of Nantlle Valley and beyond. It will support people's health and wellbeing through a variety of traditional and preventative services. It will provide a place for meeting people and socialising, a single location for access to health, housing, community services and local authority services, which will strengthen the local economy.