



**Grŵp Cynefin**

Mwy na thai • More than housing

2022-2023

Grŵp Cynefin  
Annual Report

## Chief Executive Welcome

You are invited to read Grŵp Cynefin's Annual Report for 2022-23. The report reflects the tireless work that takes place at Grŵp Cynefin and the numerous activities and schemes that put our tenants and customers first in everything we do.

We faced different challenges at the end of this Annual Report period. Earlier in the year, Grŵp Cynefin undertook an internal review of some parts of our business – including around our asset management and how we keep records.

Following this review, we took the decision to refer ourselves to the housing regulator, as it was clear some of our processes around asset management, health and safety and compliance needed to improve.

Grŵp Cynefin then agreed to a voluntary undertaking. This means that we are committed to investing in our staff, our team, our properties and our culture; to an action plan so that we can clearly demonstrate that we comply with all the regulations relating to health and safety, and to reviewing how we can improve the ways in which we work as a business.

In order to achieve this, we have developed five workstreams, forming what we call Grŵp Cynefin Progress, which now features in all the group's activities.

Progress can already be seen.

There is also a lot to celebrate and many successes to highlight. The cost of living crisis brought challenge after challenge. A challenge for us as a business as prices rose and the availability of building materials decreased and it also brought challenges for our tenants, customers and staff facing rising living costs and real hardship.

Here, I would like to thank the fantastic work of our staff across the group, our subsidiaries Conwy and Denbighshire

Care and Repair and Canllaw, and Gorwel, which provide services to prevent homelessness and domestic abuse. I am full of admiration for the dedication and empathy shown by our staff as they deal with difficult and challenging situations and whilst delivering homes and services of the highest quality.

I would like to express my thanks to Carys Edwards for her service to Grŵp Cynefin as a Board Member and more recently as Chair. And to other members of the Board who are leaving, thank you for your contribution too. As you can see in the report, as well as saying farewell to some Board members, we have also welcomed new members.

The energy and perseverance of our board members and all our staff members are crucial for this journey of progress and recovery which will bring us as a group to a strong place once again.

Thank you everyone for your dedication.

**Mel Evans**  
**Acting Chief Executive**

## A final word from the current Chair

Having previously been a board member for six years, in line with our Registered regulations, this means that my time with Grŵp Cynefin has come to an end.

I can only describe taking the Chair as a privilege. A privilege to serve and lead a principled housing association that puts the well-being of its tenants and customers at the heart of all its activities. An association that lives up to its strapline More than Housing.

From a personal point of view, the last nine years have been a period of personal development, of learning and expanding my horizons in a completely new field for me, and that has been a real pleasure. It was also a pleasure to work alongside the members of the Board over the years, all from various interesting backgrounds and experiences and Grŵp Cynefin staff, who give their all for the benefit of tenants, customers and colleagues alike. Thank you for the willing cooperation.

Naturally, this last year was probably the most significant of the whole period. These are challenging times



for the group – a period of change, of recognising and accepting weaknesses, of creating improvements and of strengthening as a team to ensure the recovery and growth of Grŵp Cynefin.

Step by step, this is happening, the group is stabilising and going from strength to strength. There is still work to be done but there is real commitment and a drive to succeed.

With the a new Chair and some new Board Members, I wish Grŵp Cynefin every success in the future and thank the staff, my fellow Board members and all the tenants and customers for their support.

Above all, I would like to sincerely thank Elen Williams, vice-Chair of Grŵp Cynefin who is also leaving, for her conscientious and diligent work and for being such a support to me personally.

I wish Grŵp Cynefin all the best.

Sincerely,

**Carys Edwards**  
Chair

## Awards

It was a great year for Grŵp Cynefin, getting recognition and confirmation of external and internal services and all the staff's hard work.



- **Welsh Housing Awards** – The Housing Team came out on top and won the 'Housing Team of the Year' award in the 'Welsh Housing Awards' in November.



- **Human Resources Network Awards Wales** – our HR department reached the shortlist for the best Wellbeing Strategy and took first prize for the best use of the Welsh Language.



- **TPAS Cymru Awards** – The Community Initiatives team were successful at the TPAS Cymru awards, getting second place for the Steps to Employment project and third place for its Social Rent Policy Consultation.

## Accreditations

We continue to be recognised for the quality of our customer service. This year Grŵp Cynefin has not only maintained its excellence in customer service accreditation but improved on it, with four additional 'compliance plus'. Customer Service Excellence (CSE) is a standard recognised nationally and designed to drive customer-focused change.



# More than Housing



Tenants Meetings: **38**

Digital Sessions:

**27** tenants  
received support



Gardening Competition:  
**22** took part

Community Grant: **30** applications.  
£7,970.71 awarded to 27 groups

“ The grant had a significant impact on our group – the number of members has risen by around 30% and we managed to persuade five new members to join the steering committee, a number of them young, local people.

Friends of Llandegwning Church, near Pwllheli

Worked with **120** partners

Grants awarded to support communities: £1,038,290



Roadshow:

**66** estates visited



**262** tenants engaged  
with us



## Extra Care Housing Sessions:

- 232 sessions (including digital sessions, craft, history, creative writing, physical exercise, mindfulness, yoga, Ensemble Cymru instrumental group, music, intergenerational and older people's forum).



## Employment and Training

- 35 enquiries from Grŵp Cynefin tenants
- 12 tenants supported  
6 have accepted a job,  
5 have stayed in work,  
1 new self-employment
- Supported 20 Steps to Employment applications - £4,813.84
- 21 tenants registered for online courses



## Going it Alone

- 1:1 support sessions - 168
- Group sessions – 38
- Welfare sessions with Youth Shedz – 7 (25 young people)
- Drop-in session with Llandrillo College – 18
- Information session – 6 (125 young people)
- Housing and Homelessness Session – 8 sessions (3 school groups)
- Budgeting session – 27

## Energy Wardens

- Enquiries – 488
- Partners – 4
- Warm Home applications Discount – 1104 (savings of £165,600)
- Extra Savings – £16,674



## eCymru

Grŵp Cynefin has been working with other Registered Social Landlords and tenants across Wales to create eCymru, a housing portal connecting the Welsh community. eCymru is a platform that offers events, engagement and e-learning opportunities that can help tenants live happier and healthier lives.



The COVID-19 pandemic sparked a collaboration across Wales to bring tenants a new digital experience. eCymru has been created and powered by the knowledge, skills, and experiences of individuals from across Wales, to ensure the platform meets the diverse needs of the communities it serves and make it user friendly for learners.



## y shed

### 4 current business units

- Rough Edge Bakehouse – Micro Bakery
- Lorna Hicks – Podiatry
- Trainer Container – Supplier of sportswear
- Tu Mundo Cafe

Monthly Craft market started in December 2022 – 12 different craft suppliers



## Congl Meinciau



- Hotdesk usage – 115
- Digital support – 209
- Cooking lessons – 38
- Activities for children – 140
- Fuel poverty advice and help – 36
- Social Prescriptions and Warm Welcome – 282
- Business enquiries – 40
- Financial support for local businesses – £19,000
- Grants for the centre – £68,000

# HWB Dinbych

- Coleg Llandrillo – 243 students. 31 courses
- Youth Shedz – 12 attend
- Denbigh Youth Project – parents and kids group 8 parents attend
- Denbigh Youth Service – 60 young people attending Youth Club Sessions
- 2 employment days – 18 attended
- Music sessions – 9 attended
- Food project – 30 cooking sessions
- Hot meal sessions – 20 attended and had a hot meal
- Delivered 8 food parcels per week
- Distribution of 200 blankets
- Distribution of 40 hygiene kits
- Receive 1:1 digital Support – 10
- Social prescription – 46 sessions – walking group, drawing sessions, sewing, art, and a group support session with counsellor
- Weekly employment clubs

## Step Forward Project

- Putting young people on a path to work
  - 24 young people received support
  - 12 registered for education
  - 7 received qualifications
  - 8 have gone into employment
  - 1 started a voluntary role
  - 20 1:1 counselling sessions



# Communication

## Branding



To coincide with the launch of our new website, we developed our branding by introducing five new colours to the established blue and grey. It was important for us to maintain the elements of the main brand, which is familiar and widely recognised by now, but the addition of other colours has enabled us to give different departments their own identity and has allowed more freedom in our designs.

**AR OSOD TO LET**

**5 Maes y Delyn, Cyffylliog**

Tŷ pêr 3 llffft  
Three bedroom Semi detached house

Rhent wythnosol **£120.65**  
Weekly rent

- 2 ystafell wely ddwbl ac 1 llffft sengl
- Dim blaenrdd na chodrau cwtid
- Gwasanaethau cynnal a chadw wedi'u cynnwys ac wedi gwirio ansawdd y eiddo
- Swyddog Tai dynodedig a chefnogaeth gan dim lles arbennigol, os oes angen
- Sicrydd tenantaeth tymor hir sefydlog
- Bydd blaenoriaeth yn cael ei roi i ymgyswyr sydd â chysylltiad lleol o 5 mlynedd oherwydd y polisi gosod lleol
- 2 double bedrooms and 1 single bedroom
- No deposit or hidden costs
- Maintenance services included and property quality checked
- Designated Housing Officer and support from a specialist welfare team, if needed
- Long term tenancy security
- Priority will be given to applicants who have a 5 year local connection due to the local lettings policy

0300 111 2122  
grwpcynefin.org



## Wallchart

A year planner was produced for tenants for 2023 instead of the usual calendar. The wallchart was full of information, useful advice and tips as well as space to note personal events. It got a great response from tenants as a useful resource and the change has meant a significant saving... so great value for money too!

## Growing the team

A Digital Communication and Marketing Officer was appointed in April 2022 which has made a significant difference to the Communications Unit. An extra internal resource has meant wider digital marketing by creating information videos, visual marketing material, animated content, attractive leaflets, a new Instagram account and much more.

## Calon Newsletter

Following internal discussion, consultation with tenants and TPAS Cymru, we decided to change the way we present our tenants newsletter, Calon.

Since 2022, we now produce two editions, digitally on our website and share the link with tenants and more widely on social platforms. This has freed resources to concentrate on consistent multi-platform content that better responds to the needs of our tenants and customers.

The feedback is very positive to this more lively and dynamic way of sharing advice, information and resources. The main Calon content is still approved by tenants, with every issue receiving our tenant approved stamp.



# Corporate

## Denbighshire Urdd Eisteddfod 2022

The Denbighshire Urdd Eisteddfod was a great success for the group. It was a valuable opportunity for us to spread the message about what we do as a group, build new relationships and catch up with various partners.


There was a real buzz on the Grŵp Cynefin unit on the maes, with the minibus parked outside and Cefyn Cynefin popping up to engage with the children.


Some of the highlights were a debate on the housing crisis with a panel that included Mabon ap Gwynfor AM and Grŵp Cynefin Chief Executive and Chair, a unit packed full of children learning to play the Ukulele, a local heroes themed bench painting session as part of the Denbigh Friendly Benches project and a VIP package for a lucky tenant.





Over **15,000!!** The number of people we engaged with during the week!




 **1523** How many cuppas Grŵp Cynefin's busy staff made during the week!

 **1720** The number of biscuits eaten by visitors to the unit!

 **219** How many completed a questionnaire to try to win a barbecue

 **179,151** The total number of steps our Communications Officer Hawys made during the event!

 **27** The number of Grŵp Cynefin staff who helped during the week

**HUGE! ❤️** Our thanks to the Urdd, our staff, visitors and the people and children of Denbighshire for an **AMAZING** welcome!

## Equality Diversity and Inclusion

The Equality Diversity and Inclusion group continued to meet regularly throughout the year, with the main objective of drawing up a draft strategy to be approved and implemented.

A reflection of the importance of this agenda is that the group is chaired by

the Chief Executive, with representation from across all Grŵp Cynefin, the Management Board as well as tenant representation.

Promoting equality, diversity and inclusion is a responsibility, a duty and a challenge for everyone, whether a tenant, customer, employee, Board member or any other person or organisation that provides services to the group. We will implement our strategy in the coming year.



## PAY IT FORWARD

All members of staff get half a working day a year to support a community event, from picking up litter to organising a local eisteddfod.

## HEALTH PLAN

The company contributes towards a staff health cash plan which includes contributions towards dental costs, eye prescriptions, medical consultations and health advice.

## WALKING MEETINGS

All teams are encouraged to have at least one walking meeting per month. A chance to discuss work in the fresh air, take a break from the desk and generate energy for new ideas.

*“ It was so easy to use, all I had to do was upload a photo of the receipt and the money was in my bank within a few days. A great plan for Grŵp Cynefin staff. ”*

*“ I feel very lucky that Grŵp Cynefin offers this scheme to staff. I have used it for personal and medical appointments and it's a great help with the cost of living at the moment – thank you, I'm very grateful. ”*

## CHARITY SUPPORT

Grŵp Cynefin staff voted to support a charity annually and this year, Welsh Air Ambulance came out top.

## SOCIALISE!

There are opportunities to socialise outside working hours with a calendar of events organised by staff across our area – from walks and bike rides, rounders, treasure hunts and more...

## KEEP FIT

Discounted membership of a local gym or leisure facility.



**Iechyd da**

Cynllun llesiant staff Grŵp Cynefin  
Grŵp Cynefin Staff Wellbeing Plan



*“ Having an outdoor meeting was a nice opportunity to discuss our case work in a relaxed and effective way. It was a good opportunity to create better relationships with our colleagues, without a desk or technology in sight! ”*



## Flexible Working

With staff still adjusting to the way we work following Covid, Grŵp Cynefin adopted a flexible working policy across the group. Now, where practical, staff are expected to work an average of two days a week from the office. Grŵp Cynefin believes this is fair so that staff stay in touch with colleagues and partners as well as helping staff find a work life that balances with their home or family life.

## Annual General Meeting

A successful AGM was held in M-Sparc business park in September 2022 where we shared our Annual Report for 2021-22.

Guest speaker Dr Steffan Evans from The Bevan Foundation presented the challenges of approaching a hard winter from a cost of living point of view.

This was the first time the annual report was shared in digital format only.

# Housing

## New Renting Homes Wales Act

One of the biggest changes to the housing sector came in December 2022 with the Welsh

Government's Renting Homes Wales act coming to effect. Tenants are at the heart of the legislation, designed to protect their rights and make sure they are fairly treated.

One element of the act is that tenancy agreements are called an occupation contract, and all Grŵp Cynefin tenants received new contracts. The Act states that contract holders is now the term that should be used for tenants. Grŵp Cynefin consulted with the tenants about this, and the decision returned was that they preferred to be called tenants, which we have listened to.

It was also an opportunity to check and update our tenants details – such as contact details, members of household, and encourage our tenants to provide an e-mail address.

**Working together**

**for a safe home for all**



## Rent Increase

A discussion paper was presented to the Grŵp Cynefin Management Board on 21 November 2022, following the Welsh Government's announcement on Welsh Housing Associations' rent increase for the year 23/24.

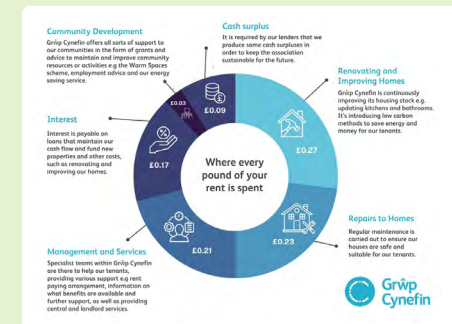
There was a further working group of the Management Board on 5 December 2022 and presentation and consultation with a tenant group in December 2022. There, the tenant representatives noted that the increase is a significant one but lower than inflation. To ensure that the group can continue to invest in our houses, they were happy to recommend an increase of 6.5%.

The recommendation was presented to and accepted by the Finance and Growth Committee on 12 December

2022, together with the Customers and Communities Committee on the 14 December 2022, on the understanding that we explain how we have come to the decision and how the rental income is to be spent.

The increase was approved by the Management Board on 19 December 2022.

We provided a comprehensive communication package explaining how we spend our income.



## Tenant Satisfaction Survey



Our tenants were encouraged to complete a satisfaction survey in 2022, to state their opinion on our services. The results were really encouraging considering that the recent national survey reported high overall dissatisfaction among social housing tenants.

87% reported that they were generally satisfied with Grŵp Cynefin's services, 83.2% that they were satisfied with the general standard of their home and 89% were satisfied that their rent provides value for money. 84% reported also that they trust Grŵp Cynefin as a landlord.

# Here for you – Cost of Living Crisis

## Warm Welcome

Grŵp Cynefin jumped at the chance to become part of the Warm Welcome scheme, for the benefit of whole communities. Through great collaboration with partners across North Wales free warm spaces, activities and meals for families and vulnerable people was offered, as energy and living costs increased like never before.

Alongside 200 other locations on the Croeso Cynnes map, HWB Dinbych, Congl Meinciau, Botwnnog and Yr Orsaf in Penygroes opened their doors to the public.

Location	Day/ Opening Times
HWB Dinbych, Denbigh Warm drink, food, WiFi, activities and games	Monday to Friday 9:00am - 3:00pm
Congl Meinciau, Eisteddfod Warm drink, food, WiFi activities	Monday to Friday 10:00am - 4:00pm
Yr Orsaf's 'Island Bar scheme' Newydd Goffu Penygroes Free hot meal!	Wednesday evening 17:30pm - 19:30pm

## Slow Cooker Scheme

As part of our 'Here for You' Cost of living support, we distributed 100 slow cookers to our tenants as it's possible to save £200 a year by using a slow cooker instead of a conventional oven.

**A chance for a free SLOW COOKER**

Want to use less energy, save money and eat well?

Slow cookers are a great way of batch cooking and cooking with cheaper ingredients. And using a slow cooker instead of an oven can save you up as much as £295.71 a year!

We are offering Grŵp Cynefin tenants the chance for a free slow cooker

Simply...

- Scan the QR code and complete the online form
- Phone 0300 111 2122 and ask for the Community Initiatives Team
- E-mail [mentraucaymunedol@grwpcynefin.org](mailto:mentraucaymunedol@grwpcynefin.org)
- Contact your manager if you live in an extra care housing scheme

**Cost of Living Crisis**

The cost of living crisis is a difficult time for everyone, and Grŵp Cynefin is here for you.

This section offers resources to help you. There is information here to help you save money and energy in your home as well as information about grants and support available to you.

Energy Advice | Financial Support | Wellbeing

## Cost of Living Section

A dedicated Cost of Living section on the website offers resources to help our tenants. It's full of advice, tips and useful information including links to learn about financial support, help towards energy costs, taking care of mental and physical health, information about food, low cost recipes, referrals to external sources and much more...

**Here for you**  
Newsletter

In this edition:  
- Meet the team who help you with your energy bills  
- How to save money on your energy bills  
- Children's Page  
- Free advice on how to save money

Follow us on:  
Facebook | Twitter | YouTube



“ I’m excited, I’ve never had a slow cooker before. I’m looking forward to using it.

“ I’m looking forward to using it, putting ingredients in in the morning before going to work and having a meal ready for when I come home from work.



“ I’m very grateful and looking forward to using it. I follow slow cooker pages on Facebook and I’m happy that I can now make real meals from the recipes.

## Hygiene Packs and Warm Blankets

50 hygiene packs and over 200 blankets were distributed to the community.

## Budgeting Course

24 tenants attended a budgeting course provided by the DWP.

## Here for you – Tenants’ newsletter

A dedicated newsletter was produced to support our tenants and customers through the cost of living crisis – Here for You.

Packed with information, financial support, energy advice, food and well-being tips is also contained useful contact details and advice on how we can support tenants.

# Going for green

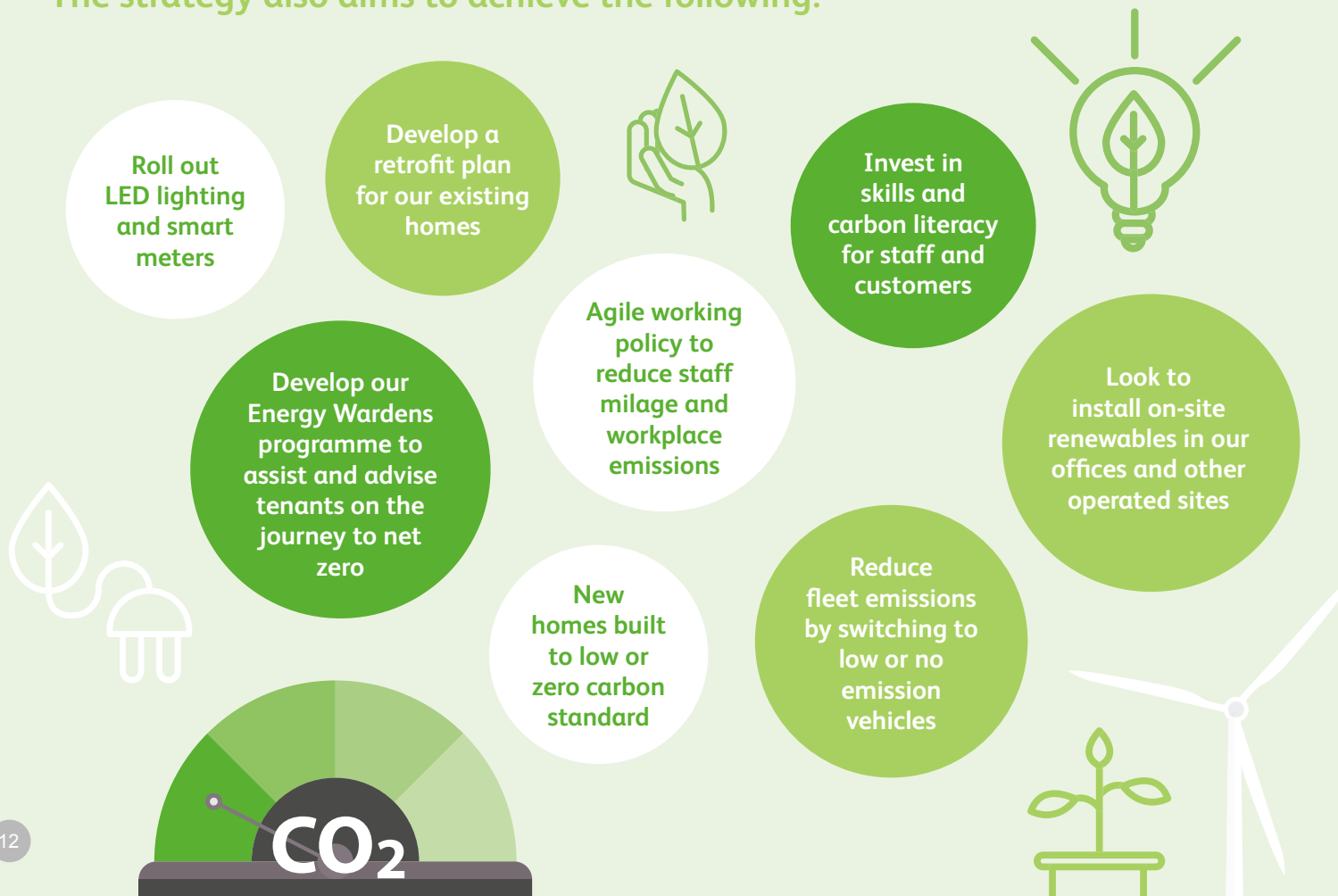
In 2022, Grŵp Cynefin pledged to reduce emissions by 4% year-on-year and achieve net zero by 2044. We announced this on the first day of the Denbighshire Urdd Eisteddfod 2022, with a full day of 'green' activities on our unit on the Eisteddfod field.

Children planted vegetables and herbs, a cooking

demonstration used cheap local ingredients and the group's energy wardens advised people on how to save energy and money through small changes around the house.

All of these were in line with the pledge included in Grŵp Cynefin's new sustainability strategy.

## The strategy also aims to achieve the following:



## Damp and Mould

Following the tragic death of Awaab Ishak as the result of living with mould in his home, the housing sector came under the spotlight, with scrutiny around how housing associations manage policies, good practice, systems and advice on damp and mould in their properties.

Foremost in Grŵp Cynefin's mind was to raise awareness of damp and mould, advise on how to treat it, how to prevent it and to make it as easy as possible for tenants to report damp and mould. The emphasis was on sharing information in an engaging way that was easy to understand. We created web pages through which tenants could easily report damp and mould, information leaflets, digital content and raised awareness on social media and via our tenants newsletter – Calon.



# Our subsidiaries

In 2022-23 3,530 people received help from Canllaw to adapt their homes.



## Canllaw

Canllaw provides housing services and practical solutions to meet the housing needs of older or vulnerable people across the counties of Gwynedd and Anglesey.

There are now three parts to the company - Canllaw addasu, the technical service Canllaw Technegol, created this year, and Care and Repair Gwynedd and Môn.



**A free service for people aged 60 and over to advise and support them in maintaining, improving or modifying their homes. Operates in the private sector, and mainly funded by the Welsh Government.**



**A professional service offering design, planning, inspection and supervision of construction work, whether large or small. Serves clients who are older or vulnerable.**



**A commercial service carrying out appropriate modifications in the homes of older or vulnerable people, so that they can maintain their independence.**

[www.canllaw.org](http://www.canllaw.org)

STANLEY



Gofal a Thrawsio Conwy a Sir Ddinbych  
Conwy and Denbighshire Care & Repair

In 2022-23 5,600  
people received help  
from Canllaw to  
adapt their homes

# The Older People's Housing Service

## Helping older people stay safe, warm and independent in their own homes

## Better homes, better health

Conwy and Denbighshire Care and Repair helps older homeowners and private tenants repair, modify and maintain their homes to enable them to live independently, comfortably, warmly and safely.

They can provide advice about:

- welfare benefits
- maintenance and repairs
- heat
- adaptations



997 Total number of Adaptations work completed excluding RRAP



Number of hospital to home referrals received of which 380 supported safe hospital discharge which led to a saving of 2,280 bed days. 100% of these clients reported on improved independence



Average age of people we've helped



98%

of people would recommend the Care & Repair service to others



246

Number of Gerddi Gwyrdd Private funded work completed at a value of £357,712



RRAP works were carried out within an average of

Number of core people we've helped



96% of clients told us they felt more confident and independent as a result of Care & Repair's services



98%

of clients were very satisfied with services provided by Conwy & Denbighshire Care & Repair



289

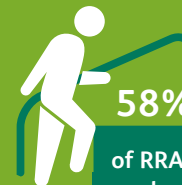
Total number of Home fire safety checks carried out



We helped 282 people to increase their income by £1,098,885 per annum

For every £1 spent on RRAP, £7.50 is saved in Health & Social Care budgets

£7.50



58% of RRAP clients who had work carried out to assist in reduction of falls



Managing much better the rails help a lot - the fitter was very good, very tidy, no mess.

I was extremely pleased with the whole service from C&R including the quick response, the quality of the service and customer service from the workman who attended.

I was overwhelmed by the kindness of everybody, I have always found it hard to get help because I own my own home.

Having the privilege of nursing people back to health it heartens me to know there are still people in the caring profession who genuinely go the extra mile to ensure a quality of life for people like myself.

Absolutely wonderful, really happy, makes so much difference having lever taps for my arthritis.

Phone us on  
0300 111 2120



1277

Number of people with a RRAP grant to adapt their home to allow them to live their independently

One of the year's highlights was receiving the national accreditation, SafeLives 'Leading Lights' for the provision of independent domestic violence advisors (IDVA) which responds to high risk referrals of domestic abuse. It is an accreditation programme that recognises and rewards good and safe practice. Receiving the accreditation recognises that the service reaches 23 standards, split in four main areas;

- Governance
- Human Resources
- Multi-agency work
- Service delivery



Three year accreditation by SafeLives



## Recruitment

Rising to the recruitment challenge was a priority during the year, with organisations throughout Wales feeling the effects

of lack of recruitment in the support sector. In response, Gorwel took a brave, holistic approach to attracting candidates. It held two recruitment days with an opportunity for candidates to spend

the morning learning more about Gorwel, and then interviewed in the afternoon. Through this approach, 16 new appointments were made, so an unprecedented success.



## Change Career. Change Lives.

Continuing with recruitment themes, Gorwel and two other providers were chosen throughout Wales to take part in the Cymorth Cymru and Welsh Government campaign "Change Career. Change Lives", a campaign to attract workers into the support sector. Being chosen

to participate in this campaign is confirmation of Gorwel's reputation nationally in the support sector. In the video support workers Harri Morris and Owain Jones, talk about their work, showing their dedication to preventing homelessness and Gorwel's work. The video is being shared on social media across Wales to promote the campaign.

**Harri and Owain - Working for Gorwel (English subtitles) - YouTube**

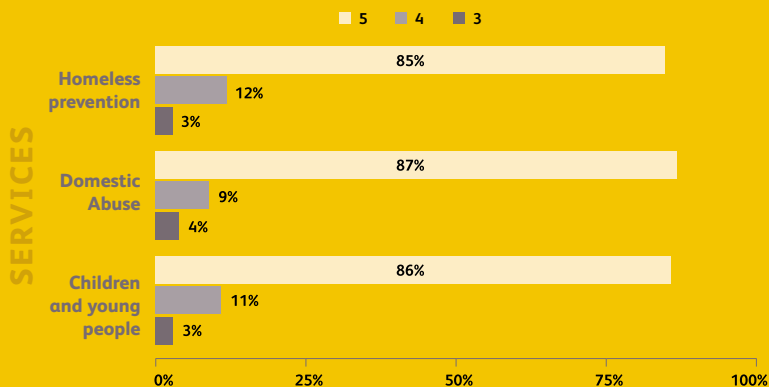
## Môn Older People Service

Following a successful tender, the Môn Older People Project was launched on the 1st October 2022, International Day of Older People. The project was commissioned by Anglesey Council and provided by Gorwel. It provides bilingual support, seven days a week for people aged 55 years and over who are facing challenges with their living arrangements or experiencing issues which, if left unresolved, could cause them to become homeless.

Welsh Government Minister for Climate Change, Julie James said: *“I’m thrilled to see the support being offered to such people in Ynys Môn by Gorwel. Older people should feel safe, comfortable and connected to their local community. This is exactly the kind of preventative approach we’re focused on, as set out in our Ending Homelessness Action Plan.”*

The cost of living crisis has been extremely challenging throughout the year, but Gorwel has continued to provide high quality services throughout, a credit to the dedication of its staff.

**In an independent consultation, those who have received services from Gorwel were asked to rate their experience, from 1 to 5, with 5 being the highest.**



## \*Bethan – IDVA Case Study

\*(every name has been change to protect privacy)

### How did you first come into contact with Gorwel?

I’d heard of Gorwel before but the police put me in touch with them because of an incident with my ex-partner.

### What did Gorwel do that was helpful?

To begin with they got in touch and explained what they could do to help. They kept me updated on what was happening with the police. When my ex-partner was released from custody they helped me to feel safe in my home – they arranged panic buttons in the house and one on my keys. They installed door barriers in the house too. My TV had been smashed by my ex-partner and they got me a replacement. I hadn’t got any money or food and they put me in touch with a foodbank and got me an emergency payment so I could put fuel in the car to get to work. They also supported me with my mental health and I’ve just started doing the Freedom Programme as well.

Something that was really important was that I was still in the relationship but they helped me think about the long term implications of that and what might happen if I stayed. A few weeks ago I got the strength to write down all the incidents that had happened and reported them to the police. I don’t think I would have felt safe enough or strong enough to do that before having Gorwel’s support.

### What are your hopes for the future?

I’ve just finished my first year of university and got a job as a Mental Health Support Worker. I want to finish my degree and then maybe do a Masters. I’m studying criminology. Eventually I’d like to be a detective or work in forensics.

### What would you say to anyone else who is going through a difficult time and was wondering about whether to get in contact?

I would say do it! If you’re offered help, take it. I found it difficult to trust people and particularly people in authority because of experiences in the past but Gorwel is totally different. Even if you’ve been let down before, I would say you can trust Gorwel, they’re more like friends.





# Human Resources

## Recruitment

During the year Grŵp Cynefin's recruitment process was put through the Lean method, which assesses the effectiveness of the process and how it could be improved. As a result, People HR was developed further to include an applicant tracking system.

As a result, effectively advertising on our website, via Indeed and Glassdoor, has resulted in a significant increase in candidates applying for jobs.



**Grŵp Cynefin**  
Mwy na thai • More than housing

**Swyddog Tai**

Cytundeb dros dro - cyfnod mamolaeth  
35 awr yr wythnos  
Cyflog: £25,667 y flwyddyn pro rata  
Lleoliad: Llangefni / Dinbych / Gweithio o gartre'

**Dyddiad Cau: Hanner dydd 4 Tachwedd 2022**  
This is a vacancy for a Housing Officer for which fluency in Welsh and English is essential

**Am fwy o wybodaeth ewch i**  
[grwpcynefin.org](http://grwpcynefin.org)

INVESTORS IN PEOPLE Silver

In addition, our job adverts, content and look of our application packs were refreshed.

This has led to ongoing efforts to promote the benefits the company offers and promote ourselves as excellent employers.

## Pulse Questionnaire

The Human Resources department keep track of staff views and opinions via regular pulse questionnaires. The results are shared with the staff.

### Investors in People

It was a source of great pride this year again for the group to maintain its Silver status in Investors In People.

INVESTORS IN PEOPLE™  
We invest in people Silver

## Pay it Forward

Staff were also encouraged to take advantage of the Pay It Forward plan, a scheme to give half a day a year of paid working hours for a good cause or charity. One who took advantage of this is Hawys Roberts, the group's Digital and Marketing Officer, who dedicated her time to administration and organising her local Eisteddfod in Pwllglas.



# Rural Housing Enablers

The Rural Housing Enablers are part of Grwp Cynefin, working with housing associations across north Wales. The aim is to develop and maintain links with rural communities in order to raise awareness and identify the need for affordable housing.

Several rural communities have benefited from the RHE service and have taken ownership of the work in order to help their communities. 2022-23 was another busy year, with the rural housing crisis remaining a hot topic and the work of the enablers more important than ever.

The enablers are proud to be working alongside senior officers in the Dwyfor pilot scheme, perfectly placed to participate in community events around the housing situation. The enablers are able to offer advice and experience, with seamless collaboration.

In specific Grŵp Cynefin schemes, the enablers were key from start in developing 45 homes completed during the year- they include 17 units in Bethesda, 24 in Penygroes and 4 in Waunfawr.

During the year, the enablers also worked with Menter Y Plu, who are keen to develop the local pub, and an adjacent unit to create a home for local people. An online housing needs survey was created along with an open day.

The response to the online survey and the open day were very positive and the Enablers are proud to support community ventures like this, hoping to do more of this in future.



Tai Teg is a partnership with the aim of providing affordable homes for people who don't qualify for social housing and/or who are unable to buy or rent on the open market. Grŵp Cynefin administers the partnership, which works with other housing associations in Grŵp Cynefin's operational area.

The team has been busy throughout the year assessing candidates and meeting targets set by the partners. An important element of the work is to update information continuously, work which is essential to ensure that the right candidates are on the right housing registers and ready to apply for a property.

Over the period April 2022 – March 2023, 367 applicants were nominated for housing through the Tai Teg register.

Catrin Roberts, Tai Teg and Rural Housing Enablers Manager said: "This year, the Equality Impact Assessment work was a substantial piece of work, requiring wide evidence. As a result, our qualifying criteria has been modified. The next project will be a new website. I would like to thank all our partners for their support over 2022-23. We look forward to working in partnership to develop Tai Teg and provide a range of affordable homes and contribute to bringing affordable units to rural areas through the Rural Housing Enablers service."

# Developments

## Llety'r Adar, Bethesda

The Llety'r Adar development in Bethesda was completed in October 2022. It is now buzzing with life, with all 17 properties now homes to a range of tenants. Grŵp Cynefin worked closely with the local community, through the group's Rural Housing Enablers service, to ensure that the development responded to what was needed locally.



The estate is picture perfect, and builders GM Construction, have won three recent awards for Best Gwynedd Housing Development, Best North Wales Development and Best Project Manager. The tenants are also giving the estate the thumbs up and are very happy in their new homes.

Sian, one of the new tenants says: "We get up every morning and it feels like we're in a hotel! It's lovely here and we've come to know everybody. We're very happy here and so lucky to have Grŵp Cynefin."



## Gerddi Bach, Waunfawr

Gerddi Bach in Waunfawr is Grŵp Cynefin's latest development to be completed, in April this year.

Again, it was a development specifically designed to respond to the village's housing needs, a new estate with four three-bedroom properties.

"It's a great feeling when we complete a development knowing that we are providing quality new homes for local people in the area" says Gwyndaf Williams, Grŵp Cynefin's Development Manager in north west Wales. "I hope the residents will be very happy in their new homes."



## Trem Engan, Penygroes

In November 2022 the Trem Engan estate in Penygroes was completed, providing 24 new affordable rental properties.

The scheme is part of the Welsh

Government's Innovative Housing Program aimed at delivering 113 low carbon houses in Anglesey and Gwynedd.

TPAS Cymru tenants association visited the site, giving it high praise indeed on their social media. This is what they had to say;

"All properties are EPC Grade A – meaning they are extremely energy efficient, resulting in lower bills for the tenants.

"Grŵp Cynefin has provided great things like car charging points for all the homes, using solar tiles instead of panels so birds and other animals can't get under them.

"The homes were lovely and warm inside."





## Llys Awelon, Ruthin

Work began on the complete redevelopment of the existing extra care housing scheme to create a modern, low carbon, purpose built building to meet the needs of older people in the Denbighshire area.

It will offer 35 one and two-bedroom apartments in addition to the existing 21 apartments, within a purpose-built building with communal areas such as gardens, lounges, a restaurant and a hairdressing salon.

The development is expected to be ready in mid-2024.

## Rhewl Fawr, Penyffordd

The work on this estate continued throughout the year to complete the scheme which will offer high quality rental homes for the local community of Penyffordd. The scheme will offer a combination of six social rent housing, and two intermediate rental houses. There will be a combination of eight two and three bedroom houses offering sustainable and low energy homes.



## Canolfan Lleu

Key milestones were reached around the ambitious plans for Canolfan Lleu, which is a partnership with Gwynedd Council, Betsi Cadwaladr Health Board and Theatr Bara Caws.

A vision document was published in March 2022, a significant document resulting from years of consultation work to understand the needs and aspirations of the Nantlle Valley's communities, developing the business case and how the partners and participants can work together.

During the year, there were opportunities to present information and consult with the local communities and partners to secure and maintain local support, which is essential to realise the ambition of an innovative well-being in the centre in Penygroes, for the benefit of all the communities in the Nantlle Valley.

Briefly, Canolfan Lleu aims to;

- strengthen communities across Nantlle Valley
- support people's health and well-being by offering traditional health and preventive services including a surgery
- create a place to socialise and connect people with each other including offices and theatre
- strengthen the local economy

Canolfan Lleu will push boundaries and hopefully inspire other communities in Wales to take action themselves.

The project received a huge boost with the approval by the Welsh Government of the Strategic Outline Case and £1.2million to support the business plan in 23/24.

Percentage of tenants satisfied, or very satisfied with the services provided by Grŵp Cynefin

2021/22 2022/23  
**85% 88%**



Number of calls handled by Cyswllt Cynefin, our customer service centre

2021/22 2022/23  
**40,715 39,793**



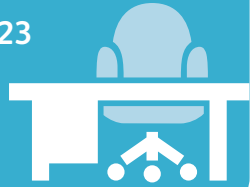
Number of staff employed

2021/22  
**267**  
2022/23  
**290**



Number employed by Canllaw and Conwy & Denbighshire Care & Repair

2021/22 2022/23  
**43 44**



Number of days to let a property

2021/22 2022/23  
**34 23**



Number of properties let to tenants

2021/22  
**319**  
2022/23  
**345**



Percentage of our homes that passed the Welsh Housing Quality Standard subject to acceptable fails

2021/22 2022/23  
**100% 100%**



Financial gains for our tenants provided by our Welfare Team

2021/22  
**£1,001,820.41**  
2022/23  
**£1,243,504**



Percentage of emergency repairs completed within 24 hours

2021/22 2022/23  
**98% 99%**



Average cost of a repair

2021/22 2022/23  
**£150 £170**



Number of service users supported by Gorwel's domestic abuse and homelessness prevention services

2021/22 2022/23  
**2025 1992**



Percentage of tenants who have lived in their homes for more than 10 years

2021/22 2022/23  
**43% 43%**



Percentage of our properties with gas that had received the annual inspection by anniversary date

2021/22 2022/23  
**99.9% 99.9%**



Percentage of rent loss due to arrears

2021/22 2022/23  
**2.17% 2.59%**



Number of new anti-social behaviour cases

2021/22 2022/23  
**405 403**



Number of requests for repair work

2021/22 2022/23  
**14,443 15,869**



Our performance

## Grŵp Cynefin Management Board



### Board of Management

Carys Edwards (Chair)  
 Elen Williams (vice-Chair)  
 Mike Corfield  
 Geraint George  
 Tony Jones  
 Dafydd Lewis

Jane Lewis  
 Nigel Finney  
 David Lloyd  
 Llinos Iorwerth  
 Siôn Fôn  
 Lesley Singleton

### Audit and Risk Committee

Mike Corfield (Chair)  
 Geraint George (vice-Chair)  
 Tony Jones  
 Siôn Fôn  
 Tim Jones (Canllaw Board rep.)  
 Gwenan Carrington  
 (CDCR Board rep.)

### Gorwel Committee

Dafydd Lewis (Chair)  
 Lesley Singleton (vice-Chair)  
 Nigel Finney  
 Caroline Hughes (independent member)

### Finance and Growth Committee

Jane Lewis (Chair)  
 Tony Jones (vice-Chair)  
 Dafydd Lewis  
 Elen Williams  
 Siôn Fôn  
 Paul Quirk (CDCR Board rep.)

### Governance Management Committee

Elen Williams (Chair)  
 Mike Corfield  
 Jane Lewis  
 Llinos Iorwerth  
 Dafydd Lewis  
 Tim Jones (Canllaw Board Chair)  
 Gwynne Jones (CDCR Board Chair)

### Customer and Communities Committee

Llinos Iorwerth (Chair)  
 Chris Schoen (vice-Chair)  
 David Lloyd  
 Carys Edwards  
 Trudy Edwards  
 Bob Jones  
 Siaron Jones  
 Garry Knight  
 Janet Milligan  
 Ianto Roberts

# Finance

## Value for Money

82% of tenants are very or fairly satisfied that their rent provides value for money, an increase from 79% in the previous year.

£1,038,290 worth of grants were obtained by the Community Initiatives team to support our communities, compared to £706,400 in the previous year.

The Energy Wardens supported 1104 applications for the Warm Home Discount, resulting in £165,600 savings for our tenants, an increase from £134,260 in the previous year.

The Community Initiatives Going it Alone project created £108,459 worth of social value, for every £1 invested, £2.75 was returned.



## Income £'000

- Rents
- Capital grant amortisation
- Gorwel
- Service Charge
- Other Projects
- Conwy and Denbighshire Care and Repair
- Canllaw (Eryri) Cyf
- Property Sales
- Other



Category	2023	2022
Rents	21,810	20,624
Capital grant amortisation	2,679	2,493
Gorwel	2,539	2,465
Service Charge	1,931	1,469
Other Projects	1,691	1,328
Conwy and Denbighshire Care and Repair	1,501	1,301
Canllaw (Eryri) Cyf	1,211	1,134
Property Sales	387	472
Other	109	22



Category	2023	2022
Rents	21,810	20,624
Capital grant amortisation	2,679	2,493
Gorwel	2,539	2,465
Service Charge	1,931	1,469
Other Projects	1,691	1,328
Conwy and Denbighshire Care and Repair	1,501	1,301
Canllaw (Eryri) Cyf	1,211	1,134
Property Sales	387	472
Other	109	22

Total	2023	2022
Total	33,858	31,308



## Expenditure £'000

- Upkeep and maintenance of housing stock
- Staffing costs
- Mortgage interest
- Housing stock depreciation and impairment
- Other Projects
- Other
- Conwy and Denbighshire Care and Repair
- Canllaw (Eryri) Cyf
- Property Sales



Category	2023	2022
Upkeep and maintenance of housing stock	10,156	9,736
Staffing costs	5,813	5,261
Mortgage interest	4,151	4,037
Housing stock depreciation and impairment	3,998	3,594
Other Projects	3,283	2,956
Other	2,279	1,891
Conwy and Denbighshire Care and Repair	1,395	1,131
Canllaw (Eryri) Cyf	1,127	1,042
Property Sales	0	0



Category	2023	2022
Upkeep and maintenance of housing stock	10,156	9,736
Staffing costs	5,813	5,261
Mortgage interest	4,151	4,037
Housing stock depreciation and impairment	3,998	3,594
Other Projects	3,283	2,956
Other	2,279	1,891
Conwy and Denbighshire Care and Repair	1,395	1,131
Canllaw (Eryri) Cyf	1,127	1,042
Property Sales	0	0

Total	2023	2022
Total	32,201	29,648



# Grŵp Cynefin

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We are able to provide information in other formats including print, large print, audio tape and Braille. Please contact Grŵp Cynefin for further assistance.

Grŵp Cynefin is a registered society under the Co-operative and Community Benefit Societies Act 2014 under number 21194R and is a charitable housing association registered with the Welsh Government under number LO29.