



**Grŵp
Cynefin**

Lle i Berthyn
A Place to Belong



GRŴP CYNEFIN ANNUAL REPORT

2025-26



CROESO

As I reflect on 2025/26, I am proud of the progress we have made together across Grŵp Cynefin. This has been a year of strengthening our organisation and delivering on our commitment to create *A Place to Belong* for our tenants, customers, staff and communities.

Our Corporate Plan, ***A Place to Belong 2025-28***, sets out a clear vision for the future, and this year we have focused on turning that vision into action. We have made significant progress across key priorities, including progressing our Welsh Housing Quality Standard programme, strengthening asset management, delivering key elements of our Digital and Data Transformation Programme and improving service performance.

Most importantly, we have continued to place tenants at the centre of our work. More than 1,100 tenants were consulted during the year, helping to shape services and influence decisions. Through co-production and collaboration, we are building stronger relationships and delivering services that better reflect the needs of the people and communities we serve.

As we move into the second year of our Corporate Plan, our focus will be on accelerating delivery, embedding change and continuing to improve outcomes for tenants and customers. We will remain committed to providing high-quality homes, excellent services and thriving communities, while ensuring that our values of being Transparent, Inclusive and Forward Thinking continue to guide everything we do.

I would like to thank our tenants, customers, Board Members, partners and colleagues for their continued support, commitment and dedication. Together, we are building an organisation that not only provides homes, but creates opportunities, strengthens communities and delivers a genuine place to belong.

Mel Evans
Chief Executive



A WORD FROM THE CHAIR

As Chair of Grŵp Cynefin, I am pleased to present our Annual Report for 2025-26, a year that has seen the organisation continue to strengthen and build on the solid foundations established through our Corporate Plan, *A Place to Belong*.

During the year, we have seen important progress across many areas of the Corporate Plan, including the development of a stronger 30-year Business Plan, improvements in asset management, investment in digital transformation and the continued strengthening of our governance arrangements

One of Grŵp Cynefin's greatest strengths is its commitment to listening to tenants and communities. Their views continue to play an important role in shaping decisions and helping us ensure that services meet the needs of those we serve.

I would like to thank my fellow Board Members for their commitment, expertise and dedication throughout the year, as well as our tenants, clients, staff and partners. The achievements highlighted in this report reflect the collective efforts of many people working together to make a positive difference.

As we move forward into the next phase of our Corporate Plan, the Board remains ambitious for the future. We will continue to provide strong oversight, support strategic investment and ensure that Grŵp Cynefin remains focused on delivering safe, high-quality homes and thriving communities.

Tim Jones
Chair Grŵp Cynefin

LAUNCHING A PLACE TO BELONG

“The launch of the new corporate plan is an important step because it’s a reset for Grŵp Cynefin as a whole, that outlines our future direction and a strategy for achieving our goals.”

Mel Evans, Chief Executive

A Place to Belong: Our corporate plan, shaped by our people

In 2025, Grŵp Cynefin launched its new Corporate Plan, A Place to Belong 2025-28. It sets out a clear vision for the organisation’s future and reaffirms its commitment to providing excellent services, quality homes and supporting thriving communities.

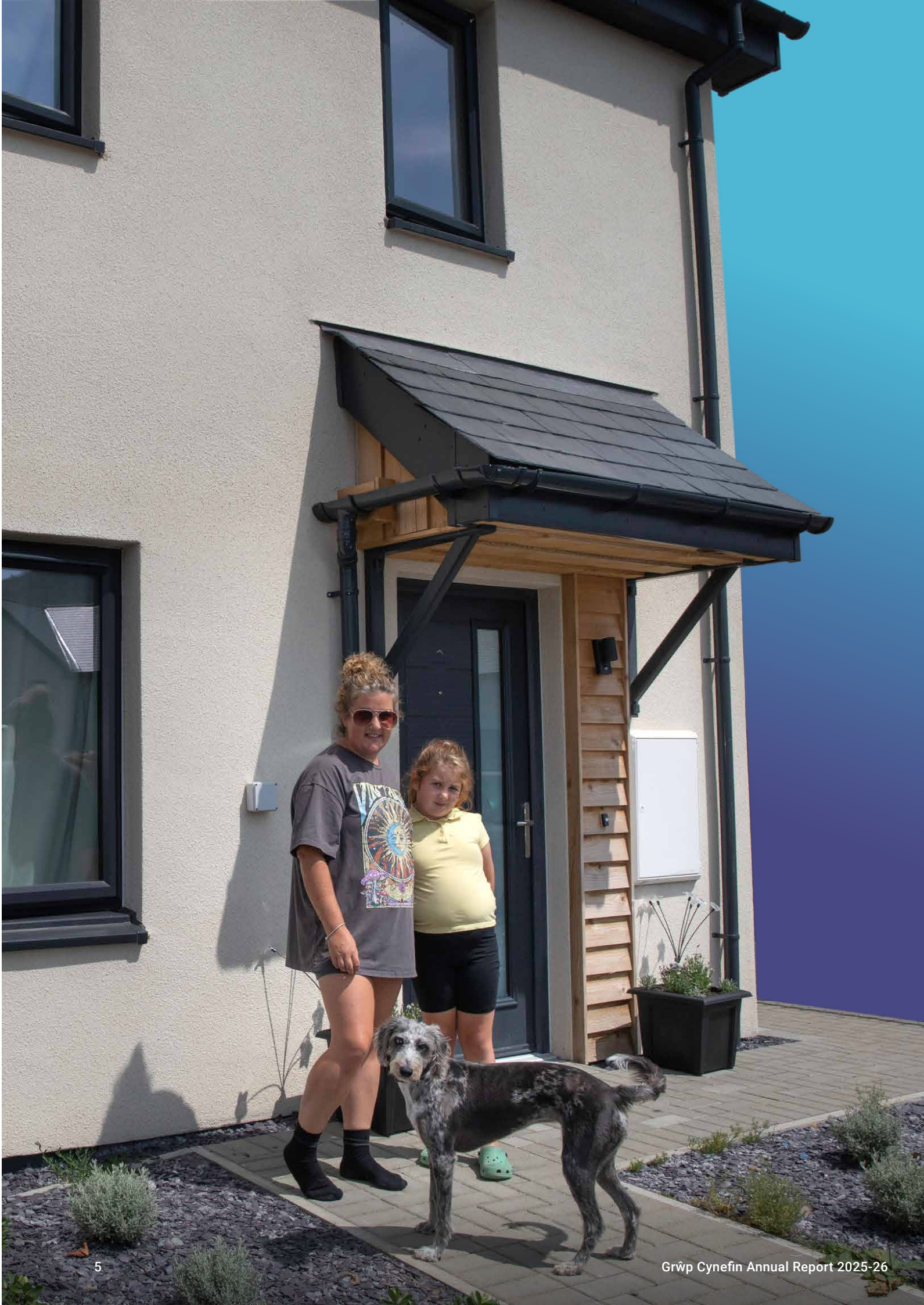
The plan was developed through an extensive co-design process involving more than 500 tenants, customers, staff and Board Members. Through workshops, forums, roadshows and digital engagement activities, stakeholders helped shape the group’s priorities and ambitions for the next three years.

Built around the vision of being “an inclusive and effective organisation that provides safe, quality and sustainable homes”, the plan focuses on five strategic priorities:

- **Tenants and Customers:** Providing excellent customer service to all.
- **Homes:** Delivering safe, quality and sustainable homes.
- **People:** Building an innovative, inclusive and proactive workforce.
- **Communities:** Being a trusted and resilient strategic partner.
- **Business:** Modernising our operating model to strengthen connectivity and financial resilience.

A key theme emerging from the engagement process was the importance of strengthening customer voice and influence. As a result, the plan places tenants and customers at the heart of decision-making, service improvement and future development.

The launch of A Place to Belong represents a significant step forward for Grŵp Cynefin, providing a shared vision and framework to guide investment, transformation and service delivery through to 2028.



A ROUND UP OF THE YEAR:

News in brief 2025-26

During 2025-26, Grŵp Cynefin continued to strengthen its role as a community-focused housing association, investing in homes, supporting communities, developing new housing opportunities and improving services for tenants across north Wales and north Powys.

A major milestone during the year was the launch of the organisation's new Corporate Plan 2025-2028, **Lle i Berthyn / A Place to Belong**, which set out an ambitious vision to help address rural depopulation, increase the supply of affordable homes and strengthen communities across the region. The plan includes a commitment to deliver 300 new homes by 2028 while ensuring that communities remain vibrant and sustainable for future generations.

Investing in Homes and Services

The year saw significant investment in housing provision and property services. Grŵp Cynefin expanded its internal maintenance and Direct Labour Organisation (DLO) teams, launching major recruitment campaigns to increase capacity, improve efficiency and ensure homes are available to tenants more quickly. New apprenticeship opportunities were also created, supporting workforce development and providing career pathways for local people.

Work also progressed on a range of housing developments and future schemes. Housing needs surveys were launched in communities such as Trearddur Bay, while developments including the £12.2 million expansion of Llys Awelon in Ruthin and the low-carbon homes programme at Henllan Street, Denbigh, demonstrated Grŵp Cynefin's ongoing commitment to delivering high-quality, energy-efficient homes.



Supporting Communities

Community investment remained a strong theme throughout the year. Grŵp Cynefin worked with partners across north Wales to deliver projects that improve wellbeing, strengthen community cohesion and create opportunities for residents. Initiatives included intergenerational projects, support for anti-social behaviour awareness campaigns, and activities addressing homelessness and community safety.

The organisation also collaborated with contractors and development partners to provide community donations and support projects during the Christmas period, demonstrating its commitment to generating social value through procurement and development activities.

Grŵp Cynefin continued to champion Welsh culture and language, partnering with other housing associations to support both the National Eisteddfod and Eisteddfod yr Urdd, highlighting the important connection between housing, community identity and cultural sustainability.



Recognition and Achievement

The organisation received significant external recognition during the year. Grŵp Cynefin achieved a **double success at the TPAS Cymru Good Practice Awards**, with projects praised for tenant engagement and environmental initiatives. This success was followed by further national recognition for its tenant involvement work and community initiatives.

Llys Awelon Extra Care Housing Scheme in Ruthin also gained national acclaim, receiving a **Welsh Local Authority Building Control (LABC) Building Excellence Award** following its redevelopment and expansion. The scheme's official opening marked a major achievement in providing high-quality accommodation that supports independent living for older people.

Engagement and Tenant Focus

Listening to tenants remained central to the organisation's work. Throughout the year, Grŵp Cynefin strengthened tenant engagement through roadshows, consultations and partnership working with organisations including North Wales Police. These initiatives provided opportunities for residents to share feedback, influence services and help shape local priorities.

The publication of the 2024-25 Annual Report and a successful Annual General Meeting also demonstrated the organisation's ongoing commitment to transparency, accountability and engagement with tenants, stakeholders and communities.

Looking Forward

As the year drew to a close, Grŵp Cynefin announced further investment in its Housing Service, including leadership appointments and recruitment activity designed to strengthen tenancy support services and prepare the organisation for future growth. These developments position the organisation strongly to deliver its Corporate Plan objectives and continue creating places where people can thrive and belong.

Overall, 2025-26 was a year of investment, growth and recognition, characterised by ambitious plans for new homes, enhanced tenant services, strong partnership working and a continued focus on supporting sustainable Welsh communities.

DELIVERING A PLACE TO BELONG

“This year has been about building strong foundations for the future. We have strengthened governance, launched transformative programmes and aligned our plans to ensure long-term sustainability. The challenge now is to build on this momentum and turn these foundations into measurable outcomes that improve the lives of our customers, colleagues and communities.”

Tim Jones, Chair

At a Glance

- 66.8% of strategic objectives rated on track or above at year end.
- New Performance Reporting Framework approved and moving into implementation.
- Digital and Data Transformation Programme established and progressing.
- 24/7 Security Operations Centre providing enhanced cybersecurity monitoring.
- Service charge and housing allocations reviews completed.
- Phase one office rationalisation completed.
- New 30-Year Business Plan developed to guide future investment and delivery.
- 27 of 37 Corporate Plan indicators performing at or above target.
- Strategic collaboration continuing across north Wales housing partnerships.



Strong progress in delivering our corporate plan



During 2025/26, Grŵp Cynefin focused on laying the foundations for the successful delivery of A Place to Belong 2025-28. This was a year of strengthening governance, improving business processes and launching the transformational programmes that will help shape the future of the organisation.

In a year that included leadership changes and a strategic focus on developing a new 30-Year Business Plan, the organisation made strong progress against its priorities. By year-end, more than two-thirds of strategic objectives were rated on-track or above, reflecting positive momentum, organisational resilience and a solid foundation for future delivery.

Digital and Data Transformation Programme

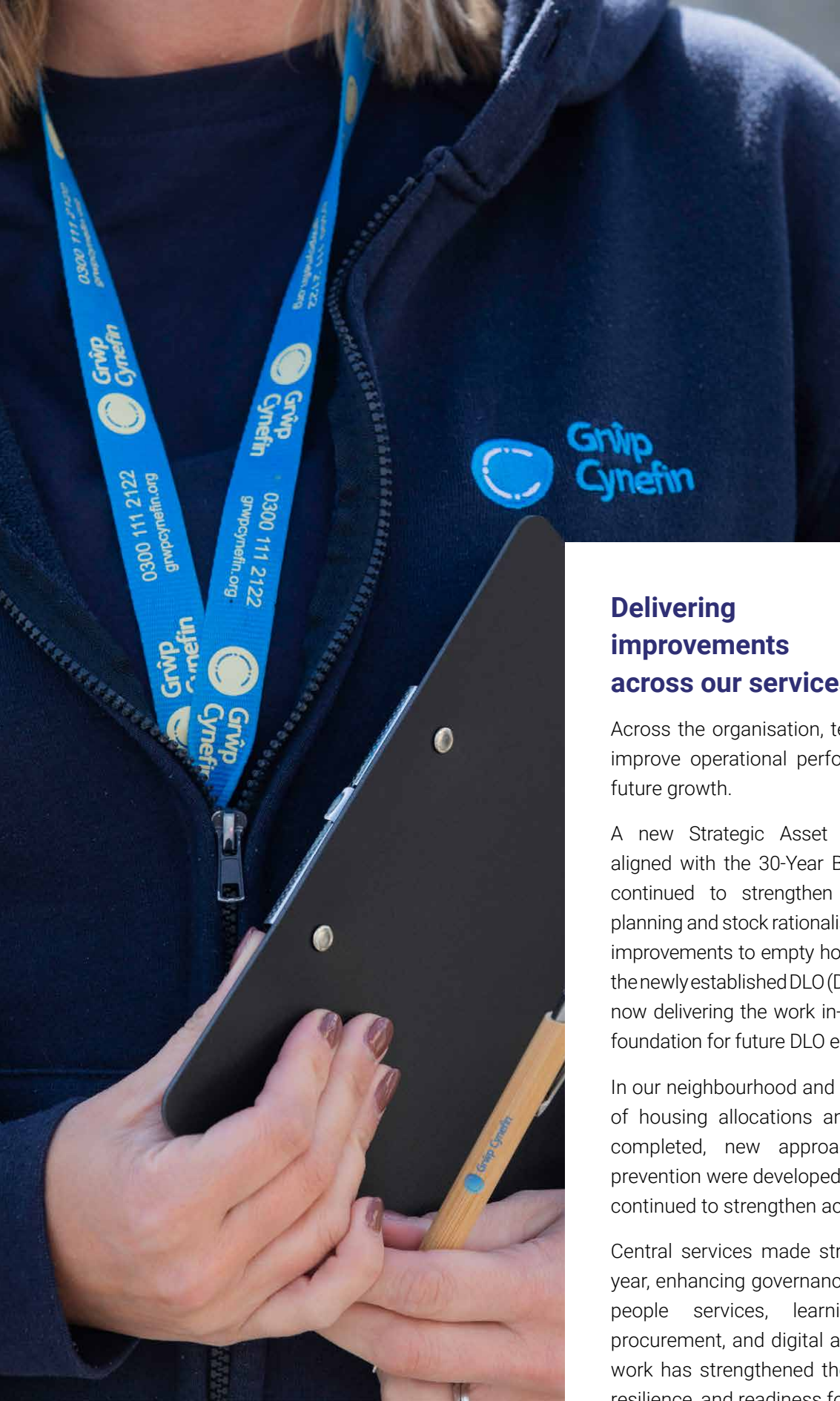


The year also marked the launch of our Digital and Data Transformation Programme, laying the foundations for a multi-year transformation journey that will modernise our systems, strengthen our use of data, and enhance the services we provide.

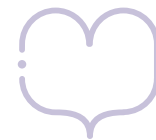
During the year, we:

- embedded enhanced cyber security measures,
- established a 24/7 Security Operations Centre to improve organisational resilience,
- launched a new intranet,
- implemented strengthened document management arrangements,
- developed a new Performance Reporting Framework
- Developed a new data improvement plan.

We also began mapping key customer journeys to better understand customer experiences to shape future service delivery.



Delivering improvements across our services



Across the organisation, teams worked together to improve operational performance and prepare for future growth.

A new Strategic Asset Management Plan was aligned with the 30-Year Business Plan, while work continued to strengthen compliance, investment planning and stock rationalisation. The programme of improvements to empty homes was completed, with the newly established DLO (Direct Labour Organisation) now delivering the work in-house, providing a strong foundation for future DLO expansion.

In our neighbourhood and support services, reviews of housing allocations and service charges were completed, new approaches to homelessness prevention were developed, and partnership working continued to strengthen across North Wales.

Central services made strong progress during the year, enhancing governance, financial management, people services, learning and development, procurement, and digital and data capabilities. This work has strengthened the organisation's capacity, resilience, and readiness for the future.

Working together to create greater impact



Collaboration remained central to our approach throughout the year. We continued to strengthen relationships with partner housing associations, local authorities and community organisations, while our subsidiary companies, Canllaw and Care & Repair Conwy and Denbighshire, continued to deliver positive outcomes for individuals, families and communities.

By working together, we are better positioned to respond to changing housing needs, provide effective support services and create lasting social value across the communities we serve.



Improving the journey for our customers



A key focus during the year has been the delivery of our Customer Journey Project, which has placed tenant insight at the heart of service improvement. Through a series of co-design workshops, tenants have played an active role in shaping future service delivery by identifying priorities for process improvement and sharing their lived experiences. The project continues to progress, and the development of new set of Service Standards will also enhance accountability, consistency, and the overall customer experience across the organisation.

“Grŵp Cynefin involve tenants and customer in helping to shape strategic decisions. Knowing that our voices are heard gives me confidence that the organisation is moving in the right direction and making decisions for the right reason.”

**Catherine Jones,
Chair of the Tenants' Group**



Looking ahead

As we move into Year Two of the Corporate Plan, our focus will shift from building foundations to accelerating delivery. Key priorities include implementing the 30-Year Business Plan, embedding the Strategic Asset Management Plan, progressing the Target Operating Model, modernising our Way of Working, and continuing to deliver the ambitious Digital and Data Transformation Programme.

The progress made during 2025/26 has provided a solid platform for the future. By maintaining our focus on customers, collaboration, innovation and sustainability, we will continue to create places where people can thrive and truly belong.

OPERATIONS DEPARTMENT

Housing and Supported Housing

Supporting Sustainable Tenancies and Thriving Communities

“The achievements of the Housing Management teams this year demonstrate the power of putting people first. Whether helping a family maintain their home, supporting tenants through financial challenges or working with partners to address complex needs, our colleagues have shown exceptional dedication and compassion. I am particularly proud that we achieved zero repossessions while continuing to provide practical support that helps people thrive in their homes and communities.”

Rhiannon Dafydd, Head of Housing

At a Glance

- 250 homes let during the year, with properties allocated within 4 days of becoming ready for occupation.
- 0 repossessions achieved through proactive tenancy sustainment and early intervention.
- £27.3m rent and service charge income collected.
- 2.3% rent arrears at March 2026, reduced from 2.63% in 2024/25.
- £1.27m ongoing financial gains secured for tenants through Welfare Team support.
- 104 tenants supported each month, on average, by the Welfare Team.
- 345 anti-social behaviour cases managed across our communities.
- 133 multi-agency meetings held to support 44 tenants with complex needs.
- 10 mutual exchange applications supported between tenants.
- 21 succession cases successfully managed.

Putting tenants at the heart of housing services

During 2025/26, Grŵp Cynefin’s Housing Management teams continued to provide vital support that helped tenants sustain their tenancies, maximise their income and live safely within their communities. Through a combination of proactive housing management, welfare support, income collection and partnership working, we maintained strong performance while delivering positive outcomes for some of our most vulnerable tenants.

Homes let quickly and efficiently

Providing access to quality housing remains a key priority. During the year, 250 homes were let, working closely with Development and Asset Management colleagues to ensure properties were ready for occupation as quickly as possible. On average, homes were let within four days of becoming available, helping to address housing need across our communities.

The Housing Management team continued to deliver services in accordance with the Renting Homes (Wales) Act 2016, ensuring tenants received the support and information needed throughout their tenancy journey.

Supporting financial resilience

With many households continuing to face financial pressures, our Income Collection and Welfare teams played a crucial role in supporting tenants and protecting tenancy sustainability.

During the year, rent and service charge income of £27.3 million was collected, while rent arrears reduced to 2.3%, an improvement from 2.63% in 2024/25. This reflects the team’s proactive approach to engagement, support and early intervention.

The Welfare Team continued to make a significant difference to tenants’ lives, securing ongoing financial gains of £1.27 million and supporting an average of 104 tenants each month. This support helped residents access benefits, maximise income and improve their long-term financial stability.



Working together to keep communities safe

During 2025/26, the team managed 345 anti-social behaviour cases across three categories and introduced Grŵp Cynefin’s Good Neighbourhood Policy, reinforcing expectations around respect, responsibility and community wellbeing.

Alongside this work, Housing Officers collaborated extensively with external partners to support vulnerable tenants and manage complex situations. A total of 133 multi-agency meetings were held involving 44 tenants, demonstrating the value of partnership working when addressing complex housing, health and wellbeing needs.

Sustaining tenancies through partnership and support

Housing Management teams continued to focus on helping people remain successfully housed through challenging circumstances. During the year there were 10 mutual exchange applications and 21 succession cases, ensuring homes continued to meet residents’ changing needs.

Many of the year’s most impactful outcomes came through close collaboration with social services, health professionals, the police, mental health services and specialist support agencies. These partnerships enabled vulnerable tenants to receive coordinated support while maintaining their independence and tenancies.



Tenant Story

"I visited the family in their new home and seeing the difference it has made was incredibly emotional. The young person can now move around safely, has gained independence and is enjoying everyday activities that were previously difficult. The move has transformed his quality of life."

Feedback from a family member following a housing intervention

Changing Lives Through Support

At Grŵp Cynefin, our supported living services provide vital assistance to some of the most vulnerable people, helping individuals and families rebuild their lives, regain confidence and secure a brighter future.

Over the past year, our Domestic Abuse Services in Gwynedd and Mon supported 754 adults and 174 children, providing safe accommodation, practical support and specialist guidance to those affected by domestic abuse. By working closely with survivors, we help people move towards greater safety, independence and wellbeing.

Our commitment to preventing homelessness also continues to make a significant difference across the region. Through our Homelessness Prevention Services in Gwynedd, Mon and Denbighshire, we supported 391 people, helping them access housing, maintain tenancies and overcome the challenges that can place them at risk of homelessness.

Looking ahead

As housing pressures continue to evolve, our focus remains on supporting tenants to sustain their homes, strengthening communities and providing services that make a meaningful difference to people's lives. Through early intervention, strong partnership working and a commitment to customer wellbeing, we will continue to create positive outcomes for tenants across the communities we serve.

PEOPLE AND CULTURE

"At Grŵp Cynefin, people are at the heart of everything we do. Whether supporting and developing our employees, ensuring the safety and wellbeing of our tenants, strengthening communities, or creating opportunities for future generations, our values guide every aspect of our work. Through strong communication, meaningful engagement and a commitment to inclusion, we work closely with tenants, communities and partners to shape services and make decisions that have a positive impact."

"We are proud to invest in developing future talent, promoting the Welsh language and creating pathways into rewarding careers, while ensuring that the voices of our tenants and communities continue to influence our priorities and help us build A Place to Belong for everyone."

Nerys Price-Jones, Director of People and Culture

Our tenants' voices

At Grŵp Cynefin, we believe that the strongest communities are built when tenants have a genuine voice in shaping the services and places that matter to them. During 2025/26, we strengthened opportunities for involvement, ensuring tenants played a central role in influencing decisions, improving services and helping shape the future direction of the organisation. More than 1,100 tenants were consulted during the year, while 36 actively involved tenants helped influence decisions across 38 areas of work, from housing improvements and policy development to budget setting and service design.



Communities Initiatives helping people thrive

We continued to invest in programmes that help people thrive, supporting financial wellbeing, employment, digital inclusion and community resilience.

- **£1.27 million** secured in financial gains for tenants through welfare support and advice services.
- **233 tenants** received support from our Energy Warden service to reduce fuel costs and improve energy efficiency.
- **37 tenants** received tailored digital support, helping them access services, opportunities and online resources.
- **23 individuals** accessed employment support and guidance, with grants helping people move closer to training, work and self-employment.
- More than **30 health and wellbeing activities** were delivered, helping combat isolation and support healthier lifestyles.

Our lively hubs

Our community hubs **HWB Dinbych** and **Congl Meinciau** continued to provide welcoming spaces where residents could access advice, learning opportunities, wellbeing support and community activities.

At a Glance

- **1,100+ Tenants Consulted**
- **£1.27m Financial Gains Secured**
- **233 Tenants Supported with Energy Advice**

Breathing new life into our brand

The Communications and Marketing team has played a key role in strengthening Grŵp Cynefin's identity, engagement and visibility during the year.

We successfully refreshed and modernised the organisation's brand, introducing updated visual elements, colours and typography while ensuring the strapline, **"Lle i Berthyn / A Place to Belong"**, is prominently and consistently represented across all communications.

Alongside this, we developed a comprehensive Voice and Brand Framework, shaped through collaboration with staff and tenants, to ensure a clear, authentic and consistent approach to communication across the organisation.

Internal communications were invigorated through the continued development of the **Clic** intranet and the introduction of the live **Lle am Sgwrs** feature, creating new opportunities for staff engagement, collaboration and the sharing of timely information. These initiatives have helped strengthen internal communication channels and support a more connected workforce.

Externally, the team has actively promoted Grŵp Cynefin through targeted campaigns, media engagement and digital communications, raising the organisation's profile and increasing awareness of our services, achievements and impact across the communities we serve. We also played a key role in having a presence at the National Eisteddfod in Wrexham, helping to showcase our work, engage with visitors and strengthen our profile as a community-focused housing association across North Wales.

Together, these improvements have enhanced both the visibility of the organisation and the effectiveness of our communications.



Developing Future Talent, Apprenticeships and Education Partnerships

During 2025/26, we worked with schools, colleges, universities and partner organisations across North Wales to promote careers, develop skills and support future talent. We also continued to provide apprenticeships and work placements, helping people gain valuable experience and build successful careers.



Highlights

- Delivered **24 education engagement activities** across North Wales.
- Supported young people through careers fairs, employer events and mock interviews.
- Delivered **Welsh in the Workplace** sessions to promote the Welsh language at work.
- Raised awareness of careers at Grŵp Cynefin and within the housing sector.
- Strengthened partnerships with **Bangor University** and **Coleg Meirion-Dwyfor**.
- Engaged with learners across Gwynedd, Anglesey, Conwy, Denbighshire and Flintshire.
- Continued to offer apprenticeship opportunities
- Supported apprentices and trainees to gain qualifications and workplace skills.
- Used apprenticeships and work placements to attract and develop future talent.

This work reflects our commitment to supporting people into employment, promoting the Welsh language and investing in local communities. Through our education partnerships and apprenticeship programmes, we are helping to develop the workforce of the future while strengthening Grŵp Cynefin's reputation as an employer of choice.

ASSET AND GROWTH – ASSETS

Investing in Safe, Sustainable Homes

“Investing in our homes is about much more than maintaining buildings, it’s about improving the quality of life for our tenants and ensuring our communities can thrive for generations to come. Through our retrofit programme, we’re making homes warmer, more energy efficient and more affordable to run, helping tenants reduce their energy costs while supporting our journey towards Net Zero Carbon.

“The continued investment in our Direct Labour Organisation (DLO) is equally important. Having a skilled in-house team allows us to deliver improvements more efficiently, respond to tenants’ needs more effectively and maintain high standards across our housing stock. By combining targeted retrofit investment with a strong DLO service, we’re creating safer, greener and more sustainable homes that provide lasting benefits for our tenants and communities.”

Rhodri Owen, Interim Director of Assets and Growth



At a Glance

- 107 homes upgraded through the Optimised Retrofit Programme
- 100% of new homes achieved EPC A rating
- 100% gas safety compliance achieved
- 100% fire risk assessments completed
- £4.3m retrofit investment programme secured for 2026/27
- 90% forecast WHQS compliance across homes
- 60% voids property completed by our internal DLO.
- 2026/27 set target to increase DLO to do 40% of responsive repairs



During 2025/26, Grŵp Cynefin continued to invest in the quality, safety and sustainability of homes across north Wales and Powys. From major improvement programmes and energy-efficiency upgrades to maintaining exceptional compliance standards, our focus has remained on creating homes where people can thrive.

We maintained 100% gas safety compliance and 100% fire risk assessment compliance while continuing to improve homes through our planned investment programme and Welsh Housing Quality Standard (WHQS) commitments.

Sustainable homes for the future

Through the Welsh Government’s Optimised Retrofit Programme, 107 homes were upgraded to EPC C or above, helping reduce energy costs and improve comfort for tenants.

Further funding has been secured to improve almost 200 more homes over the coming year, strengthening our journey towards Net Zero Carbon by 2044.



All new homes developed during the year achieved EPC A ratings, ensuring residents benefit from some of the most energy-efficient homes available.

Creating long-term value

This year marked an important step in modernising asset management across Grŵp Cynefin. By introducing a more data-led approach to investment decisions and strengthening programme governance, we are ensuring resources are directed where they have the greatest impact for tenants, homes and communities.

Looking ahead

With significant investment secured for retrofit, continued progress towards WHQS compliance and a renewed focus on strategic asset management, we are building the foundations for safer, greener and more sustainable homes for future generations.

ASSETS AND GROWTH – DEVELOPMENT

Developing Homes, Strengthening Communities

“Despite a challenging development landscape, we have continued to make progress towards delivering much-needed affordable homes. Our focus remains on creating sustainable communities, strengthening partnerships and building a pipeline that will allow us to meet future housing need across our operating area.”

Arwyn Evans, Head of Development

During 2025/26, Grŵp Cynefin continued to invest in creating affordable, high-quality homes that help meet local housing need across our communities.

Although the external development environment remained challenging, with pressures relating to planning, construction costs and funding arrangements, we successfully completed **32 new affordable homes** during the year and continued to progress a substantial future development programme. Our focus remains on delivering sustainable homes that support individuals, families and communities to thrive.



Building for the future

Housing demand across our operating area continues to grow, and during the year we worked closely with local authorities, Welsh Government and development partners to identify and deliver new housing opportunities.

While the original Corporate Plan target anticipated **47 homes** during 2025/26, wider market conditions affected delivery timescales. However, significant progress has been made across a number of schemes which will support future completions and provide a strong platform for continued growth. Current forecasts indicate a **further 39 homes** will complete during 2026/27 and **133 homes** during 2027/28.

Alongside our new-build programme, one of the most significant milestones of the year was the completion and official opening of the redeveloped **Llys Awelon Extra Care Housing Scheme in Ruthin**. Following a three-year **£12.2 million** investment programme, the scheme has been transformed into a modern, purpose-built community that supports older people to live independently while benefiting



from access to care and support when required. The project increased the number of apartments from **21 to 56** and represents a major investment in housing choice for older people across Denbighshire.

The year also saw continued progress at **Henllan Street, Denbigh**, where **11 low-carbon homes are being developed** incorporating renewable technologies including solar PV panels and air-source heat pumps, helping to create sustainable and energy-efficient homes for future tenants.

Progress was made on sites in Nefyn and Betws y Coed during 2025-26.

Planning for long-term growth

Alongside developments already underway, we are progressing an ambitious pipeline of future schemes that will help address housing need for years to come.

Our current pipeline includes proposals for **267 additional homes** across 2028/29 and 2029/30. These schemes are included within Grŵp Cynefin's long-term business planning and financial forecasts, ensuring growth remains sustainable and affordable while supporting our strategic vision.



LLYS AWELON

Transforming later-life living

The completion of the **£12.2 million redevelopment and expansion of Llys Awelon** stands out as one of Grŵp Cynefin's flagship achievements during 2025/26. The project has delivered a modern, low-carbon extra care housing scheme designed to help older people maintain their independence, wellbeing and connection to their community.

Working in partnership with **Denbighshire County Council, Welsh Government** and **Read Construction**, the scheme was expanded from **21 apartments to 56 modern** homes, creating significantly

greater capacity to meet growing demand for extra care accommodation. The development includes attractive communal facilities, landscaped gardens, social spaces, a restaurant and hair salon, supporting a vibrant and welcoming community for residents.

The quality of the completed scheme received national recognition when it **won a Welsh Local Authority Building Control (LABC) Building Excellence Award**, recognising the exceptional standards achieved in design, construction, sustainability and partnership working.



“People often speak to me about the importance of home, that it's not just bricks and mortar, it's where we feel safe, it's where we have comfort, it's where we have companionship. And it's where we want to remain and be independent and for me that's so important. And from what I've heard and seen, that's how Llys Awelon feels, it feels like home.”

Rhian Bowen-Davies, the Older People's Commissioner for Wales

Llys Awelon at a glance

- **£12.2 million investment**
- **Expanded from 21 to 56 apartments**
- **£7.1 million Welsh Government funding contribution**
- **Modern, low-carbon design**
- **National LABC Building Excellence Award winner**
- **Supporting independent living for older people across Denbighshire**

Working collaboratively

Delivering affordable homes relies on strong partnerships. Throughout the year we continued to work with Welsh Government, local authorities, contractors and consultants to overcome challenges and bring forward new opportunities.

We also continued to engage with communities to better understand local housing need and help shape future development opportunities. This included consultation work in areas such as **Trearddur Bay**, ensuring future investment plans are informed by local priorities.

We secured continued funding through the **Physical Adaptations Grant programme**, with an allocation of **£529,689 for 2026/27**, helping us adapt homes to meet the changing needs of tenants and support independent living.

Looking ahead

The demand for affordable housing continues to exceed supply across many communities. Despite ongoing sector challenges, our development programme remains central to achieving Grŵp Cynefin's strategic objectives.

Supported by the ambitions set out in our Corporate Plan, **Lle i Berthyn / A Place to Belong**, we remain committed to increasing housing supply, supporting rural communities and delivering more affordable homes across north Wales and north Powys. With a robust pipeline of future schemes, strong partnership working and continued investment planning, we are well positioned to increase housing supply and deliver more safe, quality and sustainable homes over the coming years.

At a Glance

- **32 new homes completed during 2025/26**
- **39 homes forecast to complete during 2026/27**
- **204 homes forecast across the current Corporate Plan period**
- **267 additional homes identified within the future development pipeline**
- **£12.2m invested in Llys Awelon, Ruthin**
- **Llys Awelon expanded from 21 to 56 apartments**
- **National LABC Building Excellence Award won by Llys Awelon**
- **£529,689 Physical Adaptations Grant allocation secured for 2026/27**

OUR SUBSIDIARIES

Care and Repair Conwy and Denbighshire



Canllaw (Eryri) Cyf

Though our three main services, the organisation helped a total of 5,611 people to maintain their independence and wellbeing at home in 2024/25. 3 logs Canllaw

Gofal a Thrwsio Gwynedd a Môn, the local care & repair agency conducted 1,352 home assessments to older/vulnerable clients, whilst assisting our clients in investing over £1.6M worth of works in repairing, improving or adapting their properties. The Agency's Hospital to a Healthier Home service carried out 450 interventions that allowed

277 patients to return home promptly from hospital to a safe home environment. The Agency also assisted in maximising on client' incomes, and 146 clients were supported to receive welfare benefits totally over £860k. The Managing Better service delivered by the Agency assisted 137 people who live with dementia, sensory loss or had a stroke to maintain their independence at home.

The **Canllaw Addasu** service carried out 2,337 minor adaptation works for clients in their own homes, totalling £483k during the year. This work was funded through capital grants awarded by Welsh Government' *Rapid Response Adaptations Programme* and Cyngor Gwynedd' *Safety at Home* programme. The service also carried out 84 larger grant adaptations as well as 88 private funded works. Working collaboratively with our parent organisation the service did 52 kitchen and bathroom replacements for Grŵp Cynefin.



The **Canllaw Technegol** service project managed numerous schemes for clients, generating a fee income of £186k for the organisation.

Client satisfaction

That our service has improved their independence and well-being	77%
Recommend our services to others	99%
Satisfied with the service	98%
Satisfied with the quality of the work carried out in their home	98%

FINANCE

Income £'000		2026		2025	
		£'000		£'000	
Rents		26,311	57.7%	24,586	61%
Capital grant amortisation		3,217	7.1%	2,801	7%
Gorwel		2,559	5.6%	2,589	6%
Service charges		2,945	6.5%	2,832	7%
Other projects		5,863	12.9%	3,719	9%
Conwy and Denbighshire Care and Repair		2,044	4.5%	1,708	4%
Canllaw (Eryri) Cyf		1,887	4.1%	1,596	4%
Property sales		567	1.2%	463	1%
Interest		199	0%	173	0%
Total		45,591	100%	40,467	100%

Expenditure £'000		2026		2025	
		£'000		£'000	
Upkeep and maintenance of housing stock		16,146	38%	14,950	38%
Staffing costs		7,634	18%	6,870	18%
Mortgage interest		5,055	12%	4,426	11%
Housing stock depreciation and impairment		4,478	10%	4,011	10%
Other Projects		3,065	7%	3,235	8%
Other		2,506	6%	2,362	6%
Conwy and Denbighshire Care and Repair		1,989	5%	1,642	4%
Canllaw (Eryri) Cyf		1,862	4%	1,490	4%
Impairment Review		0	0%	0	0%
Total		42,737	100%	38,987	100%

GRŴP CYNEFIN MANAGEMENT BOARD



Tim Jones,
Chair



Sally Baxter,
Vice-Chair



Jane Lewis



Nigel Finney



David Lloyd



Llinos Iorwerth



Mike Corfield



Paul McGrady



Tony Oakley



Siôn Fôn



Delyth Lloyd



Paul Robinson



David Lewis



**Grŵp
Cynefin**

Lle i Berthyn
A Place to Belong