TPAS Cymru

Annual Report 2014/2015

Llywodraeth Cymru
Welsh Government

www.tpascymru.org.uk

Chair's Message

Welcome to the TPAS Cymru Annual Report for 2014/15. This has been a year of challenge and achievement for TPAS Cymru: one where we have had to continually adapt and review our services to maintain our successes and to meet our members' changing needs.

The environment we operate in remains challenging for our members, and the economic pressures of the past few years have not gone away. We've therefore worked hard to ensure that the participation of tenants and service users is recognised and valued as being essential in ensuring that landlord services are delivered effectively and efficiently.

As ever we will continue to promote new ideas and approaches to participation in order to strengthen its role and place tenants at the heart of evolving housing service delivery and decision making.

The Management Committee would like to thank Rob Carey, who stood down as chair during the year, for his leadership and commitment during his term of office.

Finally I would like to thank all the committee members and staff who have contributed so ably to our achievements and activities during the year.

David Lloyd-Williams, Chair

Director's Message

Welcome to a report that reflects upon a busy and productive period. The last financial year, 2014-15, already seems a long time ago but it's easy to remember that it was a period of change as we adjusted to a new challenging financial situation and change in Director. However, it was also a successful year:

- We influenced and raised awareness of challenges and good practice in participation and service involvement
- We supported our members throughout Wales and responded to their changing needs by diversifying our training provision, undertaking innovative projects through consultancy, advising organisations and best practice.
- We delivered a strong programme of support with landlords and tenants and service users, in particular prioritising work to engage under-represented groups and we successfully involved a wide range of different people in new participation activities.

During this year we have enjoyed working with our member organisations on a number of new and exciting projects and are always delighted when our clients have seen a benefit of commissioning TPAS Cymru to work with them. We have done this by providing flexible and tailored consultancy support and training for staff, tenant and service users alike.

The challenging economic climate and cuts to funding, impacted on our financial situation. We had to make significant savings of 40% during this year. This resulted in a small deficit. We are addressing all aspects of our business to ensure we remain strong and active now and in the future. The deficit is smaller than we predicted which is good news, we hope to be reporting a surplus next year.

I would like to thank the staff of TPAS Cymru for their commitment to the organisation in difficult financial times and for their effort and innovation in delivering the quality and quantity of participation activities and support that the following pages outline.

David Lloyd, Director

TPAS Cymru Aims

To improve services → To make landlords accountable to Tenants → To increase skills and confidence of Tenants → To improve quality of communities

What We Do

Top Events During 2014-2015

2014

- May 14 – Community Resilience and Wellbeing
- June 14 – Participation Awards
- Oct 14 – Tenant Inspectors Network October
- Oct 14 – Tenants Disability Groups Network
- Feb 15 – Anti-Social Behaviour Policy Seminar
- March 15 – Community Development Seminar

2015

Most Popular Training Courses

Training Courses

- Tenant Scrutiny
- Introduction to Anti-Social Behaviour
- Introduction to Tenant Participation
- Community Involvement in the Work of Communities First
- How to have Effective Meetings
- Introduction to Housing Associations
- Tenant Inspectors/Auditors
- Achieving Positive Outcomes from Service User Involvement

How We've Influenced the Housing Sector

Promoting shared learning and encouraging innovation in Participation through Awards showcases and report, seminars and tenant and staff networks.

Keeping Tenants at the heart of Regulation – through training, events and attendance at (WG) Regulatory Board for Wales.

Developed good practice in service user involvement by supported housing providers, and embedding the requirement for service user involvement in WG policy and with Regional Consultative Committees for Supporting People

Achievements that Make Us Proud

Operating throughout all areas of Wales with bilingual service provision

Rolling out of our training provision to support Communities 1st areas across Wales

Supporting a range of landlords to establish and develop effective Tenant Scrutiny in their organisations

Promoting equality and diversity in participation throughout all our training, consultancy and events.

Developing strong partnerships with our sister organisations: TPAS Scotland, TPAS England and Supporting Communities (Northern Ireland).

What People Say About Our Training

"The training was informative and participatory"

– *Value for Money*

"Most effective 'dealing with difficult behaviour' training I have attended" – *Dealing with difficult people training*

"Great networking meeting, very interesting and energising and nice to meet some new people" – Tenants Partnership Network.

"It was inspiring to hear from service users"

– *Service User Involvement Network*

"Very well delivered and was mindful of our needs throughout Scrutiny: Making it Work training"

– *Cadwyn Housing Associtaion*

"Very, very useful. Extremely well presented in a clear concise and informal manner" *Well Done!* – *Intro to HAs*

"Attending the ASB Seminar was a big help for my community work"

"Clear and focussed session, coming in as a newcomer it was very useful to see the stages required to set out a strategy document"

– *Powys CC Developing your LTPS training session*

"I really liked the planning sheets at the end -as a way to focus our work and implement actions discussed"

– *Widening Involvement in Communities First*

"The network event was a good mix of presentations and and perpectives from different organisations"

– *Joint TPO Network*

"Really easy to understand . I learnt a lot. Wonderful"

– *Intro to HAs*

"An excellent and informative session" – *Dealing with difficult people training*

Investors in People Gold

MHA
Monmouthshire Housing
Tai Sir Fynwy

The Sunday Times 100 Best Not-For-Profit Organisations to Work For 2015

MHA's Vision:

By 2020 MHA will be the top performing Social Enterprise in Wales providing quality homes and services, transforming peoples' lives and giving them the confidence and support to realise their ambitions. We will create an environment where people can have a brilliant quality of life, in areas where they aspire to live and work.

Great **People** Great **Homes** Great **Location**

0345 677 2277

communityservices@monmouthshirehousing.co.uk

www.monmouthshirehousing.co.uk

facebook.com/monmouthshire.housing

twitter.com/mon_housing

Where the Money Goes

Income	2013 / 2014	2014 / 15
Core Grant	£275,075	£184,300
Membership	£60,020	£53,422
Consultancy, Training & TEGs	£84,843	£48,759
Annual Conference	£50,998	£18,979
Other Fees	£9,497	£11,221
Other Income	£7,915	£12,132
Total	**£488,348**	**£328,813**

Expenditure	2013 / 2014	2014 / 15
Development and Support	£352,711	£238,587
Office Costs	£69,620	£52,253
Annual Conference (not including staff costs)	£33,181	£9,877
Consultancy, Training and TEGs	£1,235	£500
Other	£26,258	£31,229
Total	**£483,005**	**£332,446**

Membership of TPAS Cymru

Tenant and Resident Association Members

2012	2013	2014	2015
206	205	197	170

Local Authorities

2012	2013	2014	2015
9	9	8	8

Registered Social Landlords

2012	2013	2014	2015
40	40	34	32

Supported Housing

2012	2013	2014	2015
21	20	22	22

Our People

Management Committee Members

Local Authority Members

Simon Kaye	Denbighshire County Council
Debbie Davies	Flintshire County Council

Housing Association Members

Rob Carey	Monmouthshire Housing Association *(Chair until November 14)*
Carina Roberts	Cymdeithas Tai Eryri
Vicki Miller	United Welsh Housing Association
Kay Helyar	Charter Housing
Ross Williams	NPT Homes
Laura Thomas	Cartrefi Conwy *(As of November 14)*

Tenant Association Members

David Lloyd-Williams	Cartrefi Conwy Tenants & Resident Association *(Chair as of December 14)*
Heidi Beverstock	Taff Tenants & Residents Association
Pam Every	Llanelli Tenants Network *(As of November 14)*
Derek Hainge	Cartrefi Cymunedol Gwynedd TRA Partnership
John Fitzgerald	Cynon Taf Community Housing Group
Edith Greensmith	Flintshire Tenants Federation
Steven Waite	Linc Cymru Tenants Panel
Pip Williams	Monmouthshire Housing Association Tenants Panel
Patricia Tyler	Tywi Tenant Network
David Davies	Tŷ Pontrhun Residents Panel *(Until November 14)*
Maldwyn Little	Dowlais Residents Group *(Until November 14)*

Supported Housing Landlord Representative

Kirsty Ellis	Caer Las Cymru *(Until November 14)*

Honorary/Co-opted Members

Clare James	Community Housing Cymru (Officer)
Janet Loudon	Shelter Cymru (Officer)

The TPAS Cymru Staff Team

South

Samantha Roblin, Finance Manager
(Resigned December 14)

Zhanar Tabeyeva, Finance Officer
(Joined January 15)

Clair Buckley, Support Services Manager

Nina Langrish, Project Officer

Judith Bateson, Project Officer
(Resigned January 15)

Gail Lewis, Administrator

North

David Lloyd, Director

Helen Williams, Project Officer

Iona Robertson, Office Manager

Contact:

South Office:
TPAS Cymru
Unite Building
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CF11 9SD

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tpas.cymru
Follow us via LinkedIn: TPAS Cymru

Lead Sponsor:
50 Tai Wales & West Housing FIFTY YEARS PUM DEG MLYNEDD

Lead Exhibitor:
united welsh

Ein Pobl

Aelodau Pwyllgor Rheoli

Aelodau Awdurdodau Lleol

Simon Kaye	Cyngor Sir Ddinbych
Debbie Davies	Cyngor Sir y Fflint

Aelodau Cymdeithasau Tai

Rob Carey	Cymdeithas Tai Sir Fynwy *(Cadeirydd tan Tachwedd 14)*
Carina Roberts	Cymdeithas Tai Eryri
Vicki Miller	Cymdeithas Tai Cymru Unedig
Kay Helyar	Tai Siarter
Ross Williams	Cartrefi NPT
Laura Thomas	Cartrefi Conwy *(O Tachwedd 14)*

Aelodau Cymdeithasau Tai

David Lloyd-Williams	Cymdeithas Tenantiaid a Phreswylwyr Cartrefi Conwy *(Cadeirydders Rhagfyr 14)*
Heidi Beverstock	Cymdeithas Tenantiaid a Phreswylwyr Taf
Pam Every	Llanelli Tenants Network *(O Tachwedd 14)*
Derek Hainge	Partneriaeth CTP Cartrefi Cymunedol Gwynedd
John Fitzgerald	Grŵp Tai Cymunedol Cynon Taf
Edith Greensmith	Ffederasiwn Tenantiaid Sir y Fflint
Steven Waite	Panel Tenantiaid Linc Cymru
Pip Williams	Panel Tenantiaid Cymdeithas Tai Sir Fynwy
Patricia Tyler	Rhwydwaith Tenantiaid Tywi
David Davies	Panel Preswylwyr Tŷ Pontrhun *(Tan Tachwedd 14)*
Maldwyn Little	Grŵp Preswylwyr Dowlais *(Tan Tachwedd 14)*

Cynrychiolydd Landlord Tai â Chefnogaeth

Kirsty Ellis	Caer Las Cymru *(Tan Tachwedd 14)*

Aelodau Anrhydeddus / Cyfetholedig

Clare James	Tai Cymunedol Cymru (Swyddog)
Janet Loudon	Shelter Cymru (Swyddog)

Tîm Staff TPAS Cymru

De

Samantha Roblin, Rheolwr Cyllid
(Ymddiswyddwyd Rhagfyr 14)

Zhanar Tabeyeva, Swyddog Cyllid
(Ymunwyd Ionawr 15)

Clair Buckley, Rheolwr Gwasanaethau Cefnogol

Nina Langrish, Swyddog Prosiectau

Judith Bateson,Swyddog Prosiectau
(Ymddiswyddwyd Ionawr 15)

Gail Lewis, Gweinyddwr

Gogledd

David Lloyd, Cyfarwyddwr

Helen Williams, Swyddog Prosiectau

Iona Robertson, Rheolwr Swyddfa

Cyswllt:

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LL29 7LN

Ffôn: 01492 593046

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@tpascymru
tpas.cymru
Dilynwch ni drwy LinkedIn: TPAS

Noddwr Arweiniol: 50 Tai Wales & West Housing | FIFTY YEARS PUM DEG MLYNEDD

Arddangoswyr: united welsh

Lle mae'r arian yn mynd

Incwm	2013 / 2014	2014 / 15
Grant craidd	£275,075	£184,300
Aelodaeth	£60,020	£53,422
Ymgynghoriaeth, Hyfforddiant a GYT	£84,843	£48,759
Cynhadledd Flynyddol	£50,998	£18,979
Ffioedd Eraill	£9,497	£11,221
Incwm Arall	£7,915	£12,132
Cyfanswm	**£488,348**	**£328,813**

Gwariant	2013 / 2014	2014 / 15
Datblygu a Chymorth	£352,711	£238,587
Costau Swyddfa	£69,620	£52,253
Cynhadledd Flynyddol (heb gynnwys costau staff)	£33,181	£9,877
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Arall	£26,258	£31,229
Cyfanswm	**£483,005**	**£332,446**

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Tai â Chymorth

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INVESTORS IN PEOPLE | Gold

MHA
Monmouthshire Housing
Tai Sir Fynwy

THE SUNDAY TIMES 100 BEST NOT-FOR-PROFIT ORGANISATIONS TO WORK FOR 2015

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facebook.com/monmouthshire.housing
twitter.com/mon_housing

Beth mae pobol yn ei ddweud am ein hyfforddiant

“Roedd yr hyfforddiant yn llawn gwybodaeth a chyfranogol”
– Gwerth am Arian

Y sesiwn ‘Delio ag Ymddygiad Anodd’ fwyaf effeithiol i mi ei fynychu’ *– Hyfforddiant Delio â Phobl Anodd*

“Cyfarfod rhwydwaith gwych, diddorol iawn ac egnïol ac yn braf i gwrdd â rhai pobl newydd” – *Rhwydwaith Partneriaeth Tenantiaid*

“Roedd yn ysbrydoliaeth clywed gan ddefnyddwyr gwasanaeth”
– Rhwydwaith Cynnwys Defnyddwyr Gwasanaeth

“Wedi ei gyflwyno’n dda iawn ac yn ymwybodol o’n hanghenion drwy gydol y cwrs - Sgriwtini: Gwneud iddo Weithio”
– Cymdeithas Tai Cadwyn

“Defnyddiol iawn iawn. Wedi ei gyflwyno’n eithriadol o dda ac mewn modd cryno, clir ac anffurfiol – Da iawn” – *Cyflwyniad i Gymdeithasau Tai*

“Roedd mynychu Seminar Ymddygiad Gwrthgymdeithasol yn help mawr ar gyfer fy ngwaith cymunedol”

“Sesiwn glir â ffocws da. Yn dod i mewn fel person newydd, roedd yn ddefnyddiol iawn i weld y camau sydd angen eu nodi yn y ddogfen strategaeth”
– Cyngor Powys Sesiwn Hyfforddi Datblygu eich SCTLI.

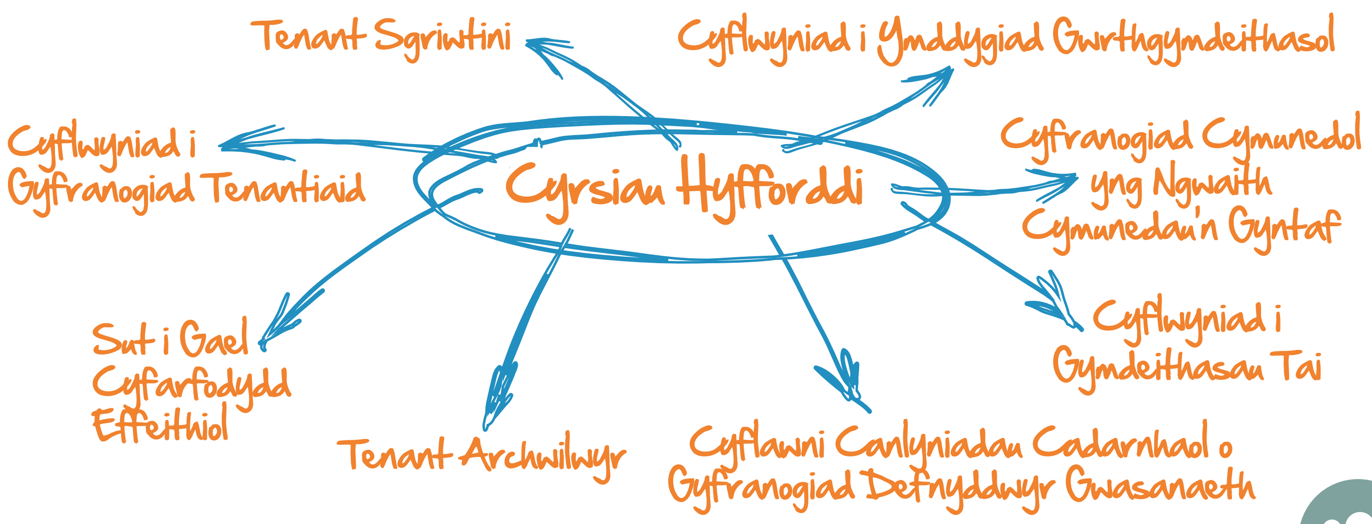
“Wir wedi hoffi’r taflenni cynllunio ar y diwedd - fel ffordd o roi ffocws i’n gwaith ac i weithredu’r camau a drafodwyd”
– Ehangu Cyfranogiad mewn Cymunedau’n Gyntaf

“Roedd y digwyddiad rhwydwaith yn gymysgedd da o gyflwyniadau a safbwyntiau o wahanol sefydliadau”
– Rhwydwaith SCT Ar y Cyd

“Hawdd iawn ei ddeall. Wedi dysgu llawer iawn. Gwych” *– Cyflwyniad i Gymdeithasau Tai*

“Sesiwn ardderchog a llawn gwybodaeth” *– Hyfforddiant Delio â Phobl Anodd*

Cyrsiau hyfforddi mwyaf poblogaidd



Sut yr ydym wedi dylanwadu ar y Sector Tai Cymdeithasol

Cadw Tenantiaid wrth galon Rheoliad – trwy hyfforddiant, digwyddiadau a mynychu cyfarfodydd Bwrdd Rheoleiddio ar gyfer Cymru (LIC).

Hyrwyddo dysgu ar y cyd ac annog arloesedd mewn Cyfranogiad drwy arddangosfeydd ac adroddiad o'r Gwobrau, seminarau a r hwydweithiau tenantiaid a staff.

Datblygu arfer da wrth gynnwys defnyddwyr gwasanaeth gan ddarparwyr tai â chymorth, ac ymgorffori'r gofyniad i gynnwys defnyddwyr wasanaeth ym mholisi Llywodraeth Cymru a gyda Phwyllgorau Ymgynghorol Rhanbarthol ar gyfer Cefnogi Pobl

Cyflawniadau yr ydym yn ymfalchïo ynddynt

Gweithredu ledled bob ardal yng Nghymru gyda darpariaeth gwasanaeth dwyieithog.

Ymestyn ein darpariaeth hyfforddiant i gefnogi ardaloedd Cymunedau'n Gyntaf ledled Cymru.

Cefnogi amrywiaeth o landlordiaid i sefydlu a datblygu Tenant Sgriwtini effeithiol yn eu sefydliadau.

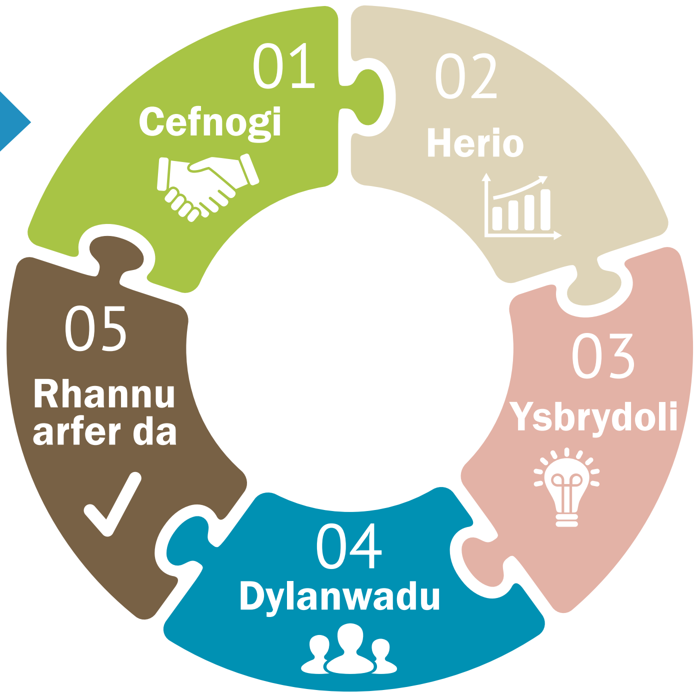
Hyrwyddo cydraddoldeb ac amrywiaeth mewn cyfranogiad ar draws ein holl hyfforddiant, ymgynghoriaeth a digwyddiadau.

Datblygu partneriaethau cryf gyda'n chwaer sefydliadau: TPAS yr Alban, TPAS Lloegr a Cefnogi Cymunedau (Gogledd Iwerddon).

Nodau TPAS Cymru

Gwella gwasanaethau → Gwneud landlordiaid yn atebol i denantiaid → Gwella sgiliau a hyder tenantiaid → Gwella ansawdd cymunedau

Beth ydyn ni'n ei wneud



Prif ddigwyddiadau yn ystod 2014-2015

2014

- Mai 14 – Gwydnwch a Lles Cymunedol
- Meh 14 – Gwobrau Cyfranogiad
- Hyd 14 – Rhwydwaith Tenant Archwilwyr
- Hyd 14 – Rhwydwaith Grwpiau Anabledd Tenantiaid
- Chwe 15 – Seminar Polisi Ymddygiad Gwrthgymdeithasol
- Maw 15 – Seminar Datblygu Cymunedau

2015

Neges y Cadeirydd

Croeso i Adroddiad Blynyddol TPAS Cymru ar gyfer 2014/15. Mae hon wedi bod yn flwyddyn o her a chyflawniad i TPAS Cymru: un lle'r ydym wedi gorfod addasu yn barhaus ac adolygu ein gwasanaethau i gynnal ein llwyddiannau ac i ddiwallu anghenion newidiol ein haelodau.

Mae'r amgylchedd rydym yn gweithredu ynddi, yn parhau i fod yn heriol ar gyfer ein haelodau, ac nid yw pwysau economaidd y blynyddoedd diwethaf wedi mynd i ffwrdd. Felly, rydym wedi gweithio'n galed i sicrhau bod cyfranogiad tenantiaid a defnyddwyr gwasanaeth yn cael ei gydnabod a'i werthfawrogi fel rhywbeth hanfodol i sicrhau bod gwasanaethau landlordiaid yn cael eu darparu'n effeithiol ac yn effeithlon.

Fel arfer, byddwn yn parhau i hyrwyddo syniadau a dulliau cyfranogi newydd er mwyn cryfhau ei rôl ac i roi tenantiaid wrth wraidd esblygu darparu gwasanaethau tai a gwneud penderfyniadau.

Hoffai'r Pwyllgor Rheoli ddiolch i Rob Carey, a oedd yn sefyll i lawr fel cadeirydd yn ystod y flwyddyn, am ei arweinyddiaeth a'i ymrwymiad yn ystod ei gyfnod yn y swydd.

Yn olaf, hoffwn ddiolch i holl aelodau'r pwyllgor a'r staff sydd wedi cyfrannu mor fedrus at ein cyflawniadau a gweithgareddau yn ystod y flwyddyn.

David Lloyd-Williams, Cadeirydd

Croeso gan y Cyfarwyddwr

Croeso i adroddiad sy'n adlewyrchu ar gyfnod prysur a chynhyrchiol. Mae'r flwyddyn ariannol ddiwethaf, 2014-15, eisoes yn teimlo fel amser maith yn ôl ond mae'n hawdd cofio ei fod yn gyfnod o newid wrth i ni addasu i sefyllfa ariannol heriol newydd a newid mewn Cyfarwyddwr. Fodd bynnag, roedd hefyd yn flwyddyn lwyddiannus:

- Rydym wedi dylanwadu a chodi ymwybyddiaeth o heriau ac arfer da mewn cyfranogiad ac mewn cyfranogiad gwasanaeth.
- Rydym wedi cefnogi ein haelodau ledled Cymru ac wedi ymateb i'w hanghenion newidiol drwy arallgyfeirio ein darpariaeth hyfforddiant, ymgymryd â phrosiectau arloesol drwy ymgynghori, cynghori sefydliadau a thrwy arfer gorau.
- Rydym wedi cyflwyno rhaglen gref o gefnogaeth gyda landlordiaid a thenantiaid a defnyddwyr gwasanaethau, mewn gwaith blaenoriaethu arbennig i ymgysylltu â grwpiau heb gynrychiolaeth ddigonol ac rydym wedi ymwneud ag ystod eang o bobl wahanol mewn gweithgareddau cyfranogi newydd yn llwyddiannus.

Yn ystod y flwyddyn hon, rydym wedi mwynhau gweithio gyda'n sefydliadau sy'n aelodau ar nifer o brosiectau newydd a chyffrous, ac rydym wastad yn falch iawn pan fydd ein cleientiaid wedi gweld y fantais o gomisiynu TPAS Cymru i weithio gyda nhw. Rydym wedi gwneud hyn drwy ddarparu cymorth a hyfforddiant ymgynghori hyblyg ac wedi'i deilwra i staff, tenantiaid a defnyddwyr gwasanaeth.

Mae'r hinsawdd economaidd heriol a thoriadau mewn cyllid, wedi cael effaith ar ein sefyllfa ariannol. Bu'n rhaid i ni wneud arbedion sylweddol o 40% yn ystod y flwyddyn hon. O ganlyniad i hyn, roedd diffyg ariannol bach. Rydym yn mynd i'r afael â phob agwedd ar ein busnes i sicrhau ein bod yn parhau i fod yn gryf a gweithgar yn awr ac yn y dyfodol. Mae'r diffyg ariannol yn llai nag yr oeddem wedi ei ragweld, sy'n newyddion da, a mawr yw'r gobaith cael nodi y bydd gennym warged y flwyddyn nesaf.

Hoffwn ddiolch i staff TPAS Cymru am eu hymrwymiad i'r sefydliad yn ystod cyfnod ariannol anodd, ac am eu hymdrech ac arloesedd wrth gyflawni'r ansawdd a'r gweithgareddau cyfranogi a chefnogaeth niferus a welir yn y tudalennau canlynol.

David Lloyd, Cyfarwyddwr

TPAS Cymru

Adroddiad Blynyddol
2014/2015