

# Recognition Awards 2020



## The Winners: Sharing Their Key Successes

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# Recognition Awards 2020



Like lots of events planned for this year we had to postpone our annual celebratory Recognition Awards event.

However, we still wanted to recognise all the hard work of our members; landlords, tenants and communities, in meeting the challenges of the Covid-19 crisis and in supporting tenants during this difficult time.

**To do this, we decided to move our awards online and host TPAS Cymru's first virtual awards ceremony!**

We created four Recognition Award categories, not only to recognise work done but also so that we can share the good practice with others.

**In this booklet, we will give information on all 4 award categories, the fantastic nominees and the judge's Top 3 in each category.**

We have also added their contact details if you would like more information on their projects.

**Thank you again to all those involved, and we hope you enjoy reading the entries as much as we did!**



# Maintaining Tenant Participation

**This award recognises the achievements of a social landlord and/or a tenant group that has maintained regular Tenant Participation activities during the lockdown period, to ensure voices of tenants have continued to be heard.**

## Assessment Criteria:

- How quickly these TP activities were implemented remotely.
- The support given to tenants to enable them to get involved using different online platforms/methods.
- The outcomes achieved during this time by the participation group and the benefit to the wider tenant population.
- Any success in attracting new tenants to become involved during the lockdown period.





**Melin Homes are a leading Housing Association in South East Wales. They are passionate about providing quality affordable housing and people & communities are at the heart of everything they do.**

#### **Key Successes:**

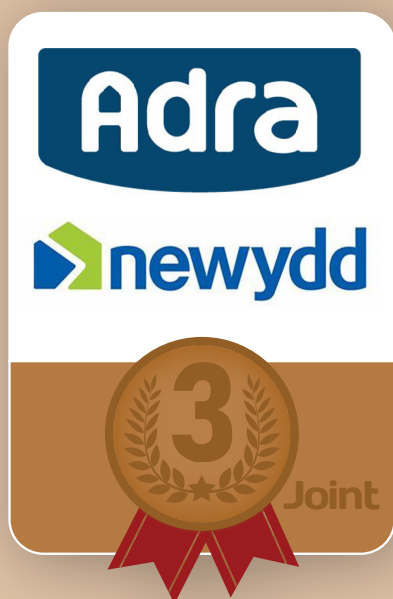
- Regular Zoom meetings with local focus groups.
- Online consultations.
- Regular email and phone call check-ins with residents.
- Working with residents through their participation tool, TP tracker which sends and monitors all surveys.
- Paying the broadband costs for all formal group members, up to £15 per month.
- Teaching residents that were unfamiliar with online methods how to use Zoom and other platforms.
- 215 new residents signed up to take part in surveys and consultations.





### Key Successes:

- Combined all tenant groups to create one large group and regularly met for Zoom meetings.
- From April - November, a total of 31 meetings have been held.
- Frequent check-in phone calls to those that did not wish to join online meetings.
- Created a number of different activities for tenants including quizzes, challenges and competitions.
- 215 new residents signed up to take part in surveys and consultations.



### Key Successes (Adra):

- Adra have held weekly online meetings, having just done their 91st!
- To help tenants with the new digital methods, they created useful 'how to' guides, provided links to online help videos and offered phone support.
- Provided a monthly IT allowance to members to assist them with their Broadband Costs.

### Key Successes (Newydd):

- Newydd offered consultations with residents to see what they would like their services to look like moving forward.
- They held an online conference week, with a different theme each day and incentives to encourage tenants to engage!

### Winner Details:

**Melin Homes, The Voices -**  
caroline.morgan@melinhomes.co.uk

**Grŵp Cynefin, Weekly Tenant Meetings -**  
ffion.jacobsen@grwpcynefin.org

**Adra, Community Involvement Team & the Tenant and Resident Partnership -**  
dylan.thomas@adra.co.uk

**Newydd, Tenants Scrutiny Group Virtual Drop-in -**  
rachel.honey-jones@newydd.co.uk

### With thanks to all other nominees:

- **ClwydAlyn Resident's Committee, A Unique Model**
- **Hafod, Scrutiny Panel goes Digital**
- **Hafod, Walk in your Community**
- **Monmouthshire Housing Association**
- **Pobl, Customer Engagement**
- **Trivallis' Covid Response Tenant Group**



# Communication in a Crisis

**This award recognises how effectively a social landlord has communicated with its tenants and service users during the pandemic. This could include a range of communication methods such as video; infographics, social media, newsletters, Facebook live and direct contact etc.**

## Assessment Criteria:

- The consideration given to the variety/appropriateness of communication methods used in relation to diversity of the tenants e.g. plain language/avoiding jargon during communication.
- The range of topics communicated.
- The effectiveness of the communication e.g. feedback from tenants/service users, social media analytics etc.
- Any lessons learnt and sustainability of the methods.







**Grŵp Cynefin is a Housing Association that provides homes across the six North Wales and North Powys LA areas. Their vision is to make a positive difference to lives & communities by providing excellent services, contributing to the development of sustainable communities and protecting & promoting Welsh language with pride.**

### **Key Successes:**

- Tenants Newsletter (Calon) - 'Yma i chi/ Here for You' Covid-19 edition.
- Adding a new member of staff to the communications team to help with online content demand.
- Creating a weekly social media plan to plan what information / news was needed to be prioritised.
- Ensuring content was shared in a variety of ways such as print, videos, pictures, infographs, text, links etc.
- Created a dedicated Instagram account to engage with younger people by giving them weekly challenges.
- Weekly online meetings with tenants via Zoom.







### Key Successes:

- Ensured all communication was in Welsh & English.
- Created a 'social media news roundup' newsletter for the elderly not on social media.
- Adapted the tenants' quarterly magazine (Housing Hotline) to promote a range of topics such as spring-cleaning ideas, safety advice, where to get financial support etc.
- Making welfare calls to over 11,200+ tenants.



### Key Successes:

- Created a dedicated website to provide residents with the most up to date info about the services available.
- Produced a 28-page special edition of their In Touch resident's magazine which mirrored the information on the website.
- Posted the magazine to almost 22,000 residents across Wales in 4 formats; English, Welsh, large print and CD.

### Winner Details:

**Grŵp Cynefin -**  
mentraucymunedol@grwpcynefin.org

**Wrexham Council Housing  
Department -**  
hayley.byrne@wrexham.gov.uk

**Wales & West Housing Resident  
Covid-19 Communications -**  
alison.stokes@wwha.co.uk

### With thanks to all other nominees:

- **Hafod Housing**
- **Newydd Housing Association**
- **Pembrokeshire County Council  
Housing Department**
- **IOACC Ynys Môn**



# Supporting Wellbeing

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**The supporting wellbeing award recognises the achievements of landlords in helping to ensure their tenants' welfare throughout the Covid crisis, i.e. their health, safety, security and comfort. Activities could include welfare phone calls, arranging food/prescription deliveries; benefit advice, partnering with other organisations / groups etc.**

## **Assessment Criteria:**

- How quickly and effectively the landlord responded to the crisis.
- The consideration given to the diversity of tenants' needs.
- What difference the support had made e.g. feedback from stakeholders, tenants etc.





**Adra**



**Adra provide quality homes in north Wales. They look after 6,300 homes and provide services to over 14,000 local customers. Their goal is that these are affordable & reliable.**

**Key Successes:**

- Calling over 1,800 elderly and vulnerable tenants.
- Worked with the local voluntary council, Mantell Gwynedd, to help those that needed extra support.
- Created an Adra Covid Hardship Fund, with £50k allocated to support tenants and communities facing financial and wellbeing hardship.
- Worked with Gwynedd Council to support 850 tenants on the NHS shielded list to receive weekly food boxes.
- Outdoor wellbeing events organised amongst elderly residents at 3 sheltered housing sites to tackle loneliness and isolation.





### Key Successes:

- Quickly set up a Wellbeing project team to identify key areas to support tenants needs.
- Created a full directory of services ranging from local food deliveries to medical services, crisis funds to foodbanks, to share with tenants.
- The 'Here to Help' campaign aimed to show tenants the faces behind their caring team. The campaign reached over 72,000 on their social media with over 4,500 engaging.
- 146 online community involvement activities and 44 socially distanced activities have been held since March.



### Key Successes:

- Setting up a dedicated Wellbeing team in March and have since secured funding to help boost the team.
- Made a total of 2,186 wellbeing calls and set up 787 COVID-19 related alerts.
- 209 residents received wellbeing packs to help with their mental health during lockdown. These packs varied dependent on tenants' preferences and included physical activity kits, gardening kits and mindfulness kits.

### Winner Details:

**Adra, Here for you Through Covid -**  
elin.williams@adra.co.uk

**Cartrefi Conwy, Here to Help -**  
linda.humphreys@cartreficonwy.org

**ClwydAlyn, Supporting Wellbeing Project -**  
louise.blackwell@clwydalyn.co.uk

### With thanks to all other nominees:

- Cadwyn Housing Association, Alessa Hill
- Cynon Taf Community Housing Group
- Art for Health, HWB Dinbych
- Hafan Cymru
- Hafod HA, Nothing is Ever too Much for our Residents
- Hafod HA, Amanda is Dreaming Big
- Hafod HA, Tegfan Cycling Project
- Melin Homes, We're Here for You
- Newydd HA, We're all in this Together
- Pembrokeshire County Council HA
- Tai Calon Community Housing
- Wrexham County Borough Council, Supporting Residents
- Wales & West Housing Residents
- Ynys Môn, Supporting Residents Wellbeing



# Communities Supporting Communities

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**This award recognises and celebrates the achievements of a community group or individual resident that has supported other individuals or groups within their community during the Covid crisis. This support could include support such as shopping for neighbours delivering newsletters in the community to keep residents informed of local support activities checking on vulnerable people setting up social media help groups etc.**

## **Assessment Criteria:**

- The type of support provided.
  - How the needs of the communities/individuals were met.
  - The impact the support has had on individuals/communities.
  - Whether the projects can be sustained/adapted for the future.
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## **Project / Group & Individual Awards**

**We decided to split the Communities Supporting Communities award into two separate awards as we received so many great nominations. A handful of them were from individuals rather than organisations, so we felt it would be fair to split them accordingly. As a result of this we have the following two new awards;**





# Project / Group

We would like to give a huge thank you to Pobl who very kindly gifted all nominees from the Communities Supporting Communities category £250 for their project or a chosen cause/charity.



As well as this generous gift, they also sponsored the Individual award.

**Thank you very much Pobl!**

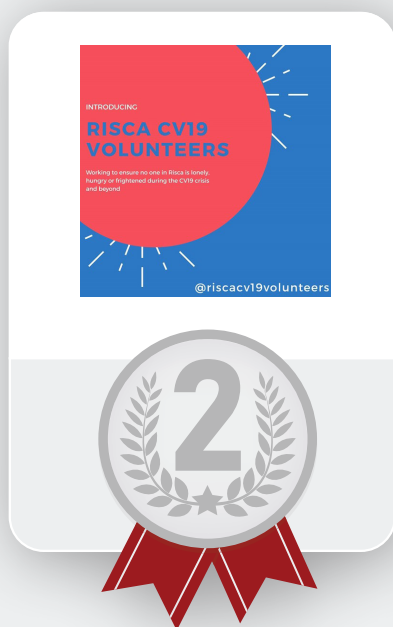


The Blaen-Y-Maes drop-in centre is a not-for-profit community organisation based in the heart of Blaen-Y-Maes, Swansea. The Drop-in Centre is run by the community, for the community. They help individuals and families by providing free access to the internet and phone calls, foodshare, cuppa & chat, workshops, and many more facilities!

## Key Successes:

- Extending opening hours to 5 days a week to ensure the local community had access to what was needed.
- Securing funding to employ a part time Community Engagement Officer.
- Co-ordinating food donations, collections and deliveries to the most vulnerable in the community, having now provided support with over 300 food parcels.
- Working tirelessly to build partnerships with organisations across Swansea and build agreements with local suppliers to sustain the services for the community in the future.
- Revamping the centre ready to welcome the community back when it is safe to do so.





### Key Successes:

- Amassed over 190 volunteers. They are all responsible for an area of work and lead on initiatives they feel passionate about.
- Implemented a number of initiatives including; 'Tin on the Wall' campaign, to help support vulnerable members of the community with collection & delivery of food parcels; 'School Uniform Recycling Scheme' project, collecting approx. 1,500 items donated and raising £470 in one week.
- Gaining charitable status has opened doors to more funding, resources and will allow them to become sustainable in the future!



### Key Successes:

- Redeployed local Cardiff Council workers and CCHA's Flourish team to deliver 300 food parcels a week throughout the city.
- Rescued and distributed plants and vegetables from Cardiff's Bute Park Nurseries, encouraging families to grow their own at home.
- Distributed craft packs to young people.
- Saved 30 tonnes of food from landfill since March and supported over 500 people within their community.

### Winner Details:

**Blaenymaes Drop-In Centre -**  
amanda.roberts@poblgroup.co.uk &  
sue.potter@swansea.gov.uk

**Risca CV19 Volunteers -**  
dafydd.hellard@poblgroup.co.uk

**The Tremorfa Community Pantry-**  
rhiannon.robertson@ccha.org.uk

### With thanks to all other nominees:

- Gateholm Community Project
- Barrackwood & Harlequin Community Group
- Bluebell Community Group
- Clase4all
- NYCA (Newport Yemini Community Association)
- Tackling Social Isolation with Connect



# Individual

## David Cooksey



David Cooksey is a Wales & West Housing resident from South Wales.

### Key Successes:

- Before the pandemic, David was collecting surplus food from local supermarkets and, along with a small group of volunteers, was using it to make up 60+ breakfasts and lunches a week for the older residents in his retirements shelter.
- David extended his good work and put together food parcels for local families who were struggling financially due to the pandemic. Every evening he collects surplus food from the local supermarkets and delivers the food parcels to 40 families.
- David and the group were awarded a Neighbourly Community Fund grant to help further support these families.



**Mr. Goaman  
& Mr. Burdett**



**Robert Davies Court Neighbours is a Pobl sheltered scheme near Swansea and residents have all pulled together during this uncertain time, in particular Mr. Goaman & Mr. Burdett.**

**Key Successes:**

- Keeping the scheme clean and presentable.
- Helping with residents' repair needs and any other issues that arise.
- Providing a laundry service for those that need help.
- Purchasing a new laptop and printer for residents can support each other digitally.
- Applying for grants through their Community Chest scheme for communal activities.

**Vivien 'Viv'  
Evans**



**Vivien 'Viv' Evans is a Wales & West Housing resident.**

**Key Successes:**

- With years of experience of volunteering with Dementia Matters and her own experience of nursing her mum through dementia, Viv was able to offer support.
- Viv is a Digital Champion and has volunteered to train other residents on all things digital.
- Viv held virtual meetings with members & carers of Dementia Matters to help with their programmes.

**Winner Details:**

**David Cooksey, Wales  
& West Housing -**  
alison.stokes@wwha.co.uk

**Mr Goaman & Mr Burdette,  
Pobl Group -**  
kelly.ogden@poblgroup.co.uk

**Vivien 'Viv' Evans,  
Wales & West Housing -**  
claire.hammond@wwha.co.uk

**With thanks to all other nominees:**

- **United Welsh, Lisa Barnes**
- **Wales & West Housing, Kate Hancock**
- **Hafod Community Green Fingers, Amanda Shaw**



**TPAS Cymru has supported tenants and landlords in Wales for more than 30 years and has a strong track record in developing effective tenant and community participation through training, support, practical projects and policy development. We have an extensive knowledge of housing with a focus on issues from the tenant perspective and for tenants' benefit.**

We develop best practice at landlord, tenant group and project level through practical advice, support, training and project work. Across Wales, we improve and support community empowerment and improve the quality of tenant participation through disseminating and promoting good practice.

At Government level, we contribute to policy change channelling the experience and needs of tenants and landlords to policy makers and working with partner organisations to influence policy.

We hope you have found this information of interest and enjoyed reading about some of the fantastic work done across Wales.

Should you wish to discuss anything further, please get in touch with TPAS Cymru. We are available to support or develop options for your organisation.

If you wish us to present or talk to your board, leadership team, tenant or community group we would love to hear from you.

**Contact us at [enquiries@tpas.cymru](mailto:enquiries@tpas.cymru) or 02920 237303.**

**Once again thank you to our sponsor,  
Wales & West Housing**

