



Communication during a Crisis



Grŵp Cynefin

Mwy na thai • More than housing

Dulliau Methods

Cyfryngau
Cymdeithasol

E-byst

Cyfarfodydd
Rhithiol

Social
Media
Platforms

E-mails

Online
Meetings

Neges
Destyn

Galwadau
Lles

Gwefan

Texts

Wellbeing
Calls

Website

Galwadau
Fideo

Cylchlythyrau

Video
Calls

Newsletters

ONE SIZE
DOESN'T FIT
ALL!!

Cylchlythyrau Newsletters

Calon Grŵp Cynefin
Here for you Spring 2020

0300 111 2122
post@grwpcynefin.org
www.grwpcynefin.org
@Grwp_Cynefin

Welcome to a special edition of Calon, 'Here for You', which focuses on how we're trying to support you during the Coronavirus Pandemic. This edition is packed with practical hints and tips on how to keep safe and busy during this difficult time.

Thank you NHS and Key workers

We are aware that many of you have been busy creating rainbow pictures and displaying them in your windows to spread the cheerfulness and show your appreciation to our wonderful NHS staff and key workers. Thank you to everyone who sent us pictures of their windows, they look fantastic and we're sure they put a smile on many faces!

Repairs
Please continue to report any repairs that are required to your property. We're only able to carry out emergency repairs at the moment. Any repairs which are not emergency will be recorded and scheduled at a later date.

Wellbeing
Our staff are here to help you during this worrying time. We can set up regular phone calls to check you're ok, or put you in touch with other agencies. Just give us a call.

Finances
We realise that your income may be impacted at the moment. Please call us if you have any concerns and we can offer you tailored support to help you with your rent and other essential payments.

Contact us
0300 111 2122
post@grwpcynefin.org
www.grwpcynefin.org
@Grwp_Cynefin

Calon
Cylchlythyr Tenantaidd / Tenants Newsletter
Haf 2020 / Summer 2020

0300 111 2122
post@grwpcynefin.org
www.grwpcynefin.org
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Tenant Approved Scheme

HWB Dinbych's Art for Health project moving online. Page 12

Tŷ Silyn, Penygroes
Caernarfon LL54 6LY

Tŷ John Glynn,
54 Stryd y Dyffryn,
Dinbych, LL16 3BW

Uned 8 Gweithdai
Penllyn, Y Bala LL23 7SP

33-35 Stryd Fawr,
Llangefni, LL77 7NA

CYLCHLYTHYR GOFAL YCHWANEGOL
EXTRA CARE NEWSLETTER

Rhifyn 3 / Issue 3

Corau Rhys Meirion : Dwy Genhedlaeth

Wetsoch chi ser Awel y Coleg, Y Bala ar S4C nos Wener diwetha? Buom yn rhan o raglen Corau Rhys Meirion: Roedd yn braf gweld pawb yn mwynhau eu hunain a ei ffeindio ar S4C. Clic os wnaethoch ei fethu neu eisiau ei wyllo eto - mae o'n werth ei weld!

Did you see the stars of Awel y Coleg, Bala on S4C last Friday evening? They were a part of the programme 'Corau Rhys Meirion: Dwy Genhedlaeth' that was filmed in Awel y Coleg. It was great seeing the enjoyment on everyone's faces and seeing two generations coming together. If you missed it or want to watch it again, it's available on S4C Clic - it's definitely worth a watch!

SIALENS 3 CHALLENGE 3

POBYDD GORAU STAR BAKER

Beth am thoi cynnyg ar ein Sialens Cynefin wythnos yma? Ydydych yn un da am goginio cacen lemon, flapjacks neu rice crispie cakes? Gwnwch unrhyw beth yr hoffech - ac os yn gallu tynnwch lun ohono neu gofynnwch i aelod o staff helpu!

How about giving our Cynefin challenge a go this week? Are you an old hand at baking a lemon cake, flapjacks or rice crispie cakes? Have a go at anything you fancy - and if you can take a picture of your creation or ask a member of staff to help!

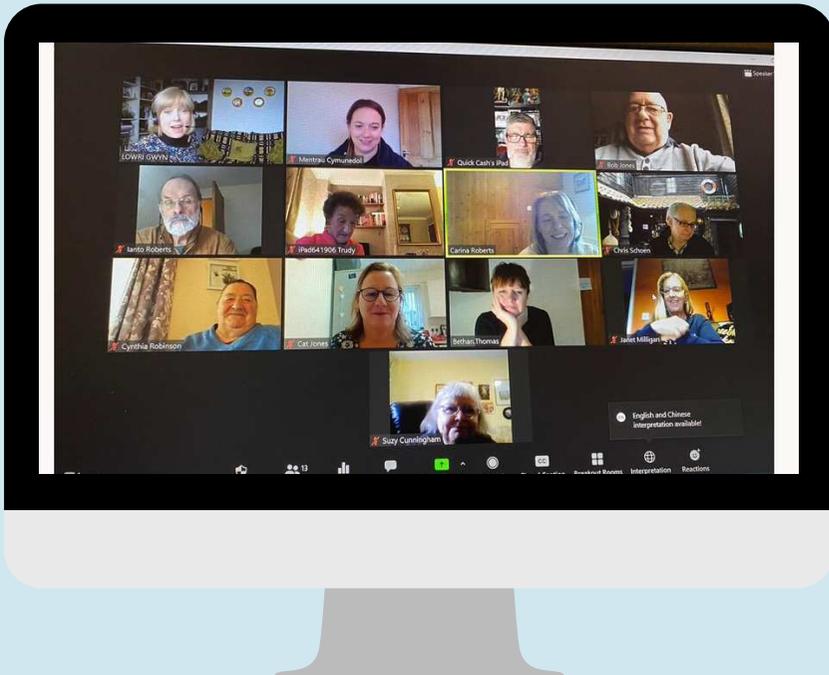
HELO!
Gorwel Grŵp Cynefin

Gorwel Gwynedd & Anglesey Domestic Abuse Service
0300 111 2121

Live Fear Free Helpline Wales 24hrs
0808 80 10 800
or by text 24/7 on 07860 077333

Cyfarfodydd Rhithiol Online Meetings

38
CYFARFOD / MEETING



Proffil Tenant
Chris Schoen

Grŵp Cynefin

0300 111 2122
post@grwpcynefin.org
www.grwpcynefin.org
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@Grwp_Cynefin

Dwi'n gwn cler: a oedd yn gwestio yn Ysbyty Gwynedd, wedi ymdeol ers tair blynedd ac yn byw ar fy mhên fy hun.

Mae'r pandemig Covid-19 wedi golygu nad ydwi i wedi gallu mynd i wedi teulu a ffrindiau, nag wedi gallu mynd ar ymlaen. Hefyd, gan fy mod yn ddiwygwr ar ddiwydiwr gwybodaeth, mae wedi gweud sŵp yn anodd. Mae llai o fysiws yn rhedeg ac mae'n rhaid cais at reolau ymbellhau cymdeithasol arnynt.

Mae wedi fy rhystru rhag gwneud y gwaith gwerddol yr oeddwn yn ei wneud yn fy mhentref. Wedi dweud hynny, rydw i wedi gallu pathu i fyny cyfarfodydd Cyfarfod Tenantiaid, a hynny trwy gyfarfodydd rhithiol ar Zoom.

Yn y cyfarfodydd yma, rydw i wedi bod yn ymateb i adroddiad 'Gwneud y Pethau Iawn' polisiu Cyfarfod a Gwerth am Arian ac eiddych ar ba bryd y dydd ail ddechrau ar rai gwasanaethau.

Mae'r cyfarfodydd yn anffurfiol, a dwi'n credu fod yn staff yn cymryd sylw a beth sydd genym i'w ddiweud ac yn addio eu polisiu a ffrindiau a weithred.

Dwi'n teimlo fod y staff yn credu'n bod ein barn a'n bodlonnwyd yn llyswg. Teimlafi ei bod yn weith chwelli cymryd rhan.

Virtual Tenants Meetings Timetable

February 2021

Date	Topic	Team / Department
4 February	Rent Arrears	Affordable Housing
11 February	Safer Buildings in Wales	Maintenance
18 February	Relet Policy	Housing Dept
25 February	Data Protection	Cooperate



Amserlen Cyfarfodydd Tenantiaid Rhithiol

Chwefror 2021

Dyddiad	Pwnc	Tim Adran
4 Chwefror	Dyled Rhent	Tai Fforddiadwy
11 Chwefror	Adelladau mwy diogel yng Nghymru	Cynnal a Chadw
18 Chwefror	Polisi Allodod	Adran Tai
25 Chwefror	Gwarchod Data	Corfforaethol



Am fwy o wybodaeth cysylltwch â'r Tim Mentrau Cymunedol
MENTRAUCYMNEDOL@GRWPCYNEFIN.ORG
0300 111 2122
Grŵp Cynefin
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For more information please contact the Community Initiatives Team

COMMUNITYINITIATIVES@GRWPCYNEFIN.ORG
0300 111 2122

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Cyfryngau Cymdeithasol Social Media



Grŵp Cynefin

RENT PAYMENTS
Normal services - please contact us if you have any queries or concerns.

ENDING A TENANCY
Some changes to services.

SERVING & SAFETY CHECKS
We continue with essential servicing work to keep your home safe, in line with Government guidance.

OFFICES AND ONE STOP SHOPS
Closed until further notice.

CONTACTING US
Our teams are available via phone, live website chat and email from 8:30 until 5:00 Monday to Friday. Our out of hours emergency service continues to operate.

REPAIRS
Emergency repairs only. These may take a little longer than usual.

LETTING HOMES
Virtual lettings with no face to face meetings. Some schemes and areas are exempt.

KEEP IN TOUCH
Let us know if there are any changes in your circumstances or to discuss how we can support you.

GROUND MAINTENANCE SERVICES
Ground maintenance services will resume over the next few weeks.

Updated 22 June 2020

Grŵp Cynefin
16 July 2020

Mae gennym drefniadau mewn lle er mwyn sicrhau bod gwaith trwsio ac archwilio yn cael ei gwblhau mewn modd diogel.
We have procedures in place to ensure that any repair or servicing work can be carried out safely.

Grŵp Cynefin Gwneud gwaith yn ddiogel yn eich cartref
Carrying out work safely in your home

- Parchwch bellter cymdeithasol bob amser
Always respect social distancing
- Agorwch y ffenestri er mwyn awyru'r ystafell yn dda
Open windows to keep the room well ventilated
- Bydd contractwyr yn gwisgo PPE priodol
Contractors will wear appropriate PPE
- Arhoswch mewn ystafell arall wrth i ni gyflawni'r gwaith
Stay in another room whilst we carry out the work

Here for you

Carol Jones
Housing Officer

Hi, I'm Carol and I'm a Housing Officer here at Grŵp Cynefin. As a team we continue to work from home, but we are available at the end of the phone if you need any advice.

The last eight weeks have been very busy for us as a team, we have been contacting all tenants to check they're OK, and offering support with welfare issues.

Additionally, many tenants have been contacting us about their concerns regarding their financial situation. We're here to help and can offer advice and support. This is a very difficult time for many of us, and we're here to help you stay safe in your home.

We're still here for you to answer your queries, please get in touch if you need help.

Carol.

0300 111 2122
post@grwpcynefin.org
www.grwpcynefin.org
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@Grwp_Cynefin

Grŵp Cynefin
10 February at 10:30

If you are in financial difficulty, getting confidential and impartial advice can take some of the weight off your shoulders. You can call Citizens Advice for free on 03444 772020.

Struggling with money because of coronavirus?
Get help straight away
Speak to your lender

©Financial Conduct Authority
FCA FINANCIAL CONDUCT AUTHORITY



Gwefan Website

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Frequently Asked Questions

What should I do if I have symptoms of coronavirus?

Follow the latest guidance by Public Health Wales.

- Self isolate for 7 days if you live alone
- Self isolate for 14 days if you or anyone in the household has symptoms
- If your symptoms worsen, please phone 111
- Please do not visit your GP surgery or the A&E department.

Please remember to follow the general advice of washing your hands thoroughly and often, and to cover your coughs and sneezes with tissues.

The symptoms are

- persistent cough
- or high temperature

I have an underlying medical condition, what should I do?

If you're aged 70 or older (regardless of medical conditions) or under 70 with an underlying health condition (ie anyone instructed to get a flu jab as an adult each year on medical grounds), you are advised to consider self isolating. Please see further guidance <https://www.gov.uk>

Will Grŵp Cynefin staff still be conducting home visits?

Grŵp Cynefin will decide whether to conduct home visits on a case by case basis depending on the output of a risk assessment.

What should I do if I feel worried or anxious because I have no one to help me if I need to self isolate?

If you have additional support needs or no access to help from family or friends, please contact us to discuss this further. We also need to know your telephone number to contact you as necessary.

What if I can't afford to pay my rent?

If you've lost a lot of income, e.g your workplace has closed down; or you've been made redundant or there are changes in your circumstances, such as reduced working hours or less income, please phone your Housing Officer on 0300 111 2122 as soon as possible.

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Covid Response Grant

Do you have a project or idea to help your community following Covid-19?

The grant has been set up to support communities to respond to challenges following Covid-19.

The aim of the grant is to provide financial aid to voluntary and community groups, or to a group of residents that are providing care, support or services during the pandemic.

It is not essential that the group has a constitution.

There is up to £500 available for groups working within Grŵp Cynefin's operational area (six counties of north Wales, and north Powys).

We can fund projects that are related to (but not limited to):

- Access to food or goods
- Loneliness
- Vulnerable people
- Homelessness
- Domestic Abuse
- Elderly people
- Making people more safe and secure
- Poverty / Child Poverty

Applications will be assessed on a regular basis. For more information and an application form please contact the Community Initiatives Team.

Phone: 0300 111 2122
E-mail: mentraucymunedol@grwpcynefin.org
Website: www.grwpcynefin.org

up to **£500** available

Grŵp Cynefin

18/03/2020

Dear

Coronavirus: A message to Grŵp Cynefin tenants - 18 March 2020

Grŵp Cynefin appreciate that this is a difficult time and would like to offer reassurance of our commitment to keep our tenants safe, following the latest advice from Public Health Wales. Given the rising number of cases of Coronavirus in the country, we are placing measures to safeguard the wellbeing of all our tenants as our absolute priority. We have outlined below what we are doing and how you can help, but have also included a frequently asked questions section at the end of this document which explains in more detail how are services will be affected.

What we are doing to help reduce the spread of Coronavirus we are:

- Closing all our offices and community centres to the general public
- Canceling all community involvement events, activities and our money support sessions
- Canceling all non essential appointments
- Asking that any tenants who are in self-isolation to let us know so our colleagues don't come to your home, unless it is essential
- Asking the majority of our teams to work from home and making sure all our colleagues who have related symptoms self-isolate immediately

How this might impact you

As we are facing a reduced workforce over the coming weeks we will be focusing our efforts on supporting our most vulnerable tenants. This may mean that:

- We may take longer to respond to repair requests and will be prioritising emergency repairs
- We won't be able to respond to non-emergency enquiries as quickly as usual
- It may take longer for us to answer calls from our 0300 number
- We may ask you to call back at a later date if we believe that your query is not an

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Cymraeg | English

Chwilio...

Cartref Coronafeirws Amdanom Ni Eich Cartref Chwilio am Gartref Mwy na Thai Cysylltu â Ni English

Coronafeirws

Rydym yn cydnabod fod hyn yn amser ansicr. Mae Covid-19 yn newid y byd o'n cwmpas yn gyflym, ac mae'n cael effaith ddifrifol ar bobl, swyddi, cymunedau a bywydau. Yn Grŵp Cynefin, rydym ni wedi gwneud rhai newidiadau i'r ffordd rydym ni'n gweithredu, ond hoffem eich sicrhau ein bod ni'n aros yma i chi.



CORONAFEIRWS:

- Cartref
- Amdanom Ni
- Eich Cartref
- Chwilio am Gartref
- Mwy na Thai
- Cysylltu â Ni

Newidiadau i'n Gwasanaethau

Atgyweiriadau: Darllenwch fwy yma.

Addasiadau: Rydym yn parhau i wneud addasiadau brys sy'n caniatáu i bobl aros yn ddiogel yn eu cartrefi ac atal derbyniadau i'r ysbty lle mae'n ddiogel gwneud hynny.

Gwasanaethu Statudol: Rydym yn parhau i wneud gwaith gwasanaethu statudol gan gynnwys profi larymau tân a glanhau mewn adeiladau ag ardaloedd cymunedol, a gwaith gwasanaethu nwy blynyddol lle mae gofyniad statudol i wneud hynny.

Ein Swyddfeydd: Mae ein swyddfeydd yn parhau ar gau nes bydd rhybudd pellach, gyda mwafrit y staff bellach yn oweithio o adref ac ar ael dros y ffon neu e-bost. Rydym yn

... Croeso / Welcome (9.00am - 5.00pm)

Linda Jones
Support Agent

Grŵp Cynefin
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Linda Jones 15:36
Croeso nô! Sut fedraf helpu?
Welcome back! How can I help?

Chat now

Powered by LiveChat

Gweithgareddau Gofal Ychwanegol

Extra Care Activities



FILM NEGATIVE

13

13 A



FILM NEGATIVE



FILM NEGATIVE

14

14 A

PWY DI PWY?
Hoffech chi wybod ychydig mwy am eich ffrindiau yn Maes y Môr? Llenwch yr holladur isod, byddwch yn rhannu'r rhain dros yr wythnosau nesaf!

ENW:

CEFAIS FY NGENI A'M MAGU YN:

FY HOFF ATGOF O FOD YN BLENTYN?

RWYF WEDI GWEITHIO FEL

FY HOFF FWYD?

FY HOFF LYFR?

FY HOFF RAGLEN DELEDU?

WHO'S WHO? PWY DI PWY?
NAME: ARTHUR JONES
FLAT: 4
I WAS BORN AND BROUGHT UP IN: LLANRHAEDR
MY FAVOURITE MEMORY OF BEING A CHILD? OLDEST OF 8 CHILDREN, LIVING IN THE MIDDLE OF THE COUNTRYSIDE, FREEDOM
I HAVE WORKED WORKED IN A LIBRARY FOR OVER 30 YEARS
MY FAVOURITE FOOD? EVERYTHING ESPECIALLY A BEEF DINNER
MY FAVOURITE BOOK? ADVENTURES OF HUCKLEBERRY FINN
MY FAVOURITE TV PROGRAMME? ANYTHING ABOUT HISTORY
MY FAVOURITE MUSIC? MIXED, MEMBER OF DENBIGHSHIRE MALE VOICE CHOIR FOR 50 YEARS

Chwilair yr Wythnos - Hufen Ia
Wordsearch of the Week - Ice Cream

X	B	O	Y	A	D	H	T	R	I	B	A	T	B	K	N	H	O	H	
G	N	I	P	P	O	T	Z	E	F	R	N	D	I	F	T	T	U	N	O
P	H	O	D	Y	M	L	J	C	T	M	K	I	R	A	X	A	T	Z	
N	I	S	J	C	H	O	C	O	L	A	T	E	C	X	F	P	H	S	
C	M	X	S	T	T	F	V	R	F	Y	E	L	S	H	O	R	W	X	
B	P	K	Y	I	Y	N	B	V	X	Z	N	I	B	O	E	A	A	N	
P	P	Z	N	L	U	M	A	F	E	B	Q	S	C	H	R	R	T	P	
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W	S	O	L	Y	W	V	N	Q	W	B	L	F	H	O	O	I	C	X	
G	O	Y	L	A	S	C	A	T	O	N	H	L	C	L	B	R	M	Q	
E	G	D	U	F	T	O	H	U	A	S	S	M	O	O	T	H	I	E	
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Q	E	O	X	O	P	I	L	N	T	L	P	U	M	X	K	D	R	S	
J	M	P	V	A	N	I	L	L	A	V	T	Q	B	E	Z	N	N	U	
E	S	S	S	U	Q	D	H	S	O	R	B	E	T	A	B	U	C	Y	
Z	F	M	J	T	L	A	M	W	E	K	A	H	S	V	S	U	W		
C	T	L	E	T	V	T	A	X	K	T	Z	Q	L	I	L	C	P	A	

LLYS AWELON BOOK CLUB
CLWB DARLEN

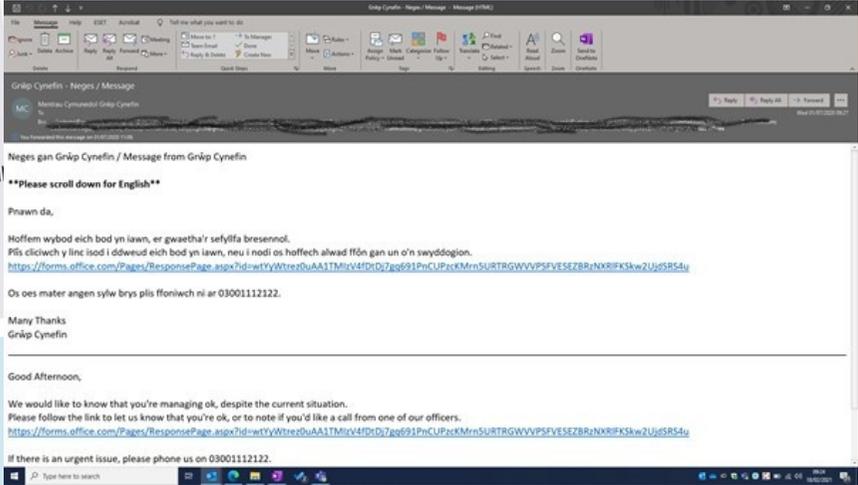
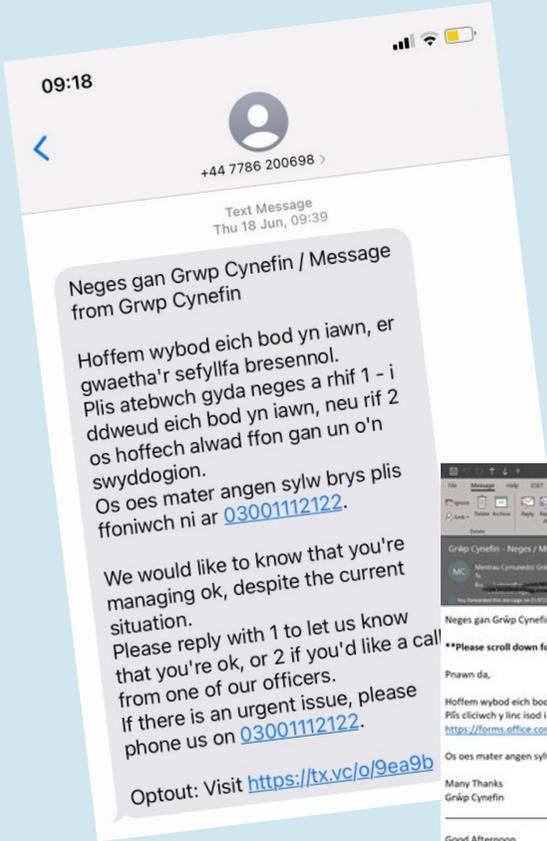
THE WHITE QUEEN
PHILIPPA GREGORY

Please read by Thursday 25th of February.
Darllenwch erbyn dydd Iau 25ain o Chwefror.

BANANA	FREEZER	SORBET
BIRTHDAY	HOT FUDGE	SPLIT
BOOTH	MALT	SPOON
CAKE	MAPEN	STRAW
CHERRY	NUTS	SUNDAE
COLOLATE	PARFAIT	SYRUP
ICONE	SCOOP	TOPPING
LIP	SHAKE	VANILLA
SAT	SMOOTHIE	WHIPPED

Galwadau / Negeseuon Lles

Wellbeing Phone Calls / Messages



Gweithgareddau Rhithiol Online Activities

DO YOU WANT TO JOIN THE

GRŴP CYNEFIN QUIZ

A FUN AND INFORMAL QUIZ FOR GRŴP CYNEFIN
TENANTS

THURSDAY JULY 16 • 3.30PM
VIA ZOOM
THIS QUIZ WILL BE HELD IN ENGLISH

MEETING ID: 932 8745 4301
PASSWORD: 140228

ARE YOU A NEW TENANT?

WHY NOT JOIN OUR VIRTUAL COFFEE AND CATCH UP DROP IN SESSIONS?

THE COMMUNITY INITIATIVES TEAM WILL BE HOLDING A 'COFFEE AND CATCH UP' SESSION WHERE WE CAN DISCUSS WHAT WE HAVE BEEN UP TO RECENTLY AND ANSWER ANY QUESTIONS YOU MAY HAVE ABOUT YOUR HOMES.

THIS EVENT WILL TAKE PLACE OVER ZOOM AND WILL BE VERY INFORMAL.

Wednesday 11 November 2020
3pm-4pm (Welsh) 4.30pm-5.30pm (English)

Thursday 10th December 2020
3pm-4pm (English) 4.30pm-5.30pm (Welsh)

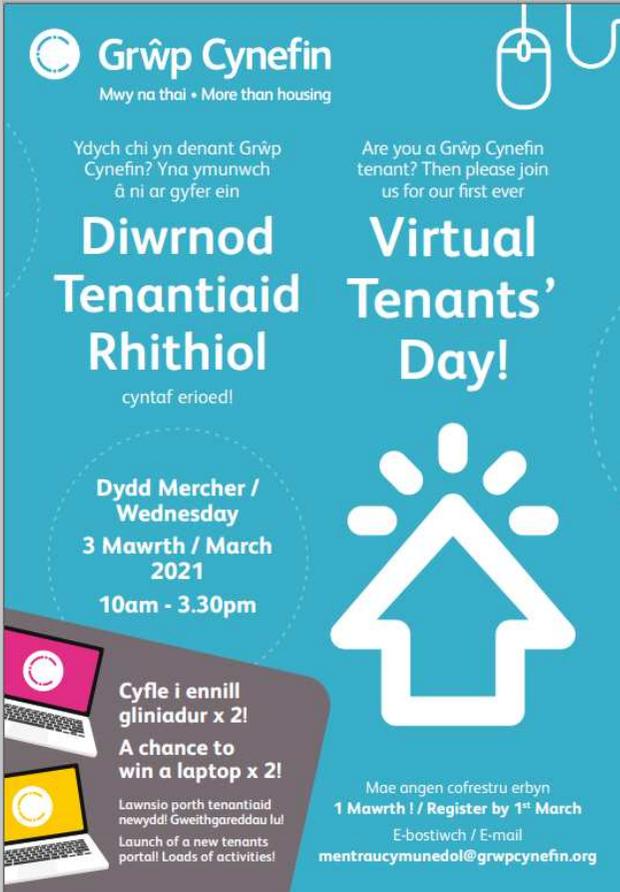
Zoom Meeting ID: 854 049 0395
Password: 12345



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Edrych i'r dyfodol... Looking ahead....



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Ydych chi yn denant Grŵp Cynefin? Yna ymunwch â ni ar gyfer ein

Are you a Grŵp Cynefin tenant? Then please join us for our first ever

Diwrnod Tenantiaid Rhithiol
cyntaf erioed!

Virtual Tenants' Day!

Dydd Mercher / Wednesday
3 Mawrth / March 2021
10am - 3.30pm

Cyfle i ennill gliiniadur x 2!
A chance to win a laptop x 2!

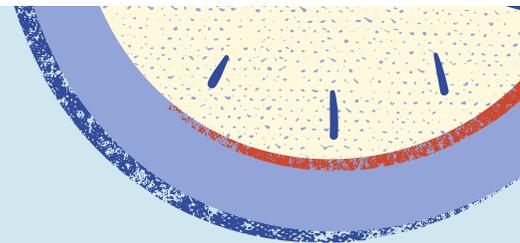
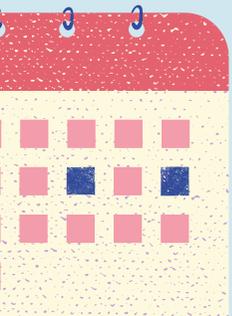
Lawnsio porth tenantiaid newydd! Gweithgareddau iwl
Launch of a new tenants portal! Loads of activities!

Mae angen cofrestru erbyn **1 Mawrth!** / Register by **1st March**
E-bostiwch / E-mail mentraucymunedol@grwpcynefin.org



Byd o Les
Cynllun llesiant staff Grŵp Cynefin
GYDA CANNA CONSULTING





Diolch



Grŵp Cynefin

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