

'GOOD PRACTICE AWARDS' 2021

Recognising achievements & sharing good practice in tenant and community engagement

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Guidance

Let's share and recognise good practice in tenant and community engagement across Wales!

We know you are all doing lots of great tenant and community engagement, despite of the challenges of the last year or so. Our Awards are dedicated to recognising this work and the difference it is making to tenants, residents and communities. They are also an important way to share good practise across communities and the housing sector to support and inspire others.

To do this we've created 5 'good practice award' categories not only to recognise work done but also so that we can share the good practice with others. We also know everyone is busy at this time so have tried to make to the nomination process as simple as possible.

What are the categories?

These are the 5 categories – see full details and criteria for each of them on the next page.

1. **Communities Supporting Communities**
2. **Making Online Tenant Engagement Work**
3. **Involving Tenants in Shaping Services**
4. **Communicating with Tenants & Residents**
5. **Tenant of the Year**

What is the nominations process?

1. Look through the 5 categories and criteria for each. What could you enter? Could you share the details with other colleagues and tenants from your organisation who might want to enter? It does not necessarily have to seem to be an 'innovative' project, it's what difference it's made that counts! Talk to us if you want more info about the categories.
2. Complete the simple 'Word' nomination form – focus on the facts, we don't need lengthy text, bullet points are fine. Refer to the guidance criteria for each award and complete the standard nomination form under these specific headings. If you can do, please include info such as photos/images/web links etc to demonstrate what you have done. Ask us if you need assistance.
3. Please include a photo for the entry so that we can use it in publicity.
4. Submit the completed nomination form by noon on Friday 19th November to iona@tpas.cymru
5. Winners will be announced at a free online daytime event on Tuesday 15th December 2021
6. Nominations only accepted from TPAS Cymru member organisations and their tenants/residents.

Full details and criteria for each award category

Communities Supporting Communities

This award recognises and celebrates the achievements of a **community led group or project** that has supported other individuals or groups within their community. This support could include examples such as: running community activities, providing local facilities, shopping for neighbours; checking on vulnerable people; wellbeing support, setting up social media help groups etc. If something is being done by the community for the community, we'd love to hear about it!

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

Making Online Tenant Engagement Work

This award recognises the achievements of a **social landlord and/or a tenant group** that has developed online Tenant Participation activities/meetings to ensure voices of tenants continue to be heard and to widen engagement methods and opportunities.

Are you using online platforms such as Zoom/Teams for meetings or trying social media for engagement activities with tenants, so that tenant's voices are heard in shaping and influencing services and decisions?

It doesn't have to be perfect yet, perhaps it's a work in progress - it's also about trying new ideas and your commitment to making online engagement work.

Assessment Criteria:

- The support given to tenants to enable them to get involved using different online platforms/methods
- The range of activities online engagement is being used for
- The outcomes achieved to date and the benefits to the wider tenant population
- Any problems along the way and how you have tried or are trying to overcome them
- Any success in attracting new tenants to become involved because of the group engaging online
- Any lessons learnt: value for money; future development of Tenant Engagement using online or hybrid approaches

Involving Tenants in Shaping Services

This award will be made to a **social landlord and/or a tenant group** who has successfully involved tenants/residents in shaping services e.g. designing new services, identifying service improvements, rent and service charge setting, testing online services, complaints monitoring etc.

Assessment Criteria:

- How services have been shaped as a result of the tenant involvement e.g. rent/service charge setting
- How tenants were involved in shaping the service i.e. the level of involvement/consultation, support offered to tenants to be involved and inclusivity.
- What difference it has made/will make - the outcomes of the involvement and how those outcomes were shared with the wider tenant body

Communicating with Tenants & Residents

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

Tell us about how you communicate with your tenants and what difference it is making, such as; raising awareness of services or the support you offer, building relationships and understanding or being accountable about your organisations performance and plans.

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

Tenant of the Year

This award will be made to an individual **tenant/resident of a social landlord** who has made a significant contribution to Tenant Participation.

Assessment Criteria:

- The commitment and dedication they have shown
- What difference their commitment has made to the tenant community and/or groups they have worked with
- How inclusive they've been and how they've considered the diversity of the wider tenant population

- Clear examples of the work that has been achieved and how it's made a positive difference
- Any personal challenges or difficulties they have faced. We want to fully acknowledge the depth of their commitment



Terms & Conditions (the boring bit!)

- **Applications must be received by noon Friday 19th November 2021. No late entries will be considered.**
- All entries will be judged on the information provided at the time of entry and no subsequent correspondence will be accepted.
- The entries will be judged using the skills of the TPAS Cymru team and Board Members using the assessment criteria.
- By entering the Awards, you are agreeing to any information and/or images supplied being used for publicity material.
- The title you give your entry on the nomination form and the name you use for your organisation will determine how your entry is named in all promotional material.
- Note: TPAS Cymru reserves the right to place entries in a different award category if it is considered that the entries meet the criteria of another award more effectively.

Remember you can ask for assistance from TPAS Cymru staff: we can advise you about the criteria; filling in the nomination form; and what supporting information you could include. However, we cannot assist you directly in completing your nomination.



SEE OUR FAQ OVERLEAF 





Frequently Asked Questions

Does it cost to enter?

There is no cost to enter our TPAS Cymru 'Good Practice Awards'. However, you must be members of TPAS Cymru at the time of nomination submission to enter.

Can I enter by post?

Sorry, no. As we are not currently based in the offices, we can only accept nominations by email.

Can I enter jointly with a partner organisation?

Yes, however the lead partner needs to be a member of TPAS Cymru.

Can I provide further evidence, in addition to completing the standard nomination form, to support my entry?

Yes, you can submit additional information in support of your nomination, such as photos, press information, website links. Please note: You should also be aware that we might use information or images supplied as part of your entry for our publicity material. By entering the awards, you are agreeing to this.

Is there a limit to the number of entries I can submit?

No. We will accept more than one entry from the same organisation.

What happens after I have submitted my entry?

On receipt of your nomination, we will contact you to confirm receipt of your entry. It's important that you contact us within 24 hours if you have not had this confirmation from us. After the judging process we will announce a shortlist of finalists for each of the categories and you will be notified if you have been successful.

This event is kindly sponsored by:

