

'RECOGNITION AWARDS' 2020

Recognising achievements & sharing good practise

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Guidance

Like lots of large events planned for this year we weren't able to run our annual celebratory Participation Awards event, we hope it's back next year, bigger than ever! In the meantime, we want to, in some way, recognise 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've created 4 'recognition 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 the nomination process as simple as possible.

What are the categories?

These are the 4 categories – see full details and criteria for each of them on the next page

1. **Supporting well-being**
2. **Maintaining Tenant Participation during Lockdown**
3. **Communication during a crisis**
4. **Communities supporting communities**

What is the nominations process?

1. Look through the 4 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 20th November to iona@tpas.cymru (**16th November for Welsh entries**)
5. Winners will be announced at a free online daytime event on Tuesday 15th December 2020
6. Nominations only accepted from TPAS Cymru member organisations and their tenants/residents.

Full details and criteria for each award category

Supporting Well-being

The supporting well-being 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 phonecalls; 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 has made e.g. feedback from stakeholders, tenants etc.

Maintaining Tenant Participation during Lockdown

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. Such activities could be groups/projects that include tenants shaping services, challenging performance, influencing decisions & policies, scrutinising services etc.

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
- Any lessons learnt: value for money; future development of TP projects

Communication during 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.

Communities supporting communities

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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## Terms & Conditions (the boring bit!)

- **Applications must be received by noon Friday 20<sup>th</sup> November 2020. No late entries will be considered. (\*\*16<sup>th</sup> November for Welsh entries\*\*).**
- 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.

### **\*\*Welsh Language Entries\*\***

*You are more than welcome to submit your nominations in Welsh or English but as our Judges are not all Welsh speakers, it is necessary for the submissions to be presented to them in English or bilingually. Should you wish to submit any nominations in Welsh ONLY, TPAS Cymru is more than happy to translate your entries into English for you if they are received by **noon, 16<sup>th</sup> November 2020**. Unfortunately, due to time constraints, any Welsh entries submitted after this date will need to be returned to you to be translated internally by your own organisation.*

**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.**





## Frequently Asked Questions

### Does it cost to enter?

There is no cost to enter our TPAS Cymru 'Recognition Award's. 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:**

