



# Participation Awards 2018



## Awards Guidelines



**Lead Sponsors**



**Lead Exhibitors**



## Why Participation Awards?

We see this event as the “Oscars” of the Participation World, where we celebrate and recognise that participation changes housing services and communities for the better!

The Participation Awards give us an opportunity to acknowledge this and celebrate the hard work that landlords and tenants do. It shows that the work is worthwhile and gives us all the motivation to try out innovative ideas that actually work! The event also allows TPAS Cymru to publicise and share good practice, learning, and experiences from across Wales.

## What are the award categories?

1. Improving Services
2. Participation in Supported Housing
3. Digital Engagement
4. Community Action
5. Community Partnership
6. Tenant of the Year
7. Young Tenant of the Year
8. Staff Team of the Year

## How to Enter

The competition is open to all Tenants and Residents Groups, Registered Social Landlords, Local Authorities, and Supported Housing Providers **who are members** of TPAS Cymru.

We recognise that making a nomination for an award can be a challenging task and we would suggest that tenants seek the support of their Landlord in collating this information.

**In addition, remember to 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.**

## Conditions of entry

- Applications must be received by noon Friday 11<sup>th</sup> May 2018. No late entries will be considered.
- Only submissions that include the information requested on the nomination form and in this guidance will be considered
- Any conflicts of interest or ties will be dealt with by the final judging. The judges' decision is final.
- All entries will be judged on the information provided at the time of entry and no subsequent correspondence will be accepted.
- 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 and the name you use for your organisation will determine how your entry is named in all promotional material.

## Tips for entering

- Make sure your entry is concise and focused.
- Illustrate your submission with examples, testimonials and feedback from others
- Don't forget to refer to the guidance criteria for each award as to what the judges will consider
- Remember...the judges will be looking for the difference that an individual or project has made. The judges do not want to read just about a good idea – they want to see how things have worked in practice. What impact the project or individual has had? What's changed or improved? The Outcome!

## So...What information is needed?

We usually receive several nominations for each award: so to help the judges reach their decision, please make the information in your nomination as clear as possible and include the following:

### 1. Summary

You should include, an introduction summary of your entry: up to 100 words explaining the basics of the project/person. This summary will be used in the Synopsis of all Nominations document which we produce and publicise each year.

## 2. Nomination Information

You need to use the standard Nomination Form for each entry. This is in 'Word' format to enable you to type in the amount of text you want to. For each nomination you are making you will need to ensure that clear, detailed information is provided with each submission. You should try to include good evidence in terms of points A, B, C and D below where applicable. It will also help you if you refer to the guidance for the specific Award you are entering / nominating someone for.

- A. Aims / purpose of the project / work;
- B. Information specific to the Award category judging criteria;
- C. Outcomes: What difference has it made?; What's changed?; Who's benefited?; What's improved?
- D. Lessons learned: What was the key to your success?; What advice would you give others?; What might you have done differently?

Supporting evidence can be included and could, for example, include any of the following:

- Quotes/Comments/feedback from tenants/residents/community representatives
- Quotes/Comments from other organisations.
- Evidence to show that targets have been met, aims achieved etc
- Evidence of the impact that the activity/project has had on the local community/services
- Examples of publications, DVDs, newsletters, CDs, Handbooks etc.
- Evidence that the impact will continue
- Photographs

## 3. A Photo

At least one photo is needed for inclusion in the PowerPoint presentation during the Awards Ceremony

## **GUIDANCE FOR EACH AWARD**

*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*

These are the guidelines which judges will use to decide upon winners.

### **1. The Improving Services Award**

This award celebrates the benefits of tenant involvement in bringing about improvements in housing or community services including delivering better value for money. This should include projects/initiatives that demonstrate real improvements as a result of empowering and involving tenants. This can include: tenants challenging, influencing and shaping services; tenants scrutinising services; tenants inspecting or mystery shopping services; and, tenants monitoring standards.

Judges will consider:

- ✓ The scope of the issue before tenants became involved
- ✓ What impact their work has had on landlord services or the local community
- ✓ Clear examples of the work that has been achieved and how it has made a positive difference/improved services/efficiency/value for money etc
- ✓ Was the approach to involvement inclusive and accessible and was the diversity of the wider tenant population considered?

### **2. The Participation in Supported Housing Award**

Awarded to a Service User group or a Supported Housing provider who can demonstrate that service users in supported housing are able to influence housing and support services, as well as being able to develop their skills and knowledge. This could include offering service users a range of ways to get involved such as: being part of a group; writing their own newsletter; being involved in recruiting staff; or developing and assessing support services.

Nominations will be accepted from service user groups or support providers.

Judges will consider:

- ✓ Activities that empower service users to have a voice in the services they receive
- ✓ The impact and outcome of their work / what difference has their work had: within their organisation; and for the individuals involved
- ✓ Has the project addressed any issues or barriers?
- ✓ Was the project inclusive and accessible?

### **3. The Digital Engagement Award**

Have you used digital participation approaches to involve a wide range of people and use their views? Have you developed a gr8 way to #engage with tenants and communities digitally or through social media in any form?

The nomination should identify an approach that has been successful in using digital technology to enhance tenant participation and engagement. Anything from digital storytelling to YouTube, Facebook and Twitter which has had a positive impact on tenant/community participation and engagement 😊

Judges will consider:

- ✓ Is the method appropriate and inclusive to reach the tenant/community profile?
- ✓ Has the method encouraged more people to get involved?
- ✓ How has the new approach addressed any previous barriers to involvement?
- ✓ Can tenants contribute and be involved?
- ✓ What difference has it made? (there should be clear outcomes from the new approaches)

**NOTE.** This category is to recognise digital participation approaches rather than specific 'digital inclusion' projects

## 4. The Community Action Award

*(see also the Community Partnership Award to consider which category is most appropriate)*

Awarded to a tenant/resident/community group that has led a project which has benefited their community\* and/or enhanced people's lives. In this category, judges will be looking for specific examples of projects where tenants/communities have been able to use their skills, talents and assets within the project and have had a significant role in facilitating and delivering the community-based project. **NOTE: Projects should be currently active**

(\*this could be a community of place or theme)

Judges will consider:

- ✓ What difference the project has made e.g. how the project has improved the lives of people
- ✓ How tenants/community have been able to use their skills, talents and assets within the project
- ✓ How the project was inclusive and accessible and how the diversity of the wider tenant population was considered
- ✓ How influential/important the role of the social landlord tenants was and/or how they led the project
- ✓ The nature of any original local problems/issues and how the project helped overcome them
- ✓ How the project is sustainable and will bring lasting change
- ✓ What lessons have been learned (a) in the community and/or (b) by others

## 5. Community Partnership Award

This new award recognises a community development/regeneration project that has delivered positive outcomes through partnerships with communities of place or theme and other partners (statutory or voluntary)

Projects should show how they have been innovative and have engaged with other partners, and how they have been successful in delivering measurable benefits for the community.

Entries are welcome from projects from a variety of themes such as: environmental; health & wellbeing; regeneration; education/training; digital inclusion; and housing supply.

The judges will consider:

- ✓ How communities of place or theme have been key partners
- ✓ The overall impact on the community in real terms – what difference has it made?
- ✓ How the project shows long term commitment and continuing benefits to the community

## **6. The Tenant of the Year Award**

This award will be made to the individual who has made the most significant contribution to Tenant Participation.

Judges will consider:

- ✓ The commitment and dedication they have shown
- ✓ What difference their commitment has made to the 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 has made a positive difference
- ✓ How many years this contribution/commitment has lasted
- ✓ Any personal challenges or difficulties they have faced. We want to fully acknowledge the depth of their commitment
- ✓ Nominees should be aged 25 or over at date of nomination (for younger people, see category 'Young Tenant of the Year')

## **7. The Young Tenant of the Year Award**

This award recognises the contribution made by a young person and how their involvement has benefited other tenants or the wider community. The nominee must:

- Be a social housing resident/tenant (or leaseholder) or live in social housing
- Be under 25 years of age at the date of nomination
- Have agreed to be nominated

Judges will consider:



- ✓ How they have made a difference to services or their community
- ✓ What skills, commitment and energy they have shown
- ✓ How inclusive they've been and how they've considered the diversity of the wider tenant population
- ✓ Any personal challenges or social barriers they may have had to overcome to get involved

## **8. The Staff Team of the Year Award**

This award recognises a staff team's commitment to supporting tenant and community involvement. This can include an involvement/participation team or where a staff member with responsibility for participation, works with colleagues across the organisation to co-ordinate activities.

The nomination should highlight the specific actions by the team that has helped to deliver positive outcomes for tenants and the community. **Note: The judges will look for evidence from tenants / communities to support the nomination**

Judges will consider:

- ✓ Actual examples of how the team have delivered excellent tenant/community involvement
- ✓ How the team approach has helped to create a culture of tenant participation across the landlord organisation
- ✓ How the team have fostered positive relationships with tenants and communities
- ✓ How inclusive they've been and how they've considered the diversity of the wider tenant population
- ✓ Evidence (anecdotal and other) from tenants and communities that the team approach has delivered positive outcomes i.e. what's changed
- ✓ How the team has had to overcome any barriers or issues