

Grŵp Cynefin

Grŵp Cynefin
Annual Report
2023-2024





Chief Executive Welcome

Welcome to the 2023-24 Annual Report.

Here you will find reports and figures reflecting our performance across the group during the past financial year.

The past year has been a time of review and investment. It has been a year where we implemented our voluntary undertaking to Welsh Government to restore our regulatory status. And in that sense, it hasn't been a normal year for us as a group.

We committed to investing in our staff, teams, property and culture and being able to clearly demonstrate compliance with all regulations to health and safety, and beyond.

But there is much to celebrate. It has been a year where we saw the best in people – the dedication of staff members to their work, a will to work together between departments and external partners, the enthusiasm of tenants to get involved and join us on the journey, and support and goodwill from a variety of areas, within the housing world and beyond.

We have now reached calmer waters, our compliance status restored and there is enthusiasm and positivity about the future.

Throughout last year, there was great work across the group. Tenants and customers are more central to our work than ever. Tenants have been involved in our recruitment processes for some years but are now an integral part of every process, with a presence in every job interview and candidate interviewing panels.

Our tenant and communities groups are also a valuable source as we shape policies and produce information and resources.

The creation of a new Tenant Handbook has been a significant project, with tenant participation instrumental in creating a resource that's suitable and useful in terms of information and tone.

Many developments are underway across our operational area – the large and complex Llys Awelon Extra Care Housing Scheme project in Ruthin has made extremely good progress and will soon welcome new tenants. A productive partnership with another housing association, ClwydAlyn is behind the Maes Deudraeth development in Penrhyndeudraeth, which is indicative of our desire to work together to meet the desperate need for quality housing for local peoples.

Developments in Llys y Gwynt, Holyhead are also the result of close collaboration and maintaining strong partnerships with local authorities and Welsh Government, which is key in the future.

On a personal note, I was appointed from interim to the role of permanent Chief Executive of Grŵp Cynefin. This is a privilege and I look forward to leading the group into a prosperous future, creating a workforce that gives their best to our tenants and customers, is happy in their work, able to develop their careers here, and proud to work for Grŵp Cynefin.

Mel Evans
Grŵp Cynefin Chief Executive

A Word from the Chair

Last year, I had the honour of being appointed Chair of Grŵp Cynefin, and have now held the position for a year. I wasn't a complete stranger to the group, as I was previously Chair of our Canllaw subsidiary, and familiar with the good work going on across the group.

The housing sector is under substantial focus, with governance and standards the highest they've ever been. And this is welcome, because at the heart of everything we do are tenants, customers, partners and staff. And it is our duty as a Board to ensure that Grŵp Cynefin provides resources and services of the highest possible standard.

The work is tireless, and I'm full of admiration for how all our staff work so conscientiously and with such principles.

A huge thanks to all, and for welcoming me to the group as Chair. There is work to be done scrutinising and inspiring. Legislation around housing standards is constantly changing, and we must be ready to respond swiftly and effectively to the demands of the day within the sector.

I would like to thank the other members of the Board of Management – there has been a major change in membership over the past year to ensure a cross-section of expertise and experience. We as a Board and I as Chair are looking forward to what's ahead, looking forward to steering and advising the group and supporting the senior leadership team and all the staff.

Thanks for all the support

Tim Jones
Grŵp Cynefin Chair



Awards



In January this year, Grŵp Cynefin won a prestigious UK-wide award. The Llety'r Adar housing scheme in Bethesda, Gwynedd, took the Best Small Social Housing Development Award at the Local Authority Building Control Excellence Awards.

The scheme was rewarded for the project's team work, ensuring safe, sustainable and high quality construction.

The development was built by Welsh construction company Gareth Morris Construction. Also a key part of the project were three other Welsh



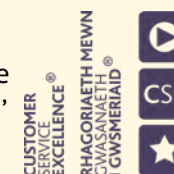
companies, Flintshire's Ainsley Gommon Architects, construction agents Wakemans of Caernarfon and Datrys Engineers from Caernarfon. The whole project is a great example of what can be achieved when partnerships are forged for the benefit of the local area.



Accreditations

It is a great pleasure to be able to announce once again that we have reached the standard for Customer Excellence for the third year in a row. We received an award of 'Full Compliance' in 52 of the 57 elements set but were able to prove that we went the extra mile in 5 elements and therefore received 'Compliance Plus' in these elements.

Customer Service Excellence (CSE) is a nationally recognized standard designed to drive customer-focused change. A big thank you to all the staff, partners and tenants who have been part of the process and were able to present the necessary evidence to prove that we are worthy of the 'Excellence In Customer Service' accreditation.



More than housing



Getting Involved

- Weekly Tenants Sessions Online – **30**
- Number of tenants who regularly participate – **22**
- Sessions looked at **23** different elements of Grŵp Cynefin's work

Here are some of our tenants explaining what taking part means to them and the benefits they get from contributing.



- Task and Finish Groups – **3** (Tenants Handbook, self-evaluation, work of the Community Initiatives team)
- **12** 'Get Involved' information sessions – **13** tenants have attended, **7** are taking part following this.

Consultations

January 2024 – Consultation with tenants on work priorities 2024 – 2025. **161** responses. The main focus will be to assist our communities with the cost of living crisis.

January 2024 – Consultation with staff on the culture of the group. **84** responses. **98%** agree with the statement 'Grŵp Cynefin has a culture that values and promotes tenant participation'.

Roadshow

The main purpose of this year's roadshow was to share 'Home Safety' information. It was also an opportunity to promote additional support for tenants, raise awareness, receive referrals and try to encourage more tenants to take part in our work.



Tenant Approved Stamp

24 documents / policies have received the seal of approval following feedback, comments and changes from tenants.



Energy Wardens

Number of referrals: **501**
Fuel vouchers issued: **£6,499**

Training and Employment

- **20** tenants have received help
- **2** have received support towards self-employment
- **1** tenant in full-time employment
- **1** tenant in a part-time job
- **1** tenant on a digital course to improve skills
- **3** tenants on training provided by an employer
- **2** tenants attending job-related training
- **11** Steps to Employment applications worth **£2258.72**
- **1** member of staff on apprenticeship

Digital Support

- Conducted **56** 1-1 digital sessions with **24** individuals
- Digital Communities Wales has run sessions for tenants
- We have collaborated with partners to reuse old devices - we lend these along with sim cards to our tenants.

Managed to secure
£1,597,482.21
in grants for our communities.

Extra Care Housing Activities



The team has continued to support staff within our extra care housing schemes with various sessions including intergenerational sessions, and sessions on art, music, physical exercise, digital and much more.



Llys Awelon Community Benefit Grant

Grants of up to £1000 each were available to voluntary and community groups in the Ruthin area who are making a difference in their communities. In November a fund worth £18,000 was launched as part of the redevelopment of the Llys Awelon Extra Care Housing Scheme. It is now common for large construction contracts of this type to include community investment from the construction company - Reads Construction in this case.



These are the happy faces of Ruthin Cricket Club, having won a Llys Awelon community grant to help buy equipment.



Friendly Benches Project

Encourage conversation, connection and friendship between people of all ages. That was the intention of a special project in the town of Denbigh, called 'Denbigh Friendly Benches'. A joint project with Grŵp Cynefin and Denbighshire Leisure Active Communities which involved working with artists and local communities to create a series of colorful and eye-catching benches where people can connect with each other, go for

conversation, creating a place to encourage talking and connection between people. Ideally, that connection would include conversations between people of all ages – encouraging friendship across the generations and reducing loneliness.

The project is funded by Grŵp Cynefin, Denbighshire's Vibrant Leisure Communities and grants were received from DVSC and Denbigh Town Council to transform six benches.

Going it Alone

The Going it Alone project operates throughout Conwy and Denbighshire to educate young people about homelessness and independent living.

- 1-1 support sessions - 73
- Drop-in sessions - 35
- Young people having access to information and support - 30
- Group sessions - 26

Sessions include 'Reaching out', 'Money Management', developing Independent Living skills such as budgeting, cooking healthy food and prioritising bills.



Congl Meinciau

- Hot desk use - 106
- Meeting room use - 60
- New tenants - 4
- Grants to the center - £15,850

Individuals that have benefited from sessions:

- Digital support - 117
- Activities for children - 465
- Advice and support on fuel poverty - 27
- Social Prescription and warm welcome - 338
- Intergenerational sessions - 60
- Training courses - 185
- Training courses - 12
- Welsh lessons - 16 each week



HWB Dinbych

- **Art for health** – Funded by Betsi Cadwaladr University Health Board. 4 weekly sessions with 40 attending.
- **Fit & Fed** – Yoga, boxing, Halloween party, pancake day, pizza and pool sessions were held. 86 young people had a meal and enjoyed an activity.
- **Employment Support** – Careers Wales and Denbighshire County Council have supported 97 individuals to look for work between January and March 2024 at HWB Denbigh. Business Wales has engaged with 18 individuals.
- **Walking Group** – Weekly activity, led by Mind Dyffryn Clwyd. Between 8 and 15 individuals attend regularly.
- **Gardening Club** – Weekly activity, led by Mind Dyffryn Clwyd. Between 8 and 15 individuals attend regularly.
- **Repair Cafe** – 10 repair cafes were held throughout the year - a project that gives people the opportunity to bring items to be repaired - for free! The volunteers have given over 60 hours of their time to repair over 200 items ranging from bicycles, electrical equipment, clothing and general repairs.
- **Digital Support** – Cwmpas held 10 sessions from December 2023 – April 24. 34 individuals received digital support at HWB Dinbych.
- **Denbigh Youth Project** – Supported 59 individuals with food parcels. Offers an open door for anyone to drop in, and offers 1-1 support and referrals to partners where necessary. A successful parent and baby group collaborating with Denbighshire health and leisure workers to offer support.
- **Youth Shedz** – Continues to support the young people of Denbigh and have expanded the service to the wider community, collaborating with agencies such as Denbighshire and Conwy Youth Justice. Sessions include fishing, a bicycle and go-kart restoration project, art and craft sessions, teaching about the dangers of knives and 1-1 sessions.



Y Shed

Y Shed continues to attract people from all over north Wales. It includes a popular cafe that attracts people from far and wide. Four business units are located there and 27 display boxes selling the products of local artisans.

Over the past year, there have been discussions between Grŵp Cynefin, National Lottery and local groups to discuss options for transferring the project back to the community - which was the intention from the outset.

Looking ahead - the company 'Para El Mundo' (which runs the cafe) will be responsible for the project, and the steps to transfer the project on a long-term lease have begun. It is expected to be completed during 2024-25.

Communications

Tenant Handbook

A new tenant handbook was created by collaborating with staff and tenants over a six-month period. Their feedback was listened to, and the handbook reflects what they wanted – an easy to read, concise manual, using simple language. The manual is primarily a digital copy with links to various information on the website. This means that the information is accurate and up-to-date and can be updated easily on demand.



Keeping your home safe

A new section called 'Keeping your home safe' has been added to the website, in the dedicated tenants' section.

[Keeping your home safe - Grŵp Cynefin \(grwpcynefin.org\)](http://www.grwpcynefin.org)

From annual gas safety checks to fire safety guidelines, there is information offering everyday practical help and advice to keep tenants safe and free from harm in their homes.

In addition to the digital information, we also provide the main parts in print e.g. Fire, Gas, Water, Radon safety sheets, Asbestos and damp and mould information.

News for tenants

In February, we launched a monthly digital bulletin for our tenants. The content of 'Helo!' is similar to the old Calon magazine but is sent directly to our tenants by email every month. In addition, a news section was created on the website specifically for tenants.

This all means more relevant content, more regularly for our tenants, and the ability to respond earlier if certain content is needed e.g. a specific safety campaign.

We will be looking at presenting content in a different way to our Extra Care Housing Schemes and, as always, anyone can apply for the content in print or other accessible methods, so that no one misses out.



Corporate



Iechyd Da

One of the aims of Iechyd Da, Grŵp Cynefin's staff wellbeing scheme, is to give staff more opportunities to socialise outside working hours. Two evening walks were organised – one in the Bontnewydd area and one in Penycloddiau near Denbigh. Nearly 70 staff, family members and dogs went on the very enjoyable and successful walks ending with some food and chat. Great evenings full of conversation and fun.



Westfield Health

Staff are seeing the benefits of our staff health cash plan which includes reimbursement of dental costs, eye prescriptions, medical and health consultations.

"Westfield Health is a great resource for us staff. I've used it for the dentist and optician and some physio!"

"The Westfield Rewards resource is fantastic – I booked train tickets to London for £90 on Trainline.com and had a cashback of £16.23 in my account the next day!"

"I've made the most of the plan and had a 'full body MOT' and got money back on dentist, chiropractor, chiropodist and optician appointments."

Fundraising for charity

Grŵp Cynefin's elected charity for the year is the Welsh Air Ambulance, which came out on top in a staff vote.

£407 was raised over the year through a variety of different ways including walks, cake auction, and raffle.



Housing

Welsh Government Survey

As part of the 5-year Social Housing Rent Policy, landlords have agreed to carry out a standardised survey of tenant satisfaction which would be published to help tenants to scrutinise and compare the performance of social landlords.

The survey was held in October/ November 2023 over a period of three weeks.

- We contacted **913** tenants



- We spoke to **42%** of people that were contacted



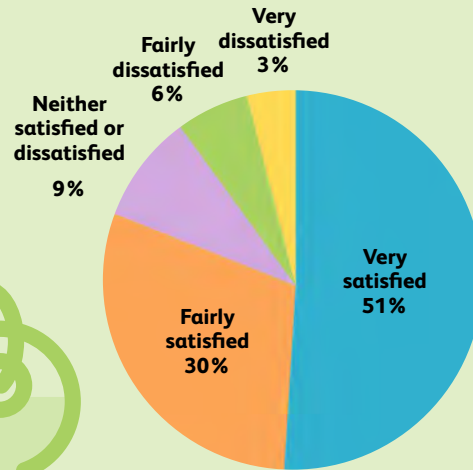
79 responses via e-mail



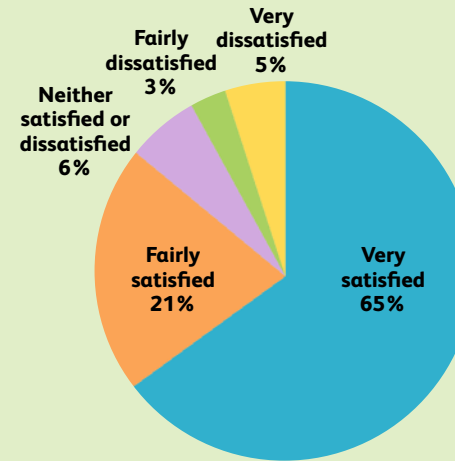
300 responses over the phone

This is a snapshot of the results:

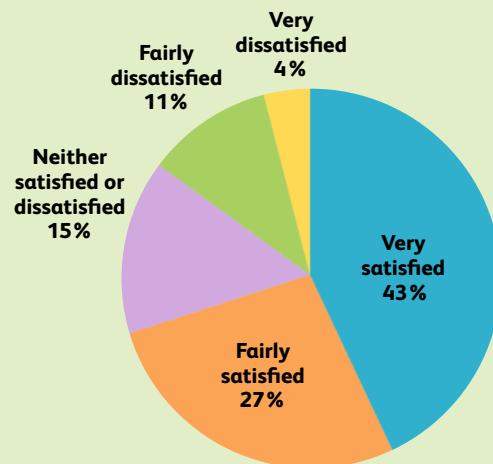
How satisfied or dissatisfied are you with the service provided by Grŵp Cynefin?



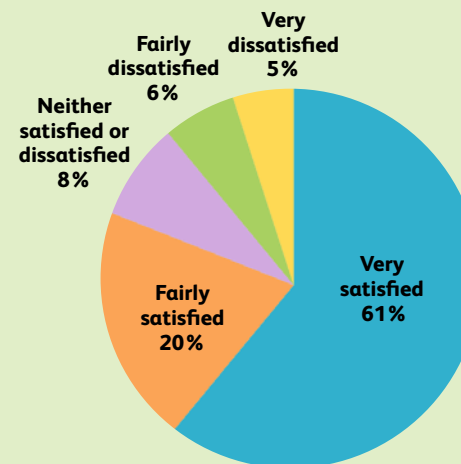
Thinking about your home specifically, how satisfied or dissatisfied are you that Grŵp Cynefin provides a home that's safe and secure?



How satisfied or dissatisfied are you with the general standard of your home?



How satisfied or dissatisfied are you with your neighbourhood as a place to live?



Welfare Team

498 tenants have received support



£2439.61

of ongoing gains on average for each tenant



Retrofit

Retrofit, or the Optimised Retrofit Programme, is a scheme currently being rolled out by Grŵp Cynefin to improve some of our least energy effective homes. Hopefully this will also save on energy bills for the tenant and is better for the environment. In December, our first happy tenant had extensive work done on her house, which meant a warm, cosy home for her and her young son in time for Christmas. The work included the installation of solar panels on the roof and a new heating system.

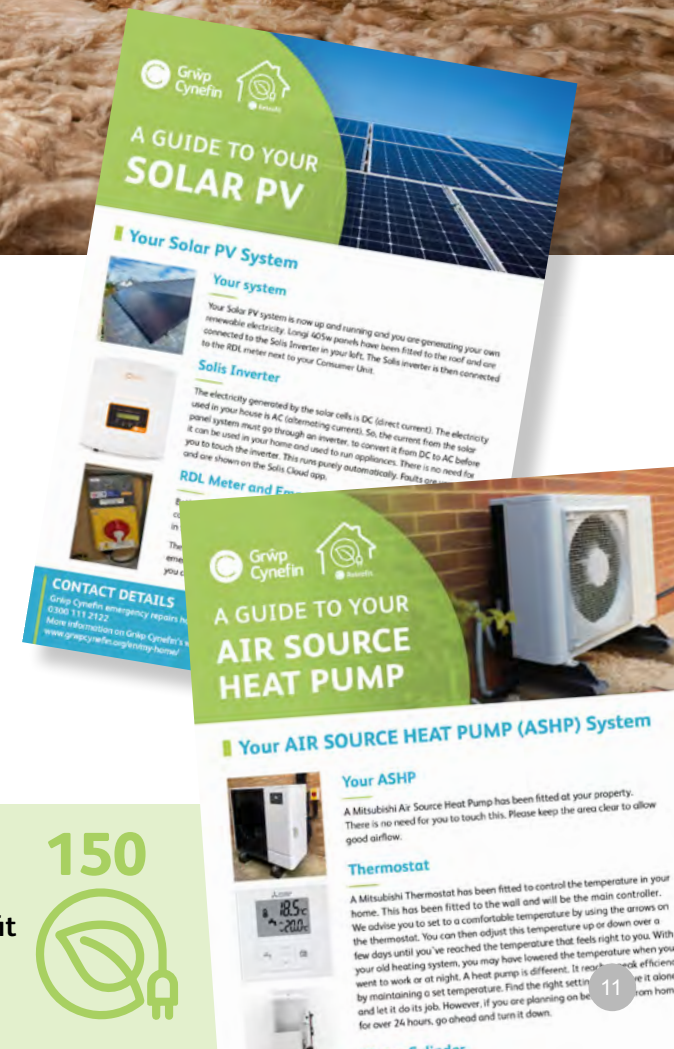
According to Sarah who lives with her young son, Isaac, in Anglesey, it has made a world of difference

“Amazing. My house is so warm, so cosy, it’s made such a difference it’s amazing. I’m very happy.”

More and more of our tenants will be included in future improvements. This is all part of the Welsh Government’s aim to have every household in Wales performing at EPC C-Level by 2030.



Grŵp Cynefin has done significant work to make sure those receiving the new technology uses it correctly to get the best out of it. With simple, easy-to-understand language, they produced user guides, digital information and videos, sharing digitally and in print.



• Our very first tenant welcomed adaptations to her home in December 2023



• By March 2024, 10 of our tenants had received retrofit systems in their homes



• Today, it has increased to 51 tenants



• Around 150 properties should have received retrofit work by the end of March 2025





Gorwel is a unit within Grŵp Cynefin that offers support services. Their support includes preventing homelessness and supporting domestic abuse survivors.

Gorwel took advantage of **World Homelessness Day** (Tuesday, October 10) to highlight the type of accommodation and support

services that can make a real difference, such as Hafod in Denbigh.

The scheme provides six high quality self-contained flats for 16 to 25-year-olds experiencing homelessness, along with 24-hour support, and puts residents in touch with other services offered by Grŵp Cynefin's HWB Dinbych.



Osian Elis, Gorwel's Chief Officer, says:

“ Homelessness continues to rise across Wales as we see the impact of the cost of living crisis on people and families. The latest statistics show that at the end of July almost 11,000 people were living in temporary accommodation with hotels and B&Bs being the most used.”



Olivia's Story

When *Olivia was experiencing homelessness, she was provided with a flat by Gorwel in Hafod in Denbigh. This is where things started to change for Olivia. She now has A Levels, is studying for a driving licence and plans to go to Manchester University to study creative writing.

“ I definitely wouldn't have got to ” where I am now without Gorwel and my support worker. They gave me stability, showed me which grants were available and helped me live independently.

Human Resources

Recruiting



Branding

Throughout the year we have strengthened our recruitment brand. Pop-ups and banners were created using new photos of staff and a refreshed image, reflected in our current job adverts.

The banners were placed outside our offices with QR codes taking people to the latest jobs adverts.

Benefits Package

As part of one of the 'Lean' recommendations, a new benefits package was created showing the many benefits of working for the group and drawing attention to the company's generous terms. This is included with all job packs on People HR.



People HR

A 'Lean' review of Grŵp Cynefin's recruitment processes was carried out. Following this a further license was added to the People HR system, which now enables us to run the recruitment process through the ATS (Applicant Tracking System) portal. This offers a much more effective process for candidates looking for jobs, for the recruitment panel who take part in the appointment process and for the Human Resources Team who administer the process.

Recruitment Days

A drive towards different and more creative ways of recruiting staff resulted in **2** recruitment days including **1** day for Gorwel and **1** for the Housing Department.

The response was fantastic:

Housing department day – 17 expressed interest, **6** attended in person and **3** were recruited as a result.

Gorwel Day – 16 expressed interest, **8** attended in person and **5** were recruited as a result.



Rural Housing Enablers

The Rural Housing Enabler operates across Gwynedd, Conwy and Anglesey. The Enablers work in partnership with housing associations active in the three counties as well as Anglesey Council, Cyngor Gwynedd, Eryri National Park and the Welsh Government.

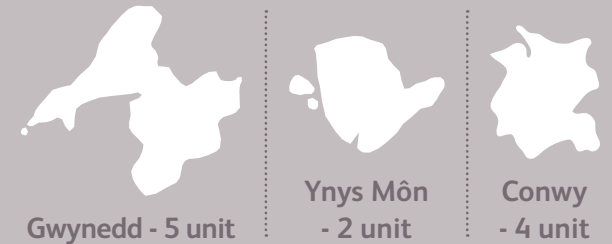
The RHE service has held several consultations over the past year, not only for service partners but also on behalf of communities that want to respond to their communities' housing needs.

As part of their work the RHE works closely with the partner/community to contact the residents of the area to collect their views and to learn more about their housing needs. The information is collected by telephone, by email or an online survey. The RHE collates this

information for a report which also includes data about the area's housing market stock, housing waiting lists and the area's average salary. The reports assist partners as they submit planning applications and allow community groups to plan for the future.

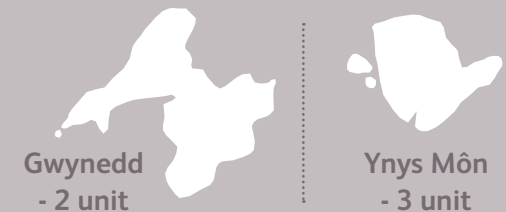
Here is a summary of the work the HTG has carried out during 23/24:

Full reports which include consultation with community councils, the community and data on the need for housing and the current housing situation in the area.



Desktop reports on the need for housing and the current housing situation in the area.

Following consultations by Rural Housing Facilitators, 26 units were built and another 110 units are currently being built.



Dwyfor Pilot Scheme

The Pilot Scheme in Dwyfor is a scheme run by the Welsh Government in partnership with Cyngor Gwynedd, Eryri National Park, Grŵp Cynefin and Adra. The scheme mainly looks at the housing situation in the Dwyfor area as it has a high density of second homes and holiday units.

As part of the work, partners will monitor the housing situation in the area and the impact that policies have on the housing stock, including the Article 4 directive which has recently been passed by Gwynedd Council and which came to force on 01.09.2024.

As well as monitoring the housing situation, the partnership is also looking at different schemes to assist with affordability in the area, this includes:

- Deposit Scheme
- Help with self-build
- Support for communities that want to lead on housing issues
- Support for housing associations with difficult sites in the area

As a result of the Pilot Scheme in Dwyfor the Welsh Government has also invested in the Gwynedd Home Purchase Scheme with £8.5million earmarked over three years to help local people to buy a house in Dwyfor. For more information about the scheme visit the Tai Teg website www.taiteg.org.uk.



Tai Teg

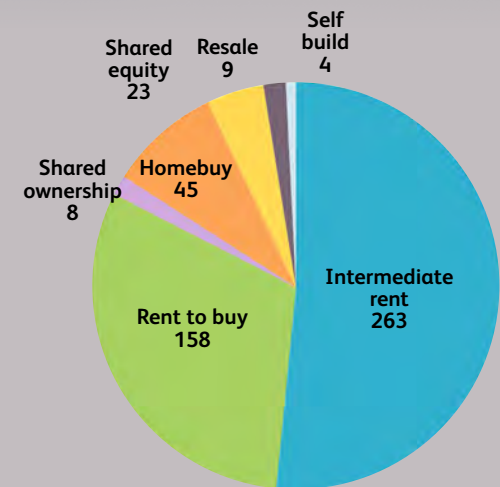
TAI TEG
 CYSYLLTU POBL GYDA CHYFLEON TAI
 CONNECTING PEOPLE WITH HOUSING OPPORTUNITIES

Tai Teg is a partnership with the aim of providing affordable homes for individuals who cannot rent or buy on the open market. Grŵp Cynefin administers Tai Teg on behalf of the partnership which includes 13 partners across north Wales and Powys.

The team has been busy throughout the year assessing candidates and reaching targets set by our partners.

Over April 2023 – March 2024, 370 applicants were nominated for homes through the Tai Teg register.

Units nominated via Tai Teg



Thank you to all our partners for their support in 2023/2024. We look forward to working together to provide a variety of affordable homes in rural areas through the Rural Housing Facilitators service and the Dwyfor Pilot Scheme.

Developments



Llys Awelon, Ruthin

Major works have been going on at the Llys Awelon Extra Care Housing Scheme, Ruthin, to completely transform the site.

The revamped Llys Awelon is about to be completed and now offers a modern, low carbon, bespoke scheme to meet the needs of older people in the Denbighshire area.



It contains 35 one and two bedroom apartments in addition to the original 21 flats, as well as communal areas – landscaped gardens, lounges and a restaurant. As well as the facility itself, there has been an opportunity for the wider community to benefit from the scheme, with £18,000 worth of grants available to local projects and clubs to improve lives and opportunities in the Ruthin area.

Llys y Gwynt, Holyhead

The current accommodation scheme has been refurbished and extended to create 12 units for homeless people. It's the result of a collaboration between Anglesey County Council and Digartref Môn.

The scheme has been funded by the Welsh Government through a Homelessness Grant.

The contractor is north Wales company, Read Construction and the work was completed in June 2024.



Rhewl Fawr, Penyffordd

October 2023 saw tenants move into a brand-new estate in Rhewl Fawr, Penyffordd. It's a partnership with Flintshire County Council offering quality rental housing to the local people of Penyffordd. The scheme is a combination



of eight houses - six social housing homes, and two intermediate rented homes. They

are sustainable, low carbon homes and a combination of two and three-bedroom houses.



Maes Deudraeth, Penrhyndeudraeth

October 2023 saw work starting on a development of 41 energy efficient and affordable homes for local people in Penrhyndeudraeth, Gwynedd. This is a joint development with ClwydAlyn in partnership with Gwynedd Council as part of the Gwynedd Affordable Housing Development Programme. The contractor is Williams Homes of Bala.



The scheme is funded by the Welsh Government through Cyngor Gwynedd's Social Housing Grant which aims to meet its target of building 700 social homes across the county by 2026/27.

The development will provide a combination of two, three and four-bedroom homes, a three-bedroom and four-bedroom specialist bungalow and one-bedroom apartments. The range of homes being offered is the result of extensive consultation with the local community by Rural Housing Facilitators, to understand the local housing needs. The new homes will be highly energy efficient, built using greener technologies and innovative designs.

Stad y Felin, Tŷ Croes

Major work is going on to extend this estate. It will provide energy efficient and affordable homes for local people, with a combination of four two-bedroom bungalows, three two-bedroom houses and one four-bedroom house. These are social housing homes and will be finished by the end of 2024.



The contractor is Gareth Morris Construction from Llangollen.



Working with Cyngor Gwynedd to transform empty properties

Grŵp Cynefin, in partnership with the Welsh Government and Cyngor Gwynedd, has renovated four vacant properties in Gwynedd as part of its commitment to providing affordable homes and sustaining rural communities.

The houses, in Porthmadog, Trefor,

Penrhosgarnedd and Brynrefail, have been transformed from empty properties into modern, energy-efficient and accessible family homes.

The work is part of the Welsh Government's TACP programme which aims to increase the availability of affordable homes in Wales.

For one of the new tenants, it has been life-changing for her and her young child.

"I was homeless and living in temporary accommodation for the homeless," Mia said.

"It's nice to know that I don't need to move again with the little one, we're



so happy here. It's nice, and it's safe."

Grŵp Cynefin is working with Cyngor Gwynedd to develop further units in Cricieth and with Conwy, Denbighshire and Anglesey councils to bring other properties back into use as homes, with TACP funding.

Our Performance

Percentage of tenants satisfied, or very satisfied with the services provided by Grŵp Cynefin

2022/23 2023/24
88% 81%



Number of calls handled by Cyswllt Cynefin, our customer service centre

2022/23 2023/24
39,793 37,338



Number of staff employed

2022/23
290
2023/24
320



Number employed by Canllaw and Conwy & Denbighshire Care & Repair

2022/23 2023/24
44 51



Number of days to let a property

2022/23 2023/24
23 48



Number of properties let to tenants

2022/23
345
2023/24
242



Percentage of our homes that passed the Welsh Housing Quality Standard subject to acceptable fails



2022/23 2023/24
100% 100%

Financial gains for our tenants provided by our Welfare Team

2022/23
£1,243,504
2023/24
£1,214,925.96



Percentage of emergency repairs completed within 24 hours

2022/23 2023/24
99% 99%



Average cost of a repair

2022/23 2023/24
£170 £182



Percentage of tenants who have lived in their homes for more than 10 years

2022/23 2023/24
43% 45%



Percentage of our properties with gas that had received the annual inspection by anniversary date

2022/23 2023/24
99.9% 99.9%



Percentage of rent loss due to arrears

2022/23 2023/24
2.8% 2.8%



Number of new anti-social behaviour cases

2022/23 2023/24
403 443



Number of requests for repair work

2022/23 2023/24
15,869 15,415

Grŵp Cynefin Management Board



Bwrdd Rheoli

Tim Jones (Chair)
 Siôn Fôn (vice-Chair)
 Mike Corfield
 Llinos Iorwerth
 Jane Lewis
 Nigel Finney

David Lloyd
 Tony Oakley (Co-opted member)
 Ken Beech (Co-opted member)
 Delyth Lloyd (Co-opted member)
 Sally Baxter (Co-opted member)
 Paul Robinson (Co-opted member)

Audit and Risk Committee

Ken Beech (Chair)
 Mike Corfield
 Siôn Fôn
 Gwenan Carrington (CDCR Board rep.)

Finance and Growth Committee

Jane Lewis (Chair)
 Tim Jones
 Tony Oakley
 Paul Quirk (CDCR Board rep.)

Gorwel Committee

Nigel Finney (Chair)
 Siôn Fôn (Vice-Chair)
 David Lloyd

Governance Management Committee

Llinos Iorwerth (Chair)
 Chris Schoen (Vice-Chair and tenant)
 David Lloyd
 Nigel Finney
 Trudy Edwards (tenant)
 Bob Jones (tenant)
 Siaron Jones (tenant)
 Garry Knight (tenant)
 Janet Milligan (tenant)
 Ianto Roberts (tenant)
 Agnieszka Dutkiewicz (tenant)

Pwyllgor Rheolaeth Llywodraethu

Ken Beech (Chair)
 Siôn Fôn
 Jane Lewis
 Llinos Iorwerth
 Nigel Finney
 Geraint George (Canllaw Board Chair)
 Gwynne Jones (CDCR Board Chair)

Our subsidiaries

Canllaw

Canllaw provides housing services and practical solutions to meet the housing needs of older or vulnerable people across the counties of Gwynedd and Anglesey.

A free service for people aged 60 and over to advise and support them in maintaining, improving or modifying their homes. Operates in the private sector, and mainly funded by the Welsh Government.



A professional service offering design, planning, inspection and supervision of construction work, whether large or small. Serves clients who are older or vulnerable.



A commercial service carrying out appropriate modifications in the homes of older or vulnerable people, so that they can maintain their independence.



In 2022- 2023, 4468 people received help from Canllaw to adapt their homes.

www.canllaw.org

- Total value of works completed on behalf of our clients **£1.6m**
- Maximising our clients incomes through welfare benefits uptake **£1.022m**
- Clients satisfied with our services **92%**
- Clients prepared to recommend us to others **96%**



Conwy and Denbighshire Care and Repair helps older homeowners and private tenants repair, modify and maintain their homes to enable them to live independently, comfortably, warmly and safely.

The can provide advice about:

- welfare benefits
- maintenance and repairs
- heat
- adaptations

5,848 people received support through home adaptations



Better homes, better health

Helping older people stay safe, warm and independent in their own homes

96% of clients told us they felt more confident and independent as a result of Care & Repair's service

RRAP works were carried out within an average of



For every £1 spent on RRAP, £7.50 is saved in Health & Social Care budgets



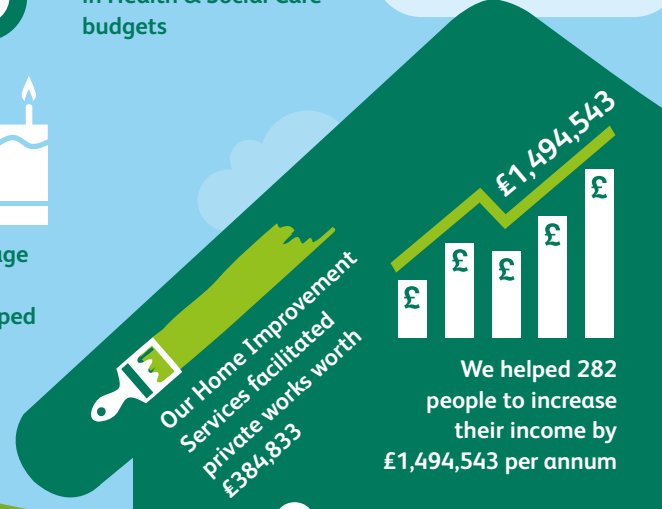
1,833



Number of people we've helped



Average age of people we've helped



Our Home Improvement Services facilitated private works worth **£384,833**

We helped 282 people to increase their income by **£1,494,543** per annum



Number of people with a RRAP grant to adapt their home to allow them to live there independently.

99% of clients were very satisfied with services provided by Conwy & Denbighshire Care & Repair



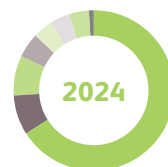
97% of people would recommend the Care & Repair service to others

80% of RRAP clients who had work carried out to assist in reduction of falls



Income £'000

- Rents
- Capital grant amortisation
- Gorwel
- Service Charge
- Other Projects
- Conwy and Denbighshire Care and Repair
- Canllaw (Eryri) Cyf
- Property Sales
- Other



Rents	22,892	63%
Capital grant amortisation	2,744	8%
Gorwel	2,657	7%
Service Charge	2,160	6%
Other Projects	2,032	6%
Conwy and Denbighshire Care and Repair	1,550	4%
Canllaw (Eryri) Cyf	1,375	4%
Property Sales	303	1%
Other	380	1%



Rents	21,810	64%
Capital grant amortisation	2,679	8%
Gorwel	2,539	7%
Service Charge	1,931	6%
Other Projects	1,691	5%
Conwy and Denbighshire Care and Repair	1,501	5%
Canllaw (Eryri) Cyf	1,211	4%
Property Sales	387	1%
Other	109	0%

Total	36,093	100%	33,858	100%
--------------	---------------	-------------	---------------	-------------

Expenditure £'000

- Upkeep and maintenance of housing stock
- Staffing costs
- Mortgage interest
- Housing stock depreciation and impairment
- Other Projects
- Other
- Conwy and Denbighshire Care and Repair
- Canllaw (Eryri) Cyf
- Property Sales

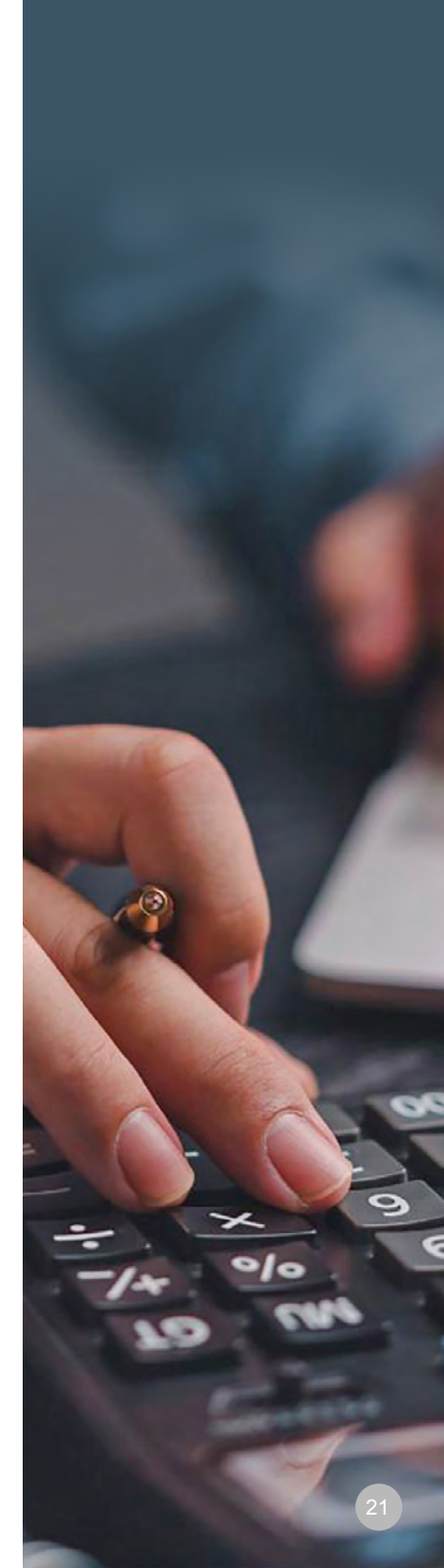


Upkeep and maintenance of housing stock	11,237	32%
Staffing costs	6,784	20%
Mortgage interest	4,621	13%
Housing stock depreciation and impairment	3,992	12%
Other Projects	3,277	9%
Other	1,996	6%
Conwy and Denbighshire Care and Repair	1,474	4%
Canllaw (Eryri) Cyf	1,365	4%
Property Sales	0	0%



Upkeep and maintenance of housing stock	10,155	32%
Staffing costs	5,813	18%
Mortgage interest	4,151	13%
Housing stock depreciation and impairment	3,998	12%
Other Projects	3,283	10%
Other	2,279	7%
Conwy and Denbighshire Care and Repair	1,395	4%
Canllaw (Eryri) Cyf	1,127	4%
Property Sales	0	0%

Total	34,746	100%	32,201	100%
--------------	---------------	-------------	---------------	-------------





Looking forward...

One of the highlights of this year will be working together to create the 2025-2029 Corporate Plan.

Grŵp Cynefin is taking a different approach this time, with conversations and consultation between staff, Board Members, tenants and customers, right from the start of the process. This will shape the new plan, which will reflect what kind of an association we want to be, what our priorities should be and how we want to be perceived.

Other challenges are being approached in the same spirit of co-design and collaboration. The Welsh Housing Quality Standards 2023 is significant for

housing associations across Wales. From the outset, we are asking our tenants, customers and staff to give their views on how we should respond to this, and the result of these discussions will feed our strategy.

And it is with this new spirit of collaboration, mutual support and co-design that we step forward to do our best for our staff, tenants, customers and partners. Grŵp Cynefin is celebrating its tenth anniversary this year. We should be proud of what has been achieved in the last ten years. And looking forward, it's clear that exciting and productive times lie ahead for the next decade!



Grŵp Cynefin

Mwy na thai • More than housing

We are able to provide information in other formats including print, large print, audio tape and Braille. Please contact Grŵp Cynefin for further assistance.

Grŵp Cynefin is a registered society under the Co-operative and Community Benefit Societies Act 2014 under number 21194R and is a charitable housing association registered with the Welsh Government under number LO29.