

Resident Involvement

April 2023– March 2024

Empowering People

Creating Homes

Thriving Communities



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A Message from

Marcia

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Welcome to Caredig's latest Resident Involvement Newsletter. Our Vision for people, for homes and for communities is "The Caredig Way, together we proudly create great places to live and work." We are proud to showcase the excellent work taking place to seek your views, which in turn supports the delivery of this vision.

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We understand the importance of hearing diverse resident voices and making sure that we listen to learn as well as to respond. Our aim is to make every time we interact with a resident count. We have also recently received the latest STAR resident survey report and will be developing an Action Plan based on the principles of "You Said, We Did." We will continue to seek out opportunities to improve the services we provide and hearing your voice is fundamental to this.

I hope you enjoy reading about all the different ways to get involved, and the positive impact that strong, meaningful resident engagement can have for tenants, communities and Caredig.

We have recently co-produced our Tenant Insight and Involvement Strategy to ensure, through the wide variety of ways available, that together we make a difference. We look forward to working with you.



Marcia Sinfield
Chief Executive



Community Engagement Team



The Community Engagement team is made up of Carol Johns and Emma Williams. You'll see us out and about at community events.



Keep an eye on our website for different ways tenants can share their views to ensure we continue to improve service delivery. These can be fun or formal.

Get in touch to get involved

Telephone **01792 482762** or **07543 368645**

Email **community.engagement@caredig.co.uk**



Community Events

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We hold regular events covering a broad range of topics across our communities. Last year we launched the 'Love Where You Live' campaign. This event provides 'skip days', as well as education on rubbish and recycling. Working with the local authorities and our tenant hub, we will hopefully see results of this effort to tackle fly tipping across the next 12 months.

Loving where you live is also about your neighbours. By holding social events, we encourage new tenants to meet other residents as well as community players such as the police. This has helped to reduce anti-social behaviour and also encouraged tenants to report issues to the right people so that these can be dealt with before escalating.

**86**

Resident Events

Love Where You Live

28

Community events

42

Energy Packs Provided

Reduction in Social Isolation

52

Successful Referrals

40

Mobile Phones and Tablets Provided

1,190

Residents took part in resident involvement activities

ASB Reduced**4**

Events held and collaborated on communication programmes to tenants on making their homes greener

Community Benefits

We are working closely with our developers Castell Group and Morganstone on our new build properties to ensure our communities are at the heart of all our new developments. We have a number of projects upcoming with 2 local schools as part of community benefits.

Some examples, for our developments in Fredrick Place and Samlet Road. Pupils will be involved in planting trees in green spaces , planting time capsules , drawing art murals for hoarding boards for around the worksites. Pupils will also be involved in welcoming tenants to their new homes and providing welcome packs on the day of sign up. In return for this we will be giving back to the schools and providing much needed resources and equipment to the outdoor spaces in the schools. The links with the schools will continue after the developments have been complete to ensure the communities are involved in all future events/consultations at our new sites.

We attended the local care home close to Samlet Road with the local school Ysgol Lon Las to introduce ourselves with Castell Group. We talked about the new development just down the road from the care home. Pupils from the school choir came along and sung Christmas carols. The residents thoroughly enjoyed and are looking forward to working with us more in the future.



Working with a local business to give toys to the children's ward at Morriston Hospital at Christmas

Ysgol Lon Las Choir visiting a care home with Emma and Chloe from Castell Group



2 Partnerships with local schools

4 New development partnerships made

3 Community Benefit budgets gained



The Hub

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Jo Ashford
Winner of 3rd Place
Tenant of the Year at the
TPAS Awards

The Hub is a group of dedicated and hard working volunteers who support the work of Caredig in achieving its mission by challenging policies, performance and decisions in a constructive way and ensure that Caredig remains accountable to tenants. The Hub members have been consulted on:

- STAR survey questions, helping us tailor questions for Caredig tenants
- The evidence sent to Welsh Government as part of our regulation
- Communication to tenants on the new contracts
- Planning the review of the Tenant Involvement Strategy

The tenant group last year undertook a review of rubbish and recycling. Disposal of rubbish in the last 3 years cost over £65,000, not including the huge amount of resources and time taken from the Estates & Housing Teams.

Improvements made so far:

- Better signage
- Education events on sites with local council recycling teams
- Recommendation for a person to clear rubbish rather than pay contractors

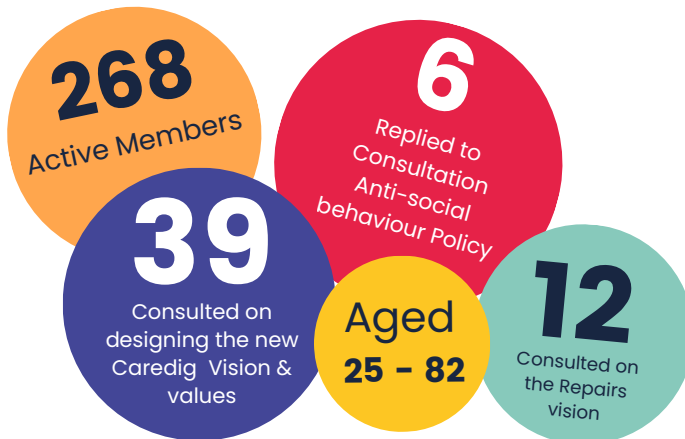
What's Next?

- The group are busy planning their next project which will look at creating a set of Service Standards. The previous standards need updating and we have also rebranded since they were put together. The Hub want to ensure there is a clear set of standards which will give tenants information on what to expect from Caredig and hold us accountable.

Rents Roadshows



This year for the first time we ran a number of roadshows to talk to tenants about rent and service charges, ahead of setting the rents for the following year. We gathered opinion and also gave information on how we set rents including Welsh Government requirements.



- 39 Tenants answered the consultation on designing the new Caredig Vision & Values
- 12 Tenants answered the consultation on the Repairs Vision
- 6 Tenants replied to consultation on Allocations Policy. Following feedback, amendments were made to strengthen points of concern. For example, how homes are allocated after serious anti-social behaviour has occurred

Consultations

The Caredig Circle increased to include all tenants with email, totaling around 940 members with a diverse age range.

The Caredig Circle is a digital consultation group. This along with other channels such as coffee mornings, community events etc is an excellent opportunity for tenants to get involved in shaping policy reviews and strategic decision making without the commitment of a formal meeting.



Broadening Consultations

This year we launched the Have Your Say Page on the website. 20 tenants commented on our new Pet Policy, 4 on community safety and 4 on the compensation policy. This along with other channels such as community events is an excellent opportunity for tenants to get involved in shaping policy reviews and strategic decision making without the commitment of a formal meeting.

Caredig Reviewers

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The Caredig Reviewers are a group of tenants who scrutinise our services. They work as part of the Hub. Their first report undertaken was regarding the complaints and compliments policy and procedure. Their recommendations have led to significant actioned improvements including:

- Our My Home 24/7 APP being further developed
- Training for staff
- Administration of system being improved
- Days of completion being reduced from 17.5 to 8.25



The Reviewers have also been involved in recruitment panels for staff, interviewing for a variety of posts from Multi-skilled trades to Chair of the Board.

If you are interested in getting involved with the reviewers or dipping into any of their projects, please get in touch with the Community Engagement team whose details are on page 2.



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Successful
recruitment
panels

The Dechrau Project

The Dechrau Project is funded by Swansea Bay Health Board. Shelene Williams is based in the Income and Inclusion Team but works jointly with all departments on both proactive and reactive work to help sustain

tenancies. She helps our tenants to access community activities which significantly improves wellbeing, confidence and combats loneliness and isolation.

We have increased the number of partnerships formed and have particularly noticed the improvement in activities aimed at men's health and wellbeing.

Our wellbeing co-ordinator is able (due to her medical background) triage people and offer solutions to either be a quick fix or to signpost to the relevant help.

We have also forged a new partnership with a counselling service which we are paying for to get immediate help for people in imminent crisis who would otherwise have to wait to access services and in the meantime become worse.

82

People
Supported

491

Interventions

10

New Tenants
supported

Swansea Bay Health Board Partnership Projects including Dechrau



Extra Care Schemes

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Events take place regularly across the extra care schemes such as:

- Exercise classes
- Arts and Crafts
- Singing
- Tai Chi
- Craft Fayres



What difference have we made?

- Combat social isolation and Boosted health and wellbeing
- Intergenerational work with local schools at Hazel Court, Ty Dyffryn and Cartref Cynnes has assisted local pupils with their Duke of Edinburgh awards.
- Pupils have upskilled residents with IT and brain training exercises.
- Money has been raised for many charities, local and national
- Model of formal tenant involvement at Hazel Court has now been rolled out across all of the extra care schemes
- Shop in Ty Dyffryn is now run by tenants and residents are volunteering

Focus Groups

Focus Group meetings, specific to each scheme are held monthly. These sessions provide an opportunity for residents to feedback on issues, provide suggestions and raise enquiries. They also allow the Extra Care teams with a forum to communicate updates on projects and services. As a result of these Focus Groups, residents have been directly involved in the shaping of Extra Care services. Examples of these can be found below;

- Caredig's 24 hour concierge service. As a result of concerns and enquires raised through the Focus Groups, Caredig was able to shape the implementation of concierge services and all schemes now adopt a 24/7 concierge service.
- Solar project. The Focus Groups provide an opportunity for the project manager along with representatives from involved contractors to provide updates and answer questions around this project.
- Defibrillators. As a result of queries raised with the Focus Groups, Caredig have now worked in partnership with the Ambulance Service to ensure that all defibrillators located in our Extra Care sites are registered with the national network.
- Food services. Satisfaction around quality and service around meal services was raised. Resident panel meetings are now held directly with the catering provider.
- Rents & Service Charges. In collaboration with other teams, Caredig were able to clearly respond to all queries raised around rent and service charge setting this year in a timely manner.

Priorities for 24/25

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- Reflection on Star Survey
- Review of Tenant Involvement Strategy moving to Tenant Insight Strategy
- Diversify and create more opportunities for tenant influence at all levels
- Increase and improve ways in which tenants can get involved e.g. digital
- Embed quality tenant involvement into service redesign and culture across Caredig
- Redesign our Service Standards



Gallery

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Here are just a few images from some of the events we have held for our contract holders. From craft fayres and gardening clubs to Tai Chi classes and the 'beat the bills' roadshow. We constantly strive to create the best communities we possibly can.



Notes

Handwriting practice lines on a page. The page contains 10 sets of horizontal lines, each consisting of a solid top line, a dashed middle line, and a solid bottom line. The lines are evenly spaced and cover most of the page. In the bottom left corner, there is a partial view of a purple circular logo with the text 'Caredig People' and a stylized white 'C'.

