

THE VALE OF GLAMORGAN COUNCIL

HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE: 12<sup>TH</sup> JANUARY, 2022

REFERENCE FROM CABINET: 20<sup>TH</sup> DECEMBER, 2021

**“C773 DRAFT TENANT AND LEASEHOLDER PARTICIPATION STRATEGY 2021 – 2026 (HBS) (SCRUTINY – HOMES AND SAFE COMMUNITIES) –**

The New Tenant and Leaseholder Strategy 2021- 2024 set out the Council's Vision for increasing Tenant and Leaseholder Participation.

The strategy focused on three key themes and one overarching theme which were:

- to increase Involvement;
- to Invest in staff and financial resources to aid participation;
- to support Tenants and Leaseholders to enable them to Influence decisions; and
- to ensure Tenants and Leaseholders views were listened to, valued and acted on.

The delivery of the comprehensive Tenant and Leaseholder Strategy Action Plan would be monitored by a crossed departmental working and external Tenant led working group.

The Cabinet Member in referring to the report said that the Strategy, the Equality Impact Assessment and the views of the Scrutiny Committee and wider public consultation would be considered by Cabinet in the new year prior to the final Strategy being agreed.

This was a matter for Executive decision.

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the details of the New Tenant and Leaseholders Participation Strategy 2021 – 2024 (Appendix A to the report) and the Equality Impact Assessment (Appendix B to the report) for further consultation be noted and approved.

(2) T H A T in pursuance of Resolution (1), the Strategy and the Equality Impact Assessment be referred to Homes and Safe Communities Scrutiny Committee for consideration, as part of the consultation process.

(3) T H A T subject to Resolutions (1) and (2), the Strategy, the Equality Impact Assessment and the views of the Scrutiny Committee and wider public consultation be considered by Cabinet prior to the final Strategy being agreed.

Reasons for decisions

(1) To note and approve the proposed strategic direction of the new Tenant and Leaseholder Participation 2021 - 2024 strategy which was aligned to the Corporate Plan, the Council Wellbeing Plan and the Vale Homes Community Investment and Environmental Strategy.

(2) To ensure appropriate scrutiny of these important documents, as part of wider consultation.

(3) To allow Cabinet to make a fully informed decision on the final Strategy, following further consultation.”

Attached as Appendix – Report to Cabinet: 20<sup>th</sup> December, 2021

Meeting of:	<b>Cabinet</b>
Date of Meeting:	<b>Monday, 20 December 2021</b>
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Draft Tenant & Leaseholder Participation Strategy 2021 - 2026
Purpose of Report:	To consider the draft Tenant & Leaseholder Participation Strategy 2021 - 2026.
Report Owner:	Cabinet Member for Housing and Building Services
Responsible Officer:	Miles Punter - Director of Environment and Housing
Elected Member and Officer Consultation:	<p>Head of Finance.</p> <p>Committee Reports; Legal Services; Mike Ingram, Head of Housing; Nick Jones, Operational Manager, Housing, Andrew Freegard – Housing Programme Development Manager</p> <p>Richard Stopgate – Development and Investment Manager</p> <p>Internal cross departmental TP working group &amp; Tenants Working Group</p> <p>Glam Network and Ethnic Minority Network</p>
Policy Framework:	This report is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <p>The New Tenant and Leaseholder Strategy 2021- 2024 sets out the Council’s Vision for increasing Tenant and Leaseholder Participation.</p> <p>The strategy focuses on 3 key themes and one overarching theme which are:</p> <ul style="list-style-type: none"> <li>○ to increase Involvement,</li> <li>○ to Invest in staff and financial resources to aid participation</li> <li>○ to support Tenants and Leaseholders to enable them to Influence decisions and</li> <li>○ to ensure Tenants and Leaseholders views are listened to, valued and acted on.</li> </ul> <p>The delivery of the comprehensive Tenant and Leaseholder Strategy Action Plan will be monitored by a crossed departmental working and external Tenant led working group.</p>	

## **Recommendations**

1. That Cabinet notes and approves the details of the New Tenant and Leaseholders Participation Strategy 2021 – 2024 (Appendix A) and the Equality Impact Assessment (Appendix B) for further consultation.
2. That in pursuance of recommendation 1, the Strategy and the Equality Impact Assessment are referred to Scrutiny Committee (Homes and Safe Communities) for consideration, as part of the consultation process.
3. That subject to recommendations 1 and 2, the Strategy, the Equality Impact Assessment and the views of the Scrutiny Committee and wider public consultation be considered by Cabinet prior to the final Strategy being agreed.

## **Reasons for Recommendations**

1. To note and approve the proposed strategic direction of the new Tenant and Leaseholder Participation 2021 - 2024 strategy which is aligned to the Corporate Plan, the Council Wellbeing Plan and the Vale Homes Community Investment and Environmental Strategy.
2. To ensure appropriate scrutiny of these important documents, as part of wider consultation.
3. To allow Cabinet to make a fully informed decision on the final strategy, following further consultation.

## **1. Background**

- 1.1. In 2007 the first National Tenant Participation Strategy was developed by the Welsh Government which mandated all social landlords to develop their own local Tenant Participation Strategies to promote Tenant Participation.
- 1.2. This is the 4<sup>th</sup> successive Vale Homes Tenant participation strategy; each strategy has been built on the foundations of the previous ones and the emerging practice in the sector and thereby building on lessons learnt and the solid foundations previously laid.
- 1.3. The last Tenant Engagement Strategy was approved by Cabinet in June 2018 the Homes and Safe Communities Scrutiny Committee has subsequently received regular updates regarding progress made. The three-year strategy had made significant progress in Tenant Involvement the most recent report can be found here [Interim Report Tenant and Leaseholder Engagement Strategy \(valeofglamorgan.gov.uk\)](https://www.valeofglamorgan.gov.uk/interim-report-tenant-and-leaseholder-engagement-strategy)

- 1.4. In early 2021 work started in Vale Homes to develop the new Tenant and Leaseholder Strategy. This was undertaken in the form of a cross departmental working group. It involved undertaking a comprehensive review of the work undertaken to date, the views of the tenants who are members of a recognised tenants group and those who are not– views of staff members including a comprehensive SWOT analysis as well as having regard to Welsh Government guidance and good practice on Tenant Engagement and Participation.
- 1.5. The review highlighted a number of opportunities, including the need to include Leaseholders as part of our new strategy, the opportunities around embracing digital options for participation, and the need for a greater sense of collective ownership of Tenant and Leaseholder participation across the housing directorate.
- 1.6. Furthermore, data from our biannual large scale Survey of Tenants and Residents (STAR) satisfaction survey identified that there was a decrease of 7% from 73% to 66% in the area of Vale Homes listens and acts on views - There was also a decrease of 8% from 78% to 70% on the area of Keeping tenants informed, actions in the new strategy will be taken to reverse this decline.

## **2. Key Issues for Consideration**

- 2.1 The vision for the new Tenant and Leaseholder Strategy is to: Create a culture where we develop and maximise the opportunities for Tenants and Leaseholders to contribute towards creating Tenants and Leaseholders centred services.
- 2.2 Underpinning this vision, the working group has developed three themes and one overarching theme which will help deliver our vision these are:
  - To INVOLVE our Tenants and Leaseholders to work to cocreating and developing Tenant & Leaseholder centred services that are meaningful and offer value for money
  - To INVEST in staff and financial resources to enable the development of Tenant and Leaseholder driven services
  - To support Tenants & Leaseholders to help INFLUENCE and shape current services, projects and initiatives from a service users' perspective and to help Tenants and Leaseholders realise their potential
  - To be LISTENED TO AND VALUED, ensuring that our Tenants and Leaseholders feel that their opinions are valued and listened to, operating in

a continuous improvement manner, learning lessons by building in reviews and providing feedback to our service users.

- 2.3** The strategy overall will be measured by three indicators captured in the biannual STAR satisfaction survey which includes:
- the need for the organisation to listen and act on our tenants' views
  - the need to keep tenants informed and
  - the need to continue to achieve an increase in overall satisfaction with Vale Home services.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

Long term

- 3.1** The Strategy takes a planned long-term approach to the way we will build on Tenant and Leaseholder participation, covering both investment in staff and service users – and ensuring that services work on a continuous improvement basis.

Prevention

The approach adopted in the development of the new Tenant & Leaseholder Engagement Strategy took into account lessons from previous work that has been undertaken and builds on this.

Integration

- 3.2** The Strategy supports a holistic approach to Tenant and Leaseholder engagement which is focused on delivering a joined up one Housing/one Council solution – the internal staff working group will help aid this with regular planning and information sharing both with internal departments and external tenants.

Collaboration

Detailed training will be offered to all housing staff on the new strategy ensuring all staff members know what their role is in relation to Tenant and Leaseholder engagement and how they feed into and can contribute to this agenda.

Involvement

- 3.3** The crux of the Tenant and Leaseholder Engagement strategy is involvement, all actions within this strategy aim to increase tenants' and leaseholders' engagement which ultimately will feed into providing high quality services.

## **4. Resources and Legal Considerations**

### **Financial**

- 4.1** The Strategy is being delivered within existing departmental resources.

## **Employment**

**4.2** There are no direct employment implications arising from this report.

## **Legal (Including Equalities)**

**4.3** There are no direct legal implications arising from this report. The Strategy is however designed to ensure that all Tenants and Leaseholders have an opportunity to get involved and influence the way services are delivered. This includes people who may not have taken part previously and vulnerable people who may require more assistance. The Strategy also takes account of the need to make communications available in English and Welsh.

### Public Sector Equality Duty

**4.4** The public sector equality duty (see section 149 of the Equality Act 2010) came into force in April 2011. Public authorities like the Council are required, in carrying out their functions, to have due regard to the equality needs set out under s.149 of the Equality Act 2010 to:

- eliminate discrimination (both direct and indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Council must also comply with the specific equality duties imposed by the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011, SI 2011/1064 (“the Regulations”), particularly regulation 8 (imposing specific duties to make arrangements for assessing the impact of its policies/practice and monitoring of the same).

In light of this an Equality Impact Assessment has been completed as part of the development of this strategy and will be updated and reported on over the duration of the strategy.

## **5. Background Papers**

None .



# VALE HOMES |

## DRAFT TENANT AND LEASEHOLDERS ENGAGEMENT STRATEGY 2021|2024







# CONTENTS

1. Introduction and purpose of strategy
2. The Strategic Context
3. Links with strategies and other corporate plans
4. SWOT
5. Residents' Views
6. Existing frameworks for engagement
7. Financial support
8. Objectives



## PURPOSE OF STRATEGY

Tenant participation or engagement is a process that involves bringing tenants, leaseholders and landlords together to collaborate and share ideas to co create better services and reach decisions on improving the standards and the conditions of housing services, this includes how money is spent, how services are provided and how decisions are made.

This process involves putting the service users at the centre of the process. Service users for us encompass both Tenant and Leaseholders, Leaseholder's properties exist alongside social housing lettings, our strategy will ensure both sets of service users' needs and opinions are taken on board. Vale Homes is committed to Tenant and Leaseholder participation and this strategy builds on the foundation set by the previous Tenant Participation Strategy.

In developing this new strategy, we have undertaken a comprehensive review of our 2017-2020 Tenant Engagement strategy, looking at the successes to date and the areas which require more focused intervention to achieve impact and demonstrate high levels of tenant engagement/involvement and influence.

Our review included undertaking consultation with staff and tenants as well as drawing on data from the results of the STAR tenant satisfaction survey. The review also took into consideration, the environmental, cultural, social, economic, technological, financial and political context that may have implications in taking this new strategy forward.

From an external perspective regard has also been given to emerging practice within the housing context and in particular to lessons from:

- The Regulatory Board for Wales Review of tenant involvement and their model for good tenant involvement - "the Right Stuff framework"
- The wider implications of the Covid pandemic in our tenant engagement approach and the need to develop digital engagement options as well as
- The emerging lessons from the Grenfell Tower tragedy and the importance of ensuring the tenant voice is heard

Taking all of the above into consideration we have developed our vision for engaging with our tenants.

### OUR VISION IS TO:

*"Create a culture where we develop and maximise the opportunities for tenants and leaseholders to contribute towards creating tenants and leaseholders centred services"*





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Cartrefi'r Fro  
Diogel yn ein dwylo

“CREATING A CULTURE  
WHERE WE DEVELOP AND  
MAXIMISE THE OPPORTUNITIES  
FOR TENANTS AND LEASEHOLDERS  
TO CONTRIBUTE TOWARDS  
CREATING TENANTS AND  
LEASEHOLDERS  
CENTRED SERVICES”





# THE STRATEGIC CONTEXT

**IN 2007 THE FIRST NATIONAL TENANT PARTICIPATION STRATEGY WAS DEVELOPED BY THE WELSH GOVERNMENT WHICH MANDATED ALL SOCIAL LANDLORDS TO DEVELOP THEIR OWN LOCAL TENANT PARTICIPATION STRATEGIES TO PROMOTE TENANT PARTICIPATION.**

This is the 4th successive Vale Homes Tenant participation strategy; each strategy has been built on the foundations of the previous ones and the emerging practice in the sector and thereby building on lessons learnt and the solid foundations previously laid.

Of relevance to the development of this strategy is the work that the Regulatory Board for Wales, who in 2019 undertook a comprehensive review of Tenant Participation work in Wales and provided a high-level framework for resident involvement - called the Right Stuff.

In developing our new strategy, we have had regard to this work - which centres on the tenant voice being heard and focuses on five themes which include:

- THE RIGHT PEOPLE**
  - Skills-knowledge
  - Diversity/Inclusivity
  - Mind-set
  - Recruitment/appraisal and
  - Teamwork and rapport
- DOING THE RIGHT THING**
  - Opportunities and methods of involvement
  - Having a clearly aligned purpose
  - Active listening
  - Acting on the listening and evidencing Tenant influence in decision-making
- IN THE RIGHT WAY**
  - Culture
  - Language,
  - Relationships
  - Behaviours
  - Offering a full range of options,
  - Full access to necessary information and
  - Full endorsement of any significant changes
- FOR THE RIGHT REASONS**
  - Clarity of purpose
  - Desired outcomes
  - Clarity of ethics Values/Ethos: trust/openness/honesty/respect
- AT THE RIGHT TIME**
  - Early involvement
  - Achieving the desired outcomes,
  - Monitoring progress and reviewing effectiveness and gathering feedback



Having taken this on board, this strategy encompasses all five elements and as part of this strategy under each of the themes we commit to:



### THE RIGHT PEOPLE

Actively supporting new tenants and leaseholders recruitment and providing support and training infrastructure for induction and ongoing development



### DOING THE RIGHT THING

Providing a range of opportunities for involvement linked to our purpose of creating tenants and leaseholders centred services, ensuring we actively listen, act on the views of our service users and evidence influence on decision making



### IN THE RIGHT WAY

Creating an open culture for involvement, including having regard to language and behaviours and offering full options for influence



### FOR THE RIGHT REASONS

Having a clearly defined purpose and desired outcomes as part of our new strategy



### AT THE RIGHT TIME

Ensuring we provide opportunities for early involvement and develop an effective monitoring review and continuous improvement culture.



# LINKS WITH STRATEGIES AND OTHER CORPORATE PLANS

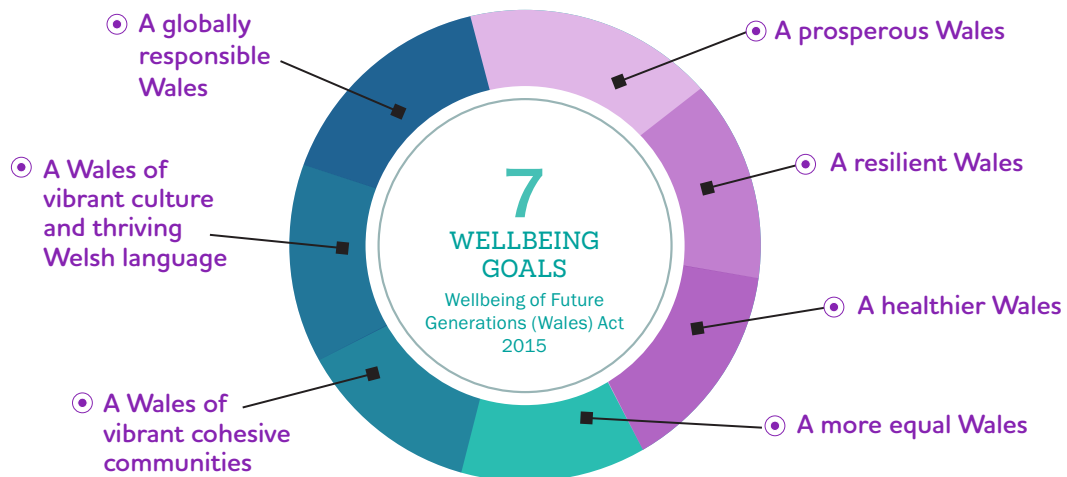
**THIS STRATEGY IS CORPORATELY ALIGNED TO THE COUNCIL'S OVERARCHING VISION FOR VALE COMMUNITIES AND THE COUNCILS CORPORATE PLAN AND ITS OBJECTIVES, THE COUNCILS VISION IS TO DEVELOP 'STRONG COMMUNITIES WITH A BRIGHT FUTURE.'**

This vision encompasses the four new well-being objectives which contribute towards the seven national well-being goals.

The Council's wellbeing objectives are:

- To work with and for our communities
- To support learning, employment and sustainable economic growth
- To support people at home and in their community
- To respect, enhance and enjoy our environment

The 7 wellbeing goals as stipulated by the Wellbeing of Future Generations (Wales) Act 2015 are to develop:



There is direct relevance to 3 of the wellbeing objectives to this strategy, as the work that we will be doing over the next 3 years complements these objectives these are:

“ TO WORK WITH AND FOR OUR COMMUNITIES”  
 “TO SUPPORT LEARNING” and  
 “TO SUPPORT PEOPLE AT HOME AND IN THEIR COMMUNITY ”





Furthermore, there are a number of wellbeing goals linked to the work we take forward in this strategy the one that is directly engaged in this work is that of developing a Wales of more cohesive communities.

In addition, this strategy at its core has embedded the five ways of working adopted by the Council which include:

### LONG TERM



- Looking at the issues of tenant and leaseholder involvement from a **Long-term** perspective considering, not only current matters but the impact on the future generations and developing involvement activities that not only are fit for purpose today but also embrace new learning and technology for more residents to engage in the long term.

### INVOLVEMENT



- Effective **Involvement** is central to this strategy and to demonstrate the impact and influence service users have had on service delivery and decisions, we will produce a publication called “you said we did”

### INTERGRATION



- To ensure there is better **Integration** and alignment of TP work within the Vale, we will undertake a comprehensive review of our current involvement structure to see how TP can be better integrated.

### PREVENTION



- Taking a proactive approach to our Tenant Participation work and undertaking a value for money exercise on effective participation means **Prevention** and the need to tackle issues at the core will be at the forefront of our thinking.

### COLLABORATION



- Central to the work we take forward is working in **Collaboration** and co-producing solutions not only with our tenants and leaseholders but also with staff. To create the right conditions and culture for this to take place key actions within this strategy feature as part of getting the right culture in place for collaboration.



## THE COUNCILS VALUES ARE:

### AMBITIOUS

Forward thinking, embracing new ways of working and investing in our future.

### OPEN

Open to different ideas and being accountable for the decisions we take.

### TOGETHER

Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.

### PROUD

Proud to serve our communities and to be part of the Vale of Glamorgan Council

Each of these values have been embedded in the actions we have pulled together to realise the vision of our Tenant and Leaseholder Participation Strategy.

The development of the new Community Investment Strategy led by Vale Homes will also complement the Tenant and Leaseholder strategy, adding value to the support we offer our residents and communities.



# SWOT

**BEFORE SETTING OUR NEW STRATEGY, IT WAS IMPORTANT TO REFLECT AND SEE WHERE OUR STRENGTHS, OPPORTUNITIES, THREATS AND WEAKNESSES WERE TO GAUGE WHAT ACTIONS WE SHOULD TAKE.**

## **Our Strengths include:**

- Longstanding established tenants and residents' groups
- Committed number of dedicated volunteers who give up their time to contribute to TP
- Working Group and Design Quality forum have achieved a significant amount
- Vale Homes commitment to TP
- A large budget supporting TP activity
- A number of community buildings/space available to host meetings
- Open, honest and good communication and working relations with engaged tenants
- The Annual Festive, a well-established, well supported event - drawing in, both engaged and non-engaged tenant's
- Dedicated and proactive staff working in the Council taking forward this work

**ONE OF THE KEY SUCCESSES** of our current tenant participation strategy includes the ability to continue to keep engaged the current tenants involved in our participation work.

We need to build on this and ascertain how we use our current base to develop a more diverse group of residents engaged in our TP structures – we aim to support the current tenants to act as ambassadors to help bring new residents on board by providing the established members support to act as mentors to help settle in new members.

## **Our Weaknesses include:**

- Newsletters delayed/stopped and no regular correspondence sent to tenants
- The same people in various groups
- Clarity needed on staff members roles and what is expected of them in respect of TP
- Ensuring that TP is mainstreamed, and it truly becomes everyone's role
- Limited formal engagement with leaseholders



**ONE OF OUR KEY WEAKNESS** is that there needs to be greater alignment between the internal teams to deliver a better tenant involvement service

We have developed an internal cross departmental working group that will have shared ownership of the development and delivery of this new strategy and associated action plan.

#### Our Opportunities Include:

- Reintroducing regular newsletters, newsletters could be sent via email to reduce costs
- Clarifying what is expected of officers in regard to TP, to help improve delivery of TP going forward
- Creating better alignment and internal synergy to enhance TP work
- Making active use of the Vale Homes web pages and developing a better web presence.
- Training all staff on TP
- Providing support to help tenants get online to allow Digital Tenant participation
- Taking action to get under- represented groups like Younger people, Disabled /families/ BME families on board.
- Monitoring cost and if TP activity is effective.
- Providing clarity on what support and money groups can apply for

**ONE KEY OPPORTUNITY** we wish to capitalise on is the need to have a clear shared understanding of the process and procedures with regards to TP to address this, we will renew and relaunch our Tenant Compact, a key document endorsed by our Cllrs providing clarity on the support we offer, both financial and non-financial to tenants and residents providing clarity to staff, resident and members and stakeholders.

#### Our Threats Include

- Possible reductions in budgets
- The need for succession planning - groups have and will fold as they are primarily supported by an older cohort of residents, recent deaths of a number of residents on committees has meant roles are still vacant and not being filled
- The inability to meet during Covid has meant there has been little or no activity, enthusiasm will be lost if restrictions continue – urgent consideration needs to be given to alternative ways of meeting – including embracing Zoom and Teams to deliver meetings in new formats.

**ONE KEY THREAT** is the need to develop digital engagement infrastructure, the pandemic has highlighted how the traditional approaches to tenant involvement of face-to-face meetings has meant that we have not put in place the infrastructure needed to aid digital participation

We will as part of this new strategy take actions to develop our digital engagement platforms, not only equipping our staff members with the skills set but putting in place the tools needed to aid digital involvement and also building a program of training for tenants and leaseholders who may find it difficult to engage digitally, creating synergy between our Tenants and Leaseholder Participation Strategy and our Community Involvement Strategy.



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OUR ACTION PLAN DIRECTLY LINKS TO EACH OF THE MATTERS RAISED HERE AND EITHER ADDRESSES THEM WITH ACTIONS TO BE TAKEN OR ENHANCES WHAT ALREADY WORKS. IN ADDITION TO THIS SWOT EXERCISE, RESIDENT VIEWS WERE TAKEN ON BOARD VIA A SERIES OF SURVEYS.

# RESIDENTS' VIEWS

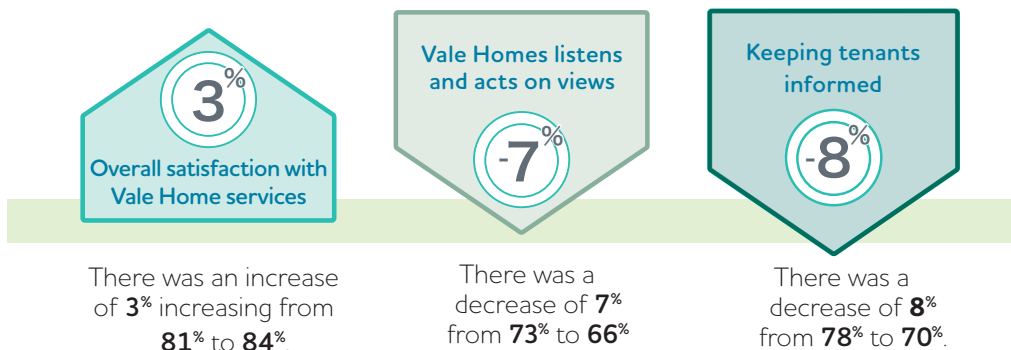
**WHILST OUR TENANT PARTICIPATION AND LEASEHOLDER STRATEGY ENCOMPASSES WHAT VALE HOMES AS A LANDLORD ASPIRE TO DELIVER FOR ITS SERVICE USERS, IT ALSO INCLUDES WHAT SERVICE USERS WANT.**

As part of the development of this strategy we draw upon results from 4 surveys these include:

- 1 STAR Satisfaction survey - a wide scale survey sent to all residents covering a number of service areas within housing
- 2 A survey conducted with all residents currently engaged in TP activity
- 3 A further survey conducted with all residents currently engaged in TP which focuses on digital access and participation
- 4 And initial results from our tenant profiling programme

## STAR SATISFACTION SURVEY

The STAR survey was sent to all residents of Vale Homes and had a 37% response rate equalling to 1,392 households responding. 3 key results are relevant to this strategy



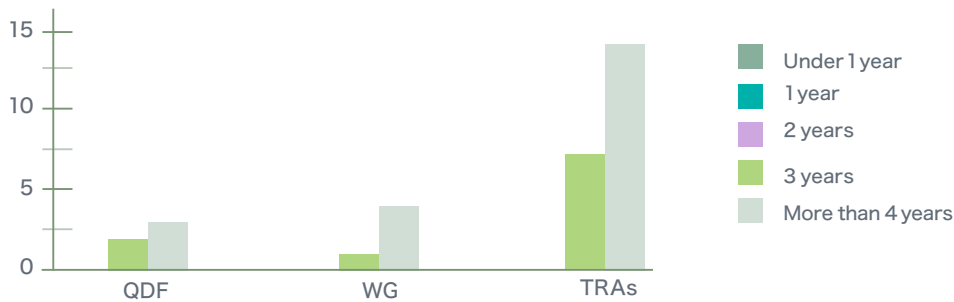
This new Tenant and Leaseholder strategy will seek to improve satisfaction in all 3 key result areas and key actions of how we will do this are listed in the action plan.



## SURVEY CONDUCTED WITH ALL RESIDENTS CURRENTLY ENGAGED IN TP ACTIVITY

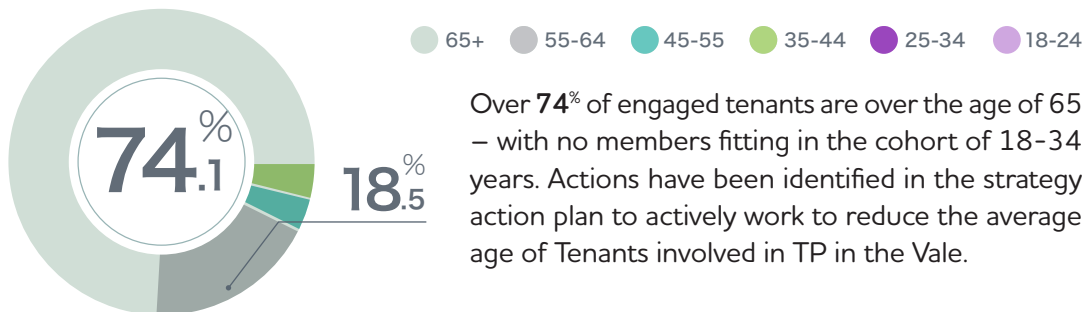
This survey aimed to establish a baseline of who is currently involved in TP activity in the Vale, how long they have been involved, their age, sexual orientation, their training, knowledge of TPAS and whether they feel they are able to influence decisions

### HOW LONG HAVE YOU BEEN INVOLVED?



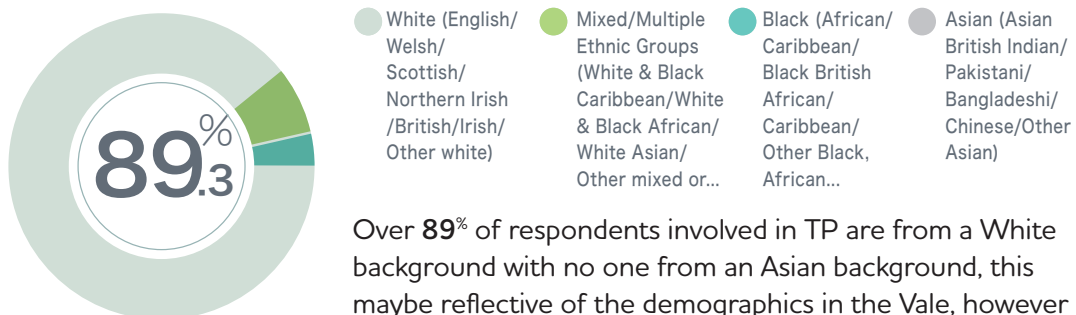
Based on the responses it is clear that Vale Homes have not over the last 2 years recruited any new TP members. Most members have been involved for 4 years or more.

### WHICH AGE GROUP DO YOU FIT INTO?



Over **74%** of engaged tenants are over the age of 65 – with no members fitting in the cohort of 18-34 years. Actions have been identified in the strategy action plan to actively work to reduce the average age of Tenants involved in TP in the Vale.

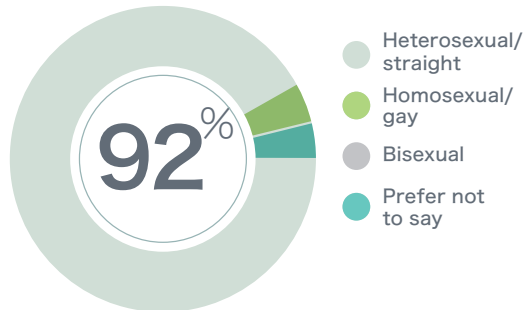
### WHAT IS YOUR ETHNIC ORIGIN?



Over **89%** of respondents involved in TP are from a White background with no one from an Asian background, this maybe reflective of the demographics in the Vale, however actions as part of the strategy will look to increase diversity of membership.

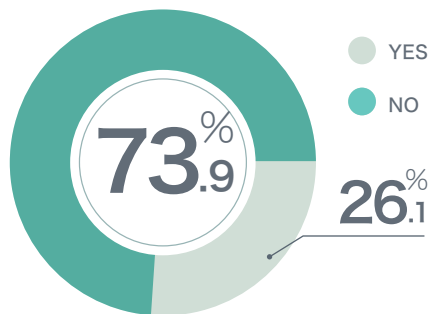


WHAT IS YOUR SEXUAL ORIENTATION?



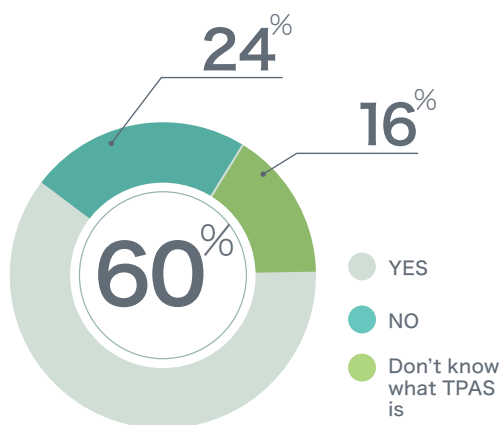
The majority of residents involved are from a heterosexual orientation - whilst it is always difficult to collect this information - we will continue to attempt to collect this information to build on this baseline data to ensure we are doing what we can to ensure TP structures are accessible to all.

HAVE YOU UNDERTAKEN ANY TRAINING RELATED TO THE ROLE YOU PERFORM AS PART OF QDF, WG OR TRAS?



A large percentage of engaged residents, over 73% have not undergone any TP related training to perform their role, this will be a key issue that will be picked up as part of the action plan, ensuring tenants have the training skills and support to take forward their TP roles

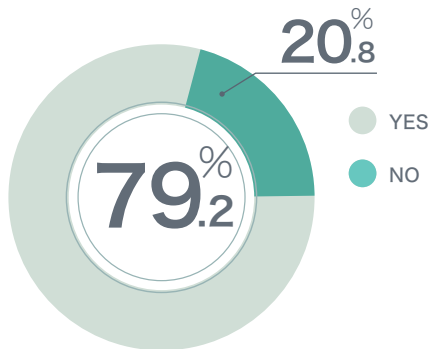
DO YOU UNDERSTAND THE ROLE OF THE TENANT PARTICIPATORY ADVISORY SERVICE (TPAS) IN SUPPORTING TENANT INVOLVEMENT?



It is important that those involved in are TP involvement structure are aware of the support available to them not only through Vale Homes but also through other channels, this includes tenants having an understanding of the role of TPAS Cymru. Vale Homes pay an annual membership fee and a wide range of training comes free with that membership which can be utilised to support the development of residents. It is clear that up to 40% of tenants engaged had no understanding of the role of TPAS. Actions within the strategy will look to address this over the next 3 year term.



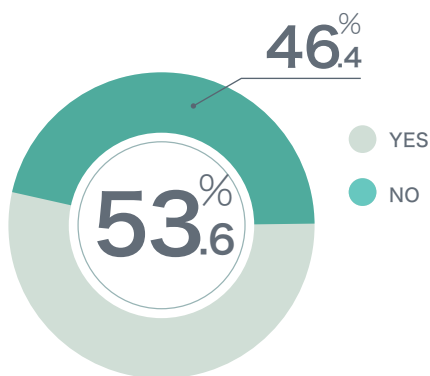
## DO YOU FEEL YOU ARE ABLE TO INFLUENCE DECISIONS AND THAT YOUR VOICE IS BEING HEARD?



A critical indicator of the success of TP activity is to gauge whether tenants feel they have been able to influence decisions - a high percentage of tenants feel that they are able to influence, again we will look to monitor the baseline information, with a view to seek an increase at the end of the term of this new strategy.

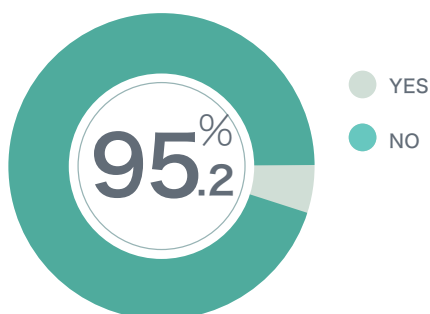
## SURVEY CONDUCTED WITH ALL RESIDENTS CURRENTLY ENGAGED IN TP FOCUSING ON DIGITAL ACCESS AND TO ENGAGE IN TP DIGITALLY

The pandemic has forced us to consider different ways of working – this also included considering how we deliver TP support going forward as we learn to live with the virus and aspire to a post pandemic world. To help develop our thinking for the strategy and, in the interim period we asked a number of questions to our engaged residents to ascertain if they were ready and willing to meet remotely.



### WOULD YOU BE HAPPY TO TRIAL ONLINE VIRTUAL OR REMOTE MEETINGS IN THE INTERIM?

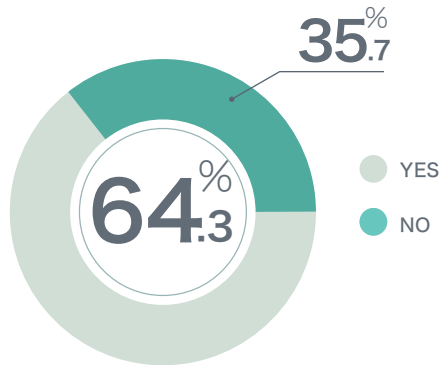
Over 53% of residents were willing to try remote meetings. In order to ascertain whether residents had access to devices to participate we asked residents if they were interested in borrowing a device to participate.



### WOULD YOU BE INTERESTED IN BORROWING A DEVICE TO PARTICIPATE IN MEETINGS?

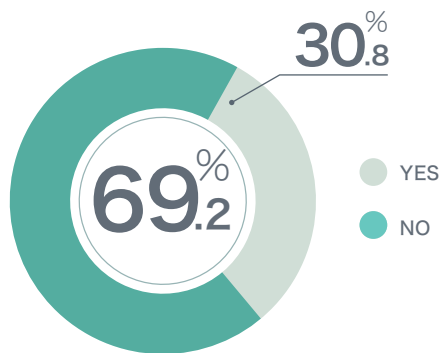
95% stated they didn't want to borrow a device. We further tried to ascertain whether residents had access to the internet and whether this would be a barrier to participation.





**DO YOU HAVE INTERNET ACCESS?**

Just over **63%** had access to the internet the remaining would need support to access the internet and would incur additional costs. An additional matter to consider was whether engaged tenants had the skills to participate in remote meetings.



**ARE YOU CONCERNED ABOUT WHETHER YOU HAVE THE RIGHT SKILLS NEEDED TO PARTICIPATE REMOTELY IN MEETINGS?**

Over **30%** were concerned that they didn't have the right skills needed to participate. When asked whether service users would be interested in training to help them get online, over **45%** said they did. One final question asked was, if the tenants had access to a computer, would they know how to use the Microsoft Teams platform? **78%** said NO.

This insight indicated that support was needed to deliver digital participation whether that was either providing training, kit, or access to the internet – it was clear through tenant feedback that the new Tenant and Leaseholder strategy needed to make provision for Digital Tenant Participation. To this end a number of actions have been listed within the action plan to take digital tenant participation forward over the next 3 years.

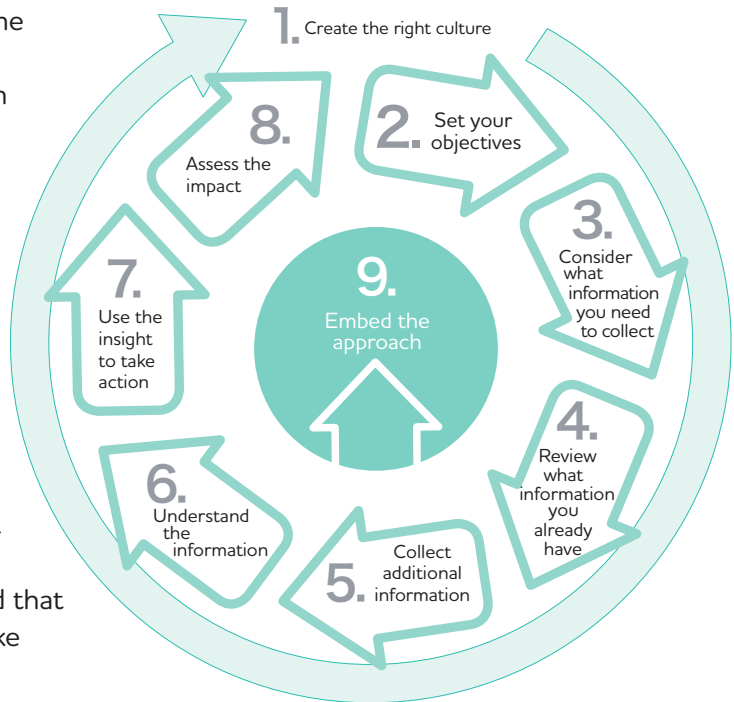
# TENANT PROFILING

**TO ENSURE THAT WE TAKE A TENANT FIRST APPROACH AND TRULY PUT TENANTS AT THE HEART OF THE WORK WE DO IT IS KEY THAT WE GET TO KNOW WHO OUR TENANTS ARE, WHAT THEIR NEEDS ARE, THEIR CONTACT PREFERENCES AND WHAT SUPPORT THEY NEED.**

To do this we have taken the first steps to initiating a Tenant Profiling programme which will run over the course of this new strategy in three phases. The aim is to get up to date data from our tenants to ensure that we are GDPR compliant and also to take a comprehensive look at the needs of our service users so we can plan our services more effectively

**Our first stage** has been about creating the right culture, considering the information we need to collect, reviewing what we already have, what additional information we need and beginning to understand that, to feed that into this strategy and the work we take forward over the next 3 years.

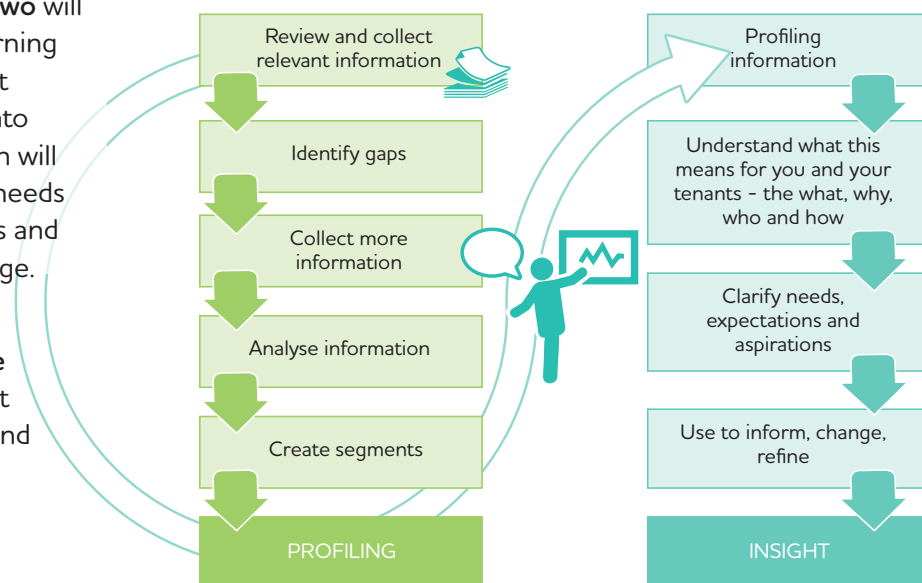
## BUILDING BLOCKS OF TENANT INSIGHT



**Our phase two** will be about turning the data that we collect into insight which will help clarify needs expectations and inform change.

**Phase three** will be about evaluating and considering next steps.

## PROFILING VERSUS INSIGHT



From the data we have initially collected we have asked specific questions related to TP and whether tenants are aware of TP activities and whether they would like to be involved and in what guise as well as whether they would be willing to be involved going forward – here is an initial snapshot of the feedback.



#### WHEN ASKED:

##### Do you know there are several ways to get involved to influence services?

- Only **32.84%** of the people we spoke to knew
- **67.16%** did not know they could get involved and influence and shape the services they receive.

##### Would you be interested in sharing your views by attending meetings?

- **83.58%** said NO and
- **16.42%** said YES

##### Would you be interested in sharing your views by phone?

- **50.75%** said NO
- **49.25%** said YES

##### Would you be interested in sharing your views online?

- **80.30%** said NO
- **19.70%** said YES

Whilst this is only a small snapshot sample of the responses we have had to date - It is clear from this that we need to do a lot of work to raise awareness about our involvement opportunities and there is appetite for residents to become involved in some of this work. Again, actions set within the strategy action plan will help us take these opportunities up.

# EXISTING FRAMEWORKS FOR ENGAGEMENT

**THERE ARE CURRENTLY A RANGE OF WAYS IN WHICH TENANTS CAN GET INVOLVED AND CAN BE PART OF OUR FORMAL INVOLVEMENT STRUCTURE, THAT STRUCTURE INVOLVES SOME OF THE FOLLOWING GROUPS**

- **TENANTS AND RESIDENTS GROUPS -**

We have over 60 tenants regularly taking part in discussing local issues on estates including estate conditions, anti-social behaviour, facilities, parking and the practical changes we can take to address these issues.

- **THE VALE HOMES WORKING GROUP -**

Consists of about 15 tenants, it is a umbrella group of tenants from different resident groups who meet and consider strategic issues affecting the housing service e.g. new policies, performance, new services etc

- **THE QUALITY DESIGN FORUM (QDF) -**

Quality Design Forum - Consist of 6 tenants who Oversee Welsh Housing Quality Standards maintenance programme and larger works projects

- **SHELTERED HOUSING FORUM -**

Consists of residents from Vale Home Sheltered housing schemes

- **HOUSING AND COMMUNITIES SCRUTINY GROUP -**

Consists of 4 tenant and senior Housing staff members and Cllrs who review performance and consider new proposals/ideas

- **FESTIVALE GROUP -**

Is an annual group convened to organise the annual Festivale event involving staff & tenants

**THERE ARE ALSO A NUMBER OF INFORMAL WAYS IN WHICH RESIDENTS CAN ALSO GET INVOLVED WHICH INCLUDE:**

- **ESTATE WALKABOUTS -**

Being part of estate walkabouts gives residents an opportunity to work with their Neighbourhood Manager and partners from other agencies in order to make estates better places to live.



- **SURVEY/ FOCUS GROUPS -**

Groups are convened for specific purposes including coordination of the large-scale tenant's survey for tenants to have their say.

- **COMMUNITY EVENTS/ ACTIVITIES -**

are held regularly and provide information about the housing service promoting tenant involvement and increasing social interaction.

- **INDIVIDUAL CONSULTATION -**

Individuals provide valuable feedback by filling in satisfaction surveys, participating in telephone surveys, providing comments/ complaints etc.

Both the formal and informal structures have been in place for a number of years, as part of this Tenant and Leaseholder strategy we will look to build in a review of the current structures.

Whilst the Vale of Glamorgan takes great care to ensure it provides safe and comfortable homes, and we are keen to ensure our tenants concerns are able to be heard. Following the events at Grenfell Tower Vale Homes are keen to ensure building safety works are identified and acted upon appropriately. Whilst the Council has several mechanisms in place to review building safety, we also recognise the importance of hearing our tenants experiences which provide greater insight into how buildings actually function as opposed to how we feel they should function.

To this end, as part of this new strategy we will build in two further options for tenant scrutiny - that is, introducing Service Quality Assessors and Mystery Shoppers.

- **SERVICE QUALITY ASSESSORS - WILL ACT AS CRITICAL FRIENDS -**






Who will help scrutinise the services that we deliver, looking at, and challenging Why, Where, How and When they are delivered. We will seek recommendations on what is working well and what isn't, and the recommendations on changes needed. Enabling Vale Homes to provide tenants improved services that provide Value for Money and delivered in a timely manner.

- **MYSTERY SHOPPERS -**

Will periodically complete "Mystery Shopping" exercises on services within housing – this will help us develop service standards for services.

# FINANCIAL SUPPORT

## THE HOUSING BUSINESS PLAN SETS OUT THE COUNCIL'S SIGNIFICANT COMMITMENT TO FUNDING TENANT ENGAGEMENT.

-  Over **£37,000** is provided to formalised tenants groups each year in order to support their activities and running costs.
-  Revenue commitments have been made to appoint a new community investment apprentice who will support the work of the Tenant participation and leaseholder strategy
-  Two Senior Neighbourhood Managers, two Community Investment and Engagement Officers and the Senior Tenant Liaison Officer form a core part of the internal cross departmental working group who will drive the delivery of this strategy
-  A commitment to secure up to 3 members of staff through the UK government Kick Start scheme to help support and start the tenant profiling programme.
-  Participatory budgets of **£10,000** per annum for smaller, resident led schemes in each of the 4 neighbourhood management areas (total of **£40,000**) are available
-  An additional **£20,000** is allocated to 2 Senior Neighbourhood Managers to support any extra work needed and finally
-  The Tenant Participation and Leaseholder Strategy will be supported by the Community Investment and Engagement budget with **£5,000** directly allocated to Tenants and Leaseholders engagement matters

Overall a budget of £107,000 will be directly allocated to Tenants and Leaseholders engagement work per annum to deliver the vision and related actions of this new Tenant Participation Strategy – excluding staffing costs.

To ensure value for money – the budget will be monitored and reported on at the internal staff working group and the external Tenant led Tenant Working Group.



# OBJECTIVES

Having undertaken the review, considered good and emerging practice, reviewed tenant feedback, we have concluded that Vale Homes vision should be:

“ **To create a culture where we develop and maximise the opportunities for tenants and leaseholders to contribute towards creating tenants and leaseholders centred services** ”

This vision succinctly captures what Vale Homes aspires to achieve for its Tenants and Leaseholders. To deliver this vision we have; develop three key themes and one overarching theme, these themes will group the work together that we look to take forward over the next 3 years.

**THESE THEMES ARE:**

## INVOLVE

To **INVOLVE** our Tenants and Leaseholders to work to cocreating and developing Tenant & Leaseholder centred services that are meaningful and offer value for money

## INVEST

To **INVEST** in staff and financial resources to enable the development of Tenant and Leaseholder driven services

## INFLUENCE

To support Tenants & Leaseholders to help **INFLUENCE** and shape current services, projects and initiatives from a service users' perspective and to help Tenants and Leaseholders realise their potential

In addition to this, our overarching theme is:

## LISTENED/ VALUED

To be **LISTENED TO AND VALUED**, in ensuring that our Tenants and Leaseholders feel that their opinions are valued and listened to, we will operate in a continuous improvement manner, learning lessons by building in reviews and providing feedback to our service users.

Underpinning these high-level themes are three drivers which stem from the STAR satisfaction survey feedback which included:

- The need for the organisation to listen and act on our Tenants' views and
- The need to keep Tenants informed and
- The need to continue to achieve an increase in overall satisfaction with Vale Home services



This strategy will be measured by these three indicators and supported by a comprehensive **Action Plan**.

The Action Plan covers both internal staff actions to continue to embed cultural change, external supportive actions which will help engagement and to realise our ambitious vision for Tenant and Leaseholder participation in Vale Homes.

## TURNING OUR VISION AND ACTIONS AND OBJECTIVES INTO REALITY –

### TENANT PARTICIPATION & LEASEHOLDER STRATEGY ACTION PLAN 2021–2024

Our comprehensive **ACTION PLAN** sets out what we will deliver, when and by whom. The Action Plan will be reported on quarterly in the internal Staff Working Group, Tenants Working Group and the Housing Scrutiny Group as and when requested.





“OUR OVERARCHING  
THEME IS: TO BE LISTENED  
TO AND VALUED, IN ENSURING  
THAT OUR TENANTS AND  
LEASEHOLDERS FEEL  
THAT THEIR OPINIONS  
ARE VALUED AND  
LISTENED TO,”





# OBJECTIVE 1

To INVOLVE our TENANTS AND LEASEHOLDERS TO COCREATE AND DEVELOP SERVICES THAT ARE MEANINGFUL AND OFFER VALUE FOR MONEY

Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
<b>INTERNAL STAFF CULTURAL CHANGE ACTIONS</b>						
1.1	To develop and launch an internal Housing Cross Departmental working group to <b>lead and monitor the strategy delivery an action plan</b>	All departments have shared ownership of the TP strategy	Senior N Manager (CI & Older People)	Dec 2021		
1.2	Working group to feedback to internal departments on changes made following Tenant involvement actions – in the form of an annual update called “ <b>Tenants and Leaseholder, you said – we did</b> ”, demonstrating impact and importance of involvement.	The value and impact of TP demonstrated to all service areas	Housing Working Group	Dec 2022 Dec 2023 Dec 2024		
1.3	Ensure Tenant data is kept up to date in line with GDPR – develop a tenant profiling/insight project. Using baseline data over the next 3 years <b>report annually the increase in data collected</b>	GDPR compliant by holding correct up to date tenant data	Senior N Manager (CI)	May 2022 May 2023 May 2024		
1.4	Between 2021 – 2024 develop <b>3 projects by using data gained from tenant profiling/insight</b> to improve services and make business decisions	Projects developed & delivered based on tenants expressed need resulting in increased customer satisfaction	Community Investment Team	April 2024		
<b>ACTIONS TO PROMOTE INCREASED INVOLVEMENT</b>						
1.5	Understand through the Tenant Profiling exercise how much interest there is in Tenant and Leaseholders participation and what tenants want – <b>follow this up with clear actions.</b>	Action plan in place to translate interest into engagement and increase number of new engaged tenants	Housing Working Group	May 2022		
1.6	<b>To develop a dedicated web page related to Tenants and Leaseholders</b> on engagement detailing how to get involved, who to contact where to go for further information.	Clarity provided to Tenants on how they can get involved – easier for tenants to become involved.	Senior N Manager (CI) & STL Officer	Dec 2021		
1.7	<b>Develop a menu of options where Tenants and Leaseholder barriers to involvement are reduced</b> , encompassing both “informal” and “formal” involvement, which includes a mixture of face to face and remote engagement where residents can “dip in and out”	A clear range of options available to all residents to get involved – easier for tenants to become involved.	Housing Working Group	Dec 2021		
1.8	<b>Develop a suite of leaflets flyers which provide details of how Tenants and Leaseholders</b> can get involved & ensure all departments have access to this information	Paper and electronic formatted information available to all residents if required – easier for tenants to become involved.	Senior N Managers	Dec 2021		

Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
1.9	Ensure the <b>Tenant Handbook contains details of involvement structures</b> providing clarity to all new tenants on how to get involved	New tenants clear on how to get involved at the outset of their tenancy - easier for tenants to become involved.	Housing & Strategic Projects Lead	Dec 2021		
1.10	Using data collected from engaged tenants' group and data from Tenants Insight re access to the internet, ensure the new structure has <b>new ways of engagement involving Social media/digital engagement.</b>	Traditional and new ways of involvement accessible to all in real time - easier for Tenants to become involved.	Housing Working Group	Dec 2021		
1.11	Working with the Community Investment team <b>develop a Vale Wide Younger people forum</b>	Options available for younger people's voices and ideas to be heard and easier for them to become involved.	Community Investment Team	Jan 2023		
1.12	Seek 4 nominations per annum from each area from the Housing Managers (NMs) of working age tenants and develop <b>a new working age Tenants working group.</b>	NMs actively invested in and have ownership of referring in new tenants for involvement activities – more tenants involved	Neighbourhood	May 2022		
1.13	Work closely with the Tenant Working Group and the Quality Design Forum and develop a <b>programme of ambassadors who will help mentor the new Tenants'</b> working group into their roles.	New members supported via older members sharing their tacit knowledge – better TP outcomes.	Senior N Manager (CI) & STL Officer	June 2022		
1.14	<b>Launch a new tenant led scrutiny Panel called "Service Quality Assessors" (SQA)</b> who will undertake service reviews and mystery shopping exercises.	Tenant led deep dive into the scrutiny will result in improve service delivery - Tenants informed	Community Investment & Engagement officer (E lead)	Feb 2022		
1.15	<b>Produce regular updates to tenants via newsletters bi annually –</b> (Neighbourhood/Scheme newsletter)	Tenants updated with development in their local areas and housing matters - Tenants informed	NM & Senior Managers	April 2022		
1.16	<b>Produce one annual Vale Homes newsletter</b> to all tenants covering annual outcomes achievements and impact of involvement activities	Tenants informed of annual outcomes and have an overview of the coming years activities.	Head of service with Senior managers	Dec 2022 Dec 2023 Dec 2024		
1.17	<b>Develop and launch a new leaseholder's forum –</b> facilitating leaseholders involvement in statutory and service based consultation and engagement exercises.	Better leaseholder engagement/ satisfaction	Leasehold Officer	June 2022		
1.18	<b>To ensure QDF</b> plays a key part in building safety assurance by creating effective channels to question and change - taking on board lessons from Grenfell	Tenants contributing to health and safety assurance	Design Quality Forum	Jan - 2022		



# OBJECTIVE 2



## To INVEST RESOURCES TO HELP SHAPE OF HIGH-QUALITY SERVICES

Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
<b>INTERNAL STAFF INVESTMENT - CULTURAL CHANGE ACTIONS</b>						
2.1	Develop and deliver a training programme on TP for all current staff members on Vale Homes New Tenant & Leaseholder engagement strategy - Providing clarity on staff members roles and the new engagement infrastructure	Staff buy in and awareness of their roles within TP	Senior N Managers	Sept 2021		
2.2	Using the TP training programme ensure all new staff members undertake the training as part of their induction.	New staff clear about their roles in relation to TP at the start of their appointment	Senior Managers & Head of Service	Sept 2021		
2.3	Strengthen the current Tenant & Leaseholder involvement process by creating clear leads for each of the Tenant involvement interventions, including, Community Investment/ Involvement Officers – Housing Officers/Managers and Senior Tenant liaison Officer delivering a seamless and joined up approach	Shared ownership of TP across the directorate – responsible officers leading their respective areas	Housing Working Group	Dec 2021		
2.4	Using the internal Tenants and Leaseholders group develop alignment with CIOs and NM's in order to maximise output from the work of the TLO's. 2 pieces of joint work to be undertaken	Joined up service delivery and reduction in silo working	Housing Working Group	March 2023		
2.5	A budget of £107,000.00 will be invested in Tenant and Leaseholder Participation work.	Clarity on budget provided to tenants and staff members to measure value for money and establish a cost baseline for involvement activity	Housing Working Group	May 2021		
2.6	Recruit 3 Kick Start Officers to undertake the Tenant Profiling work	Resources drawn into supporting Tenant Profiling and creating a culture of collecting up to date data	Senior N Manager (CI & Older People)	Dec 2021		
2.7	Recruit Community Investment Apprentice to support alignment and communication work with Community Investment – Housing Management and Tenant Liaison team.	Resources drawn in to support additional TP activities through CI Apprentice	Senior N Manager (CI & Older People)	Sept 2021		
2.8	Take advantage of the annual TPAS Cymru membership –by ensuring all housing staff members undertake TPAS overview training.	Better informed Staff and tenants following access and support available via annual membership for Staff and Tenants	Housing Working Group	March 2024		
2.9	Ensure Housing Managers sign up to the TPAS bulletin and attend relevant training.	Better trained Staff and Tenants following access to free and reduced cost training for staff and tenants	Housing Working Group	June 2021		

Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
<b>ACTIONS TO INVEST IN TENANT AND LEASEHOLDER</b>						
210	Analyse and <b>undertake a full review</b> of the effectiveness of current TP structures using the feedback from: <ul style="list-style-type: none"> <li>the current groups and</li> <li>from the Tenant Profiling exercise</li> </ul> agree and implement new structure	TP structures are fit for purpose for the delivery of new TP strategy 2021 – 2024	Housing Working Group	January 2022		
211	<b>Conduct a review of the current Tenant Compact</b> within the next 12 months – the compact offers financial support to Tenants and Residents groups. The review group to ensure it is fit for purpose going forward	Compact is fit for purpose for the delivery of new TP strategy 2021 – 2024	Housing Working Group	July 2022		
212	<b>Launch the new Tenant Compact</b> and raise awareness amongst Staff, Tenants and Leaseholders.	Tenants and Leaseholder aware of support available through Compact and actively take this up.	Housing Working Group	July 2023		
213	<b>Community Investment team to support current groups with Digital Inclusion initiatives</b> offering support with getting online – developing skills to embrace new technology to commence remote meetings	Staff and Tenants equipped to embrace digital technology to offer TP in new and innovative ways	CI team	June 2022		
214	Using the role of the Community Investment Apprentice <b>increase our social media presence</b> and promote Tenant Involvement opportunities.	Increased cohort of engaged residents	CI Apprentice	Jan 2022		
215	Ensure tenants who become involved in more formal Tenant and Leaseholder involvement structures are <b>offered an induction/training overview about the TP process</b> in the Vale ensuring they understand their roles.	Tenants and Leaseholders trained and supported in their roles.	Housing Working Group	Ongoing		
216	<b>Raise awareness amongst engaged residents and Leaseholders about TPAS Cymru</b> training and support available.	Trained, supported and confident Tenants involved in participation	Housing Working Group	Ongoing		
217	Using Tenant <b>Profiling develop two insight data related projects to help target groups who are currently underrepresented.</b>	Diverse range of tenants engaged	Housing Working Group	Jan 2023		
218	<b>Ensure training opportunities are offered</b> for individual Tenants to improve employability and skills via the Opportunity Knocks programme	Tenants holistically supported to improve employment prospects	CI team	Ongoing		

# OBJECTIVE 3



TO SUPPORT TENANTS & LEASEHOLDERS TO HELP **INFLUENCE** AND SHAPE CURRENT SERVICES, PROJECTS AND INITIATIVES FROM A SERVICE USERS' PERSPECTIVE.

Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
<b>INTERNAL STAFF INFLUENCE - CULTURAL CHANGE ACTIONS</b>						
3.1	Following completion of Star survey <b>offer all housing teams an insight session on Star Satisfaction survey results</b> , ensure staff members understand key result areas we need to improve on.	Staff clear on key areas for improvement	Head of Housing	Bi-annually		
3.2	All managers to ensure Tenant and Leaseholders Strategy <b>updates from the Working group are fed into team meetings</b> .	Staff clear on developments in Tenant Participation work	Housing Working Group	Ongoing		
3.3	Community Investment team to <b>lead the development of scrutiny work in the form of Service Quality Assessors</b>	Established clear leads and commitment to Tenant scrutiny work	CI Team	Dec 2021		
3.4	Monitor complaints <b>share data with the Service Quality Assessors</b> to identify service areas in need of review and or mystery shopping	Tackle the highest complaint areas to improve service where need is greatest	Community Investment & Engagement officer (E lead)	Dec 2021		
<b>ACTIONS TO HELP TENANT AND LEASEHOLDER INFLUENCE DECISIONS</b>						
3.5	<b>Offer Tenants the opportunity to be part of the scrutiny service:</b> Service Quality Assessors" allowing tenants to make recommendations on improvements.	Scrutiny improvement recommendations are Tenant led, meaningful and deliver service change	Community Investment & Engagement officer (E lead)	Feb 2022		
3.6	<b>Offer leaseholders the opportunity to be part of the biannual leaseholder forum</b> allowing leaseholders to make recommendations on improvements.	Leaseholder voice is "heard" and they are supported to influence decisions	Leaseholder Officer	June 2022		
3.7	<b>Provide working age Tenants options to participate in remote consultation</b> via digital means and undertake 3 consultations	Options for digital engagement provided – which can be access anytime increasing participation opportunities for all	Housing working group	Jan 2022 – April 2024		
3.8	Work with Service Quality Assessors to undertake a <b>review of the Tenant Handbook</b> as the first pilot scrutiny project	Tenant handbook produced with scrutiny feedback	Nick Jones & Community Investment & Engagement officer (E lead)	Sept 2021		



Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
3.9	Housing Managers to provide opportunities to <b>engage with local Tenant and Leaseholders in respect of local Neighbourhood Action Plans</b> and spending estate budgets	Engagement opportunities available via NMs supported by financial budgets – more Tenants engaged at a local level	NMs	Annually		
3.10	<b>Community Investment team to provide residents the opportunities to have their say in community development projects</b> on local estates	Tenants engaged and feel consulted and have active buy in projects – more satisfied tenants	CI Team	At the outset of new projects		
3.11	Provide opportunities <b>for Tenants and Leaseholders to be part of the editorial panel</b> for annual newsletter from head of service.	Tenants actively involved in producing publication and have shared ownership – more satisfied tenants	Head of Service	Jan 2022		
3.12	<b>Provide opportunities for Tenants to be part of the annual festival – fun day event</b> planning group	Tenants actively involved in producing Festival and have shared ownership – more satisfied tenants	STL Officer	Annually		
3.13	Develop an <b>interim tenants Digital working Group</b> which will help develop tenant digital champions and guide Vale homes on how to move forward with Digital Tenant & Leaseholder Participation	Increased variety of involvement options via digital means	Community Investment & Engagement officer (E lead)	Dec - 2021		

# OBJECTIVE 4

To LISTEN AND VALUE, OUR TENANTS AND LEASEHOLDER OPINIONS BY UNDERTAKING REVIEWS AND PROVIDING FEEDBACK.



Action No.	Actions	Intended outcome	Lead	Target Date	Progress	Status
<b>INTERNAL STAFF INFLUENCE – CULTURAL CHANGE ACTIONS</b>						
4.1	Tenants and Leaseholders internal working group to ensure all <b>actions and commitments made in the strategy are delivered</b> and reported to internal staff within the housing directorate and are shared with Tenants	Staff to see the value, importance and the impact of the strategy – increased staff engagement	Housing working group	June – 2021 March 2024		
4.2	Monitor and ensure the two areas from the STAR satisfaction survey where Vale Home secured low results are increased as part of the 2021–2024 TP strategy  1. the need for the organisation to listen and to act on our Tenants' views 2. the need to keep Tenants informed  <b>To see an increase satisfaction from the 2019 STAR</b>	Increase in % of Tenants who feel their views are listened to and acted on  Increase in % of Tenants who feel they are kept informed.  Increase in overall % satisfaction with Vale Homes	Housing & Strategic Projects Lead	June - 2022 June - 2024		
4.3	To work with Housemark and <b>continue to submit data to benchmark against other similar size L/A</b> housing providers to ensure we reach upper quartile in the above two areas.	Vale Homes operating in a continuous improvement culture	Housing & Strategic Projects Lead	April – 2022 March 2024		
4.4	<b>Implement recommendations from SQA</b> and follow up with relevant service areas and all other relevant groups within the Tenant & Leaseholder participation structure	Tenants' recommendations are adopted, fed back to service areas and Tenants – Tenants thereby feeling "heard" and opinions valued.	Community Investment & Engagement officer (E lead)	June – 2021 March 2024		
<b>ACTIONS TO HELP TENANT AND LEASEHOLDER INFLUENCE DECISIONS</b>						
4.5	Ensure Tenants and Leaseholders have the opportunity to continue to <b>run large scale tenant satisfaction survey every two years</b> in order to drive improvements in standards	Compare data with previous years & compare with other sector peers to improve performance	Housing & Strategic Projects Lead	2022 & 2024		
4.6	Put in place an action <b>plan to address issues identified in tenants survey</b>	Act on feedback from Tenants and Leaseholders resulting in increased satisfaction	Housing & Strategic Projects Lead	May 2022		
4.7	<b>Develop an annual "you said we did" publication featured in the annual newsletter</b> detailing to Tenant and Leaseholders' actions we have taken following feedback.	Report on what changes we have made following feedback – and increase communication with tenants and leaseholders	Head of Service	Dec 2022 Dec 2023 December 2024		
4.8	Undertake <b>a review of the current monthly surveys</b> (on specific issues, ASB, new lettings for example), reporting to the SQAs, using this information to develop a work plan for SQAs– where there is dissatisfaction that's where SQAs will focus –	Overall we will witness an increase in satisfaction in the areas scrutinised.	Community Investment & Engagement officer (E lead) & SQAs	Oct 2024		

Vale Homes  
Safe in our hands



Cartrefi'r Fro  
Diogel yn ein dwylo

VALE of GLAMORGAN



BRO MORGANNWG





## CARTREFI'R FRO |

STRATEGAETH YMGYSYLLTU TENANTIAID A LESDDEILIAID DRAFFT  
**2021|2024**





# CYNNWYS

1. Cyflwyniad a phwrpas y strategaeth
2. Y Cyd-destun strategol
3. Cysylltiadau â strategaethau a chynlluniau corfforaethol eraill
4. CCBG (SWOT)
5. Barn Preswylwyr
6. Fframweithiau presennol ar gyfer ymgysylltu
7. Cymorth ariannol
8. Amcanion



# CYFLWYNIAD A PHWRPAS Y STRATEGAETH

Mae cyfranogiad neu ymgysylltiad tenantiaid yn broses sy'n cynnwys dod â thenantiaid, lesddeiliaid a landlordiaid at ei gilydd i gydweithio a rhannu syniadau i gyd-greu gwell gwasanaethau a dod i benderfyniadau ar wella safonau ac amodau gwasanaethau tai. Mae hyn yn cynnwys sut mae arian yn cael ei wario, sut mae gwasanaethau'n cael eu darparu a sut y gwneir penderfyniadau.

Mae'r broses hon yn cynnwys rhoi'r defnyddwyr gwasanaeth yng nghanol y llwyfan. Mae'r defnyddwyr gwasanaeth o'n safbwynt ni yn cwmpasu Tenantiaid a Lesddeiliaid, mae eiddo Lesddeiliaid yn bodoli ochr yn ochr â gosodiadau tai cymdeithasol, bydd ein strategaeth yn sicrhau bod anghenion a barn y ddwy garfan o ddefnyddwyr gwasanaeth yn cael eu hystyried. Mae Cartrefi'r Fro wedi ymrwmo i gyfranogiad Tenantiaid a Lesddeiliaid ac mae'r strategaeth hon yn adeiladu ar y sylfaen a osodwyd gan y Strategaeth Cyfranogiad Tenantiaid flaenorol.

Wrth ddatblygu'r strategaeth newydd hon, rydym wedi cynnal adolygiad cynhwysfawr o'n strategaeth Ymgysylltu â Thenantiaid 2017 - 2020, gan edrych ar y llwyddiannau hyd yma a'r meysydd sy'n gofyn am ymyrraeth fwy penodol i sicrhau effaith a dangos lefelau uchel o ymgysylltu/cyfranogiad a dylanwad gan denantiaid.

Roedd ein hadolygiad yn cynnwys ymgynghori â staff a thenantiaid yn ogystal â defnyddio data o ganlyniadau arolwg STAR o foddhad tenantiaid. Ystyriodd yr adolygiad hefyd, y cyd-destun amgylcheddol, diwylliannol, cymdeithasol, economaidd, technolegol, ariannol a gwleidyddol a allai fod â goblygiadau o ran bwrw ymlaen â'r strategaeth newydd hon.

O safbwynt allanol, rhoddwyd ystyriaeth hefyd i ymarfer sy'n dod i'r amlwg yn y cyd-destun tai ac yn arbennig i wersi sy'n dod gan:

- Adolygiad Bwrdd Rheoleiddiol Cymru o gynnwys tenantiaid a'u model ar gyfer cynnwys tenantiaid mewn modd da - "fframwaith y Pethau Cywir"
- Y goblygiadau ehangach o bandemig Covid yn ein hymagwedd tuag at ymgysylltu â thenantiaid a'r angen i ddatblygu opsiynau ymgysylltu digidol yn ogystal â'r
- Gwersi sy'n dod i'r amlwg o drasiedi Tŵr Grenfell a phwysigrwydd sicrhau bod llais y tenant yn cael ei glywed

Gan ystyried yr oll uchod, rydym wedi datblygu ein gweledigaeth ar gyfer ymgysylltu â'n tenantiaid.

## EIN GWELEDIGAETH YW:

*"Creu diwylliant lle rydym yn datblygu ac yn manteisio i'r eithaf ar y cyfleoedd i denantiaid a lesddeiliaid gyfrannu at greu gwasanaethau sy'n canolbwyntio ar denantiaid a lesddeiliaid"*





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Cartrefi'r Fro  
Diogel yn ein dwylo

“CREU DIWYLLIANT LLE  
RYDYM YN DATBLYGU AC YN  
MANTEISIO I'R EITHAF AR Y  
CYFLEOEDD I DENANTIAID A  
LESDDDEILIAID GYFRANNU  
AT GREU GWASANAETHAU  
SY'N CANOLBWYNTIO AR  
DENANTIAID A LESDDDEILIAID”





# Y CYD-DESTUN STRATEGOL

## YN 2007 DATBLYGWYD Y STRATEGAETH CYFRANOGIAD TENANTIAID GENEDLAETHOL GYNTAF GAN LYWODRAETH CYMRU A OEDD YN MANDADU POB LANDLORD CYMDEITHASOL I DDATBLYGU EU STRATEGAETHAU CYFRANOGIAD TENANTIAID LLEOL EU HUNAIN I HYRWYDDO CYFRANOGIAD TENANTIAID.

Dyma'r 4edd strategaeth cyfranogiad tenantiaid Cartrefi'r Fro o'r bron; mae pob strategaeth wedi'i hadeiladu ar sylfeini'r rhai blaenorol a'r arfer sy'n dod i'r amlwg yn y sector a thrwy hynny adeiladu ar y gwersi a ddysgwyd a'r sylfeini cadarn a osodwyd eisoes.

Mae'r gwaith y mae Bwrdd Rheoleiddiol Cymru, a gynhaliodd adolygiad cynhwysfawr o waith Cyfranogiad Tenantiaid yng Nghymru yn 2019, yn ei wneud yn berthnasol i ddatblygu'r strategaeth hon, ac a ddarparodd fframwaith lefel uchel ar gyfer cynnwys preswylwyr - o'r enw y Pethau Cywir ('Right Stuff').

Wrth ddatblygu ein strategaeth newydd, rydym wedi ystyried y gwaith hwn - sy'n pwysleisio bod llais y tenant i gael ei glywed ac sy'n canolbwyntio ar bum thema sy'n cynnwys:

### Y BOBL IAWN

- Sgiliau - gwybodaeth
- Amrywiaeth/Cynwysoldeb
- Meddylfryd
- Recriwtio/arfarnu a
- Gwaith tîm a rapport

### GWNEUD Y PETH IAWN

- Cyfleoedd a dulliau cynnwys
- Bod â phwrpas wedi'i alinio'n glir
- Gwrando gweithredol
- Gweithredu ar y gwrando a
- Chynnig tystiolaeth o ddylanwad tenantiaid wrth wneud penderfyniadau

### YN Y FFORDD GWIR

- Diwylliant
- Laith
- Perthnasoedd
- Ymddygiadau
- Cynnig ystod lawn o opsiynau.
- Mynediad llawn at wybodaeth angenrheidiol a
- Chymeradwyaeth lawn i unrhyw newidiadau sylweddol

### AM Y RHESYMAU CYWIR

- Eglurder pwrpas
- Y canlyniadau a ddymunir
- Eglurder o ran moeseg Gwerthoedd/ Ethos: ymddiriedaeth/bod yn agored/gonestrwydd/parch

### AR YR AMSER CYWIR

- Ymglymiad cynnar
- Cyflawni'r canlyniadau a ddymunir.
- Monitro cynnydd ac adolygu effeithiolrwydd a
- Chasglu adborth



Ar ôl ystyried hyn, mae'r strategaeth hon yn cwmpasu pob un o'r pum elfen ac fel rhan o'r strategaeth hon o dan bob un o'r themâu rydym yn ymrwymo i:



### Y BOBL IAWN

Mynd ati i gefnogi recriwtio tenantiaid a lesddeiliaid newydd a darparu seilwaith cymorth a hyfforddiant ar gyfer sefydlu a datblygu parhaus



### GWNEUD Y PETH IAWN

Darparu ystod o gyfleoedd i gymryd rhan sy'n gysylltiedig â'n diben o greu gwasanaethau sy'n canolbwyntio ar denantiaid a lesddeiliaid, gan sicrhau ein bod yn gwrando'n weithredol, yn gweithredu ar farn ein defnyddwyr gwasanaeth a dangos effaith y dylanwad ar y broses o wneud penderfyniadau



### YN Y FFORDD IAWN

Creu diwylliant agored ar gyfer cymryd rhan, gan gynnwys rhoi sylw i iaith ac ymddygiad a chynnig opsiynau llawn ar gyfer dylanwadu



### AM Y RHESYMAU CYWIR

Bod â phwrpas a chanlyniadau a ddymunir wedi'u diffinio'n glir fel rhan o'n strategaeth newydd



### AR YR ADEG IAWN

Sicrhau ein bod yn darparu cyfleoedd i gymryd rhan yn gynnar a datblygu adolygiad monitro effeithiol a diwylliant gwelliant parhaus



# CYSYLLTIADAU Â STRATEGAETHAU A CHYNLLUNIAU CORFFORAETHOL ERAILL

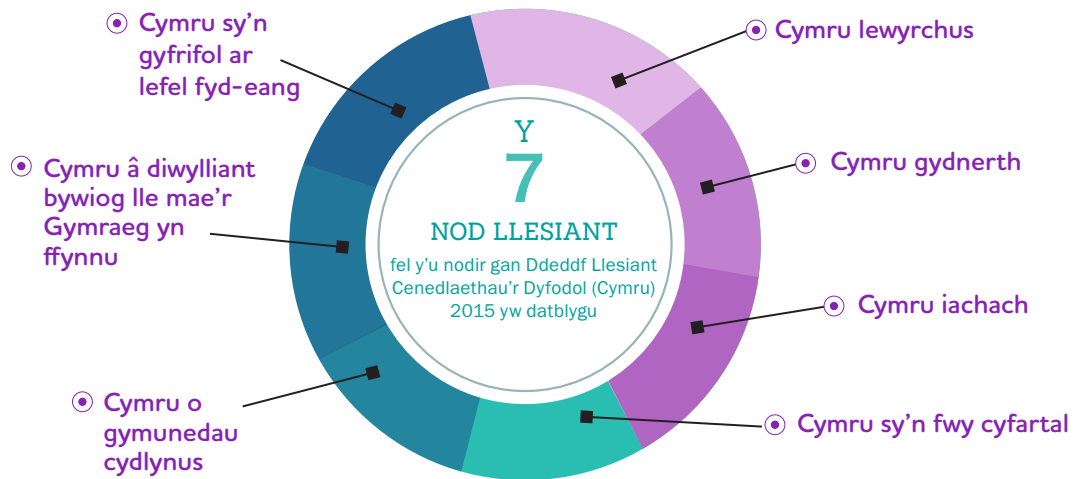
**MAE'R STRATEGAETH HON YN CYD-FYND YN GORFFORAETHOL Â GWELEDIGAETH GYFFREDINOL Y CYNGOR AR GYFER CYMUNEDAU'R FRO A CHYNLLUN CORFFORAETHOL Y CYNGOR A'I AMCANION, GWELEDIGAETH Y CYNGHORAU YW DATBLYGU 'CYMUNEDAU CRYF Â DYFODOL DISGLAIR'.**

Mae'r weledigaeth hon yn cwmpasu'r pedwar amcan llesiant newydd sy'n cyfrannu at y saith nod llesiant cenedlaethol.

## Amcanion llesiant y Cyngor yw:

- Gweithio gyda, a thros ein cymunedau
- Ategu dysgu, cyflogaeth a thwf economaidd cynaliadwy
- Cynorthwyo pobl gartref ac yn eu cymuned
- Parchu, gwella a mwynhau ein hamgylchedd

Y 7 nod llesiant fel y'u nodir gan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 yw datblygu:



Mae i'r strategaeth hon berthnasedd uniongyrchol i 3 o'r amcanion llesiant, gan fod y gwaith y byddwn yn ei wneud dros y 3 blynedd nesaf yn ategu'r amcanion hyn:

**“ GWEITHIO GYDA, A THROS EIN CYMUNEDAU ”**  
**“ I GEFNOGI DYSGU ” A**  
**“ I GYNORTHWYO POBL GARTREF AC YN EU CYMUNED ”**



At hynny, mae yna nifer o nodau llesiant yn gysylltiedig â'r gwaith yr ydym yn bwrw iddi yn y strategaeth hon, yr un sy'n ymwneud yn uniongyrchol â'r gwaith hwn sef datblygu Cymru o gymunedau mwy cydlynus.

Yn ogystal, wrth galon y strategaeth hon ymgorfforwyd y pum ffordd o weithio a fabwysiadwyd gan y Cyngor sy'n cynnwys:

### HIRDYMOR



- Edrych ar faterion cyfranogiad tenantiaid a lesdeiliaid o **bersbectif hirdymor** gan ystyried, nid yn unig faterion cyfredol ond yr effaith ar genedlaethau'r dyfodol a datblygu gweithgareddau cynnwys pobl sydd nid yn unig yn addas i'r diben heddiw ond hefyd yn cofleidio dysgu a thechnoleg newydd fel y gall mwy o drigolion gymryd rhan yn y tymor hir.

### YMWNEUD



- Mae cyfranogiad **effeithiol** yn ganolog i'r strategaeth hon ac i ddangos effaith a dylanwad y mae defnyddwyr gwasanaeth wedi'i chael ar ddarparu gwasanaethau a phenderfyniadau, byddwn yn cynhyrchu cyhoeddiad o'r enw "dwedoch chi ac fe wnaethon ni"

### INTEGREIDDIO



- Er mwyn sicrhau bod gwell **Integreiddiad** ac alinio ar waith Cyfranogiad Tenantiaid (CT) yn y Fro, byddwn yn cynnal adolygiad cynhwysfawr o'n strwythur cynnwys presennol i weld sut y gellir integreiddio CT yn well.

### ATAL



- Bydd cymryd ymagwedd ragweithiol at ein gwaith Cyfranogiad Tenantiaid a chynnal ymarfer gwerth am arian ar gyfranogiad effeithiol yn golygu **Atal** a bydd yr angen i fynd i'r afael â gwreiddiau problemau yn flaenllaw yn ein ffordd o feddwl.

### CYDWEITHREDIAD



- Yn ganolog i'r gwaith rydym yn ei ddatblygu mae **Cydweithredu** a chyd-gynhyrchu datrysiadau nid yn unig gyda'n tenantiaid a'n lesdeiliaid ond hefyd gyda staff. Er mwyn creu'r amodau a'r diwylliant cywir i hyn ddigwydd, bydd camau gweithredu allweddol o fewn y strategaeth hon i'w gweld er mwyn sicrhau bod y diwylliant cywir ar waith ar gyfer cydweithredu.



## GWERTHOEDD Y CYNGOR YW:

### UCHELGEISIOL

Meddwl gyda golwg ar y dyfodol, gan groesawu ffyrdd newydd o weithio a buddsoddi yn ein dyfodol.

### AGORED

Agored i syniadau gwahanol a bod yn atebol am y penderfyniadau yr ydyn ni'n eu gwneud.

### GYDA'N GILYDD

Gweithio gyda'n gilydd fel tîm sy'n ymgysylltu â'n cwsmeriaid a phartneriaid, sy'n parchu amrywiaeth ac sydd wedi ymrwymo i wasanaethau o safon.

### BALCH

Balch o wasanaethu ein cymunedau ac i fod yn rhan o Gyngor Bro Morgannwg.

Mae pob un o'r gwerthoedd hyn wedi'u hymgorffori yn y camau yr ydym wedi'u dwyn ynghyd i wireddu gweledigaeth ein Strategaeth Cyfranogiad Tenantiaid a Lesddeiliaid.

Bydd datblygu'r Strategaeth Buddsoddi Cymunedol newydd a arweinir gan Cartrefi'r Fro hefyd yn ategu'r strategaeth Tenantiaid a Lesddeiliaid, gan ychwanegu gwerth at y cymorth a gynigiwn i'n trigolion a'n cymunedau.



# CCBG (SWOT)

**CYN LLUNIO EIN STRATEGAETH NEWYDD, ROEDD YN BWYSIG MYFYRIO A GWELD LLE'R OEDD EIN CRYFDERAU, EIN CYFLEOEDD, EIN BYGYTHIADAU A'N GWENDIDAU I FESUR PA GAMAU Y DYLEM EU CYMRYD.**

## **Mae ein Cryfderau'n cynnwys:**

- Grwpiau hirsefydlog o denantiaid a phreswylwyr sefydledig
- Nifer ymrwymedig o wirfoddolwyr ymroddedig sy'n rhoi o'u hamser i gyfrannu at CT
- Mae'r Gweithgor a'r Fforwm Ansawdd Dylunio wedi cyflawni cryn dipyn
- Ymrwymiad Cartrefi'r Fro i CT
- Cyllideb fawr sy'n cefnogi gweithgarwch CT
- Nifer o adeiladau/gofod cymunedol ar gael i gynnal cyfarfodydd
- Cyfathrebu agored, gonest a da a chysylltiadau gweithio â thenantiaid sy'n ymgysylltu
- Yr Ŵyl Flynyddol, digwyddiad sydd wedi'i hen sefydlu, wedi'i gefnogi'n dda - sy'n tynnu tenantiaid ymgysylltiedig i mewn yn ogystal â rhai nad sydd
- Staff ymroddedig a rhagweithiol sy'n gweithio yn y Cyngor yn bwrw ymlaen â'r gwaith hwn

**MAE UN O LWYDDIANNAU ALLWEDDOL** ein strategaeth cyfranogiad tenantiaid bresennol yn cynnwys y gallu i barhau i gadw'r tenantiaid presennol sy'n rhan o'n gwaith cyfranogi yn ymgysylltiedig.

Mae angen i ni adeiladu ar hyn a chanfod sut rydym yn defnyddio ein sylfaen bresennol i ddatblygu grŵp mwy amrywiol o drigolion sy'n ymwneud â'n strwythurau CT –

ein nod yw cefnogi'r tenantiaid presennol i weithredu fel llysgenhadon er mwyn helpu i ddod â phreswylwyr newydd i mewn drwy roi cymorth i'r aelodau sefydledig

## **Mae ein Gwendidau'n cynnwys:**

- Cylchlythyrau wedi'u gohirio/stopio ac ni anfonwyd unrhyw ohebiaeth reolaidd at denantiaid
- Yr un bobl mewn gwahanol grwpiau
- Angen eglurder ar rolau aelodau staff a'r hyn a ddisgwylir ganddynt o ran CT
- Sicrhau bod CT yn cael ei brif ffrydio, a'i fod yn wirioneddol yn dod yn rôl i bawb
- ychydig o ymgysylltu ffurfiol sydd â lesddeiliaid





**UN O'N GWENDIDAU ALLWEDDOL** yw bod angen mwy o aliniad rhwng y timau mewnol er mwyn darparu gwell gwasanaeth cynnwys tenantiaid, rydym wedi datblygu gweithgor trawsadrannol mewnol a fydd yn rhannu perchnogaeth o ddatblygu a chyflawni'r strategaeth newydd hon a'r cynllun gweithredu cysylltiedig.

#### Ymhlith ein Cyfleoedd y mae:

- Ailgyflwyno cylchlythyrau rheolaidd, gellid anfon cylchlythyrau drwy e-bost i leihau costau
- Egluro'r hyn a ddisgwylir gan swyddogion o ran CT, er mwyn helpu i wella'r modd y darperir CT wrth symud ymlaen
- Creu gwell aliniad a synergedd mewnol i wella gwaith CT
- Gwneud defnydd gweithredol o dudalennau gwe Cartrefi'r Fro a datblygu gwell presenoldeb ar y we.
- Hyfforddi'r holl staff ar CT
- Darparu cymorth er mwyn helpu tenantiaid i fynd ar-lein i ganiatáu cyfranogiad Digidol gan Denantiaid
- Cymryd camau er mwyn cynnwys grwpiau heb gynrychiolaeth ddigonol, fel pobl lau, yr Anabl / teuluoedd a theuluoedd BME.
- Monitro cost ac os yw gweithgarwch CT yn effeithiol.
- Rhoi eglurder ynghylch pa gymorth ac arian y gall grwpiau wneud cais amdanant

**UN CYFLE ALLWEDDOL** rydym am fanteisio arno yw'r angen i gael cyd-ddealltwriaeth glir o'r broses a'r gweithdrefnau o ran CT i fynd i'r afael â hyn,

byddwn yn adnewyddu ac yn ail-drefnu ein Cyfamod Tenantiaid, dogfen allweddol a gymeradwywyd gan ein Cyngorwyr yn rhoi eglurder ar y cymorth a gynigiwn, yn ariannol ac heb fod yn ariannol i denantiaid a phreswylwyr gan roi eglurder i staff, preswylwyr ac aelodau a rhanddeiliaid.

#### Mae ein Bygythiadau'n Cynnwys

- Gostyngiadau posibl i gyllidebau
- Yr angen i gynllunio olyniaeth - mae grwpiau wedi do di ben a byddant yn dal i wneud gan eu bod yn cael eu cefnogi'n bennaf gan garfan hŷn o drigolion, mae marwolaethau diweddar nifer o drigolion ar bwyllograu wedi golygu bod rolau'n dal yn wag ac heb gael eu llenwi
- Mae'r anallu i gwrdd yn ystod Covid wedi golygu na fu fawr ddim gweithgarwch, bydd brwdfrydedd yn cael ei golli os bydd y cyfyngiadau'n parhau - mae angen ar frys i ystyried ffyrdd eraill o gwrdd - gan gynnwys cofleidio Zoom a Teams i hwyluso cyfarfodydd drwy ddulliau newydd.

**UN BYGYTHIAD ALLWEDDOL** yw'r angen i ddatblygu seilwaith ymgysylltu digidol, mae'r pandemig wedi amlygu'r modd y mae'r dulliau traddodiadol o gynnwys tenantiaid mewn cyfarfodydd wyneb yn wyneb wedi golygu nad ydym wedi sefydlu'r seilwaith sydd ei angen i hwyluso cyfranogiad digidol.

Byddwn fel rhan o'r strategaeth newydd hon yn cymryd camau i ddatblygu ein llwyfannau ymgysylltu digidol, nid yn unig drwy roi'r set sgiliau i'n haelodau staff ond drwy roi'r hyn sydd eu hangen ar waith i helpu cyfranogiad digidol a hefyd i adeiladu rhaglen hyfforddi ar gyfer tenantiaid a lesddeiliaid a allai ei chael yn anodd ymgysylltu'n ddigidol, creu synergedd rhwng ein Strategaeth Cyfranogiad Tenantiaid a Lesddeiliaid a'n Strategaeth Cynnwys y Gymuned.



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MAE EIN CYNLLUN  
GWEITHREDU YN CYSYLLTU'N  
UNIONGYRCHOL Â PHOB UN O'R  
MATERION A GODWYD YMA AC MAE  
NAILL AI'N MYND I'R AFAEL Â HWY GYDA  
CHAMAU I'W CYMRYD NEU'N GWELLA'R  
HYN SYDD EISOES YN GWEITHIO. YN  
OGYSTAL Â'R YMARFER CCBG (SWOT)  
HWN, YSTYRIWYD BARN PRESWYLLWYR  
DRWY GYFRES O AROLYGON.



# BARN PRESWYLVYR

**ER BOD EIN STRATEGAETH CYFRANOGIAD TENANTIAID A LESDDEILIAID YN CWMPASU'R HYN Y DYMUNA CARTREFI'R FRO FEL LANDLORD EI GYFLAWNI AR GYFER EI DDEFNYDDWYR GWASANAETH, MAE HEFYD YN CYNNEWYS YR HYN A DDYMUNA DEFNYDDWYR GWASANAETH**

Fel rhan o'r gwaith o ddatblygu'r strategaeth hon, rydym yn defnyddio canlyniadau 4 arolwg, mae'r rhain yn cynnwys:

- 1 Arolwg Boddhad STAR - arolwg ar raddfa eang a anfonwyd at yr holl breswylwyr sy'n cwmpasu nifer o wasanaethau o fewn tai
- 2 Arolwg a gynhaliwyd gyda'r holl breswylwyr sy'n ymwneud â gweithgarwch CT ar hyn o bryd
- 3 Arolwg pellach a gynhaliwyd gyda'r holl breswylwyr sy'n ymwneud â CT ar hyn o bryd sy'n canolbwyntio ar fynediad digidol a chyfranogiad
- 4 A chanlyniadau cychwynnol ein rhaglen proffilio tenantiaid

## AROLYGN BODDHAD STAR

Anfonwyd arolwg STAR at holl drigolion Cartrefi'r Fro a derbyniwyd ymateb gan 37% sy'n cyfateb i 1,392 o aelwydydd. Mae 3 canlyniad allweddol yn berthnasol i'r strategaeth hon

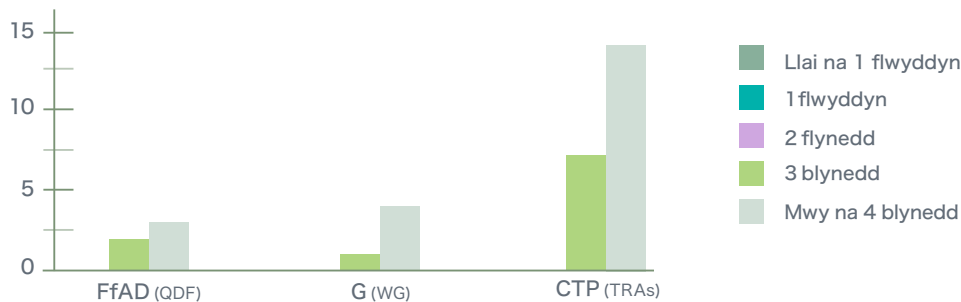


Bydd y strategaeth Tenantiaid a Lesddeiliaid newydd hon yn ceisio gwella boddhad ym mhob un o'r 3 maes canlyniad allweddol ac mae camau gweithredu allweddol o ran sut y byddwn yn gwneud hyn wedi'u rhestru yn y cynllun gweithredu.

## AROLWG A GYNHALIWDYD GYDA'R HOLL BRESWYLWYR SY'N YMWNEUD Â GWEITHGARWCH CT AR HYN O BRYD

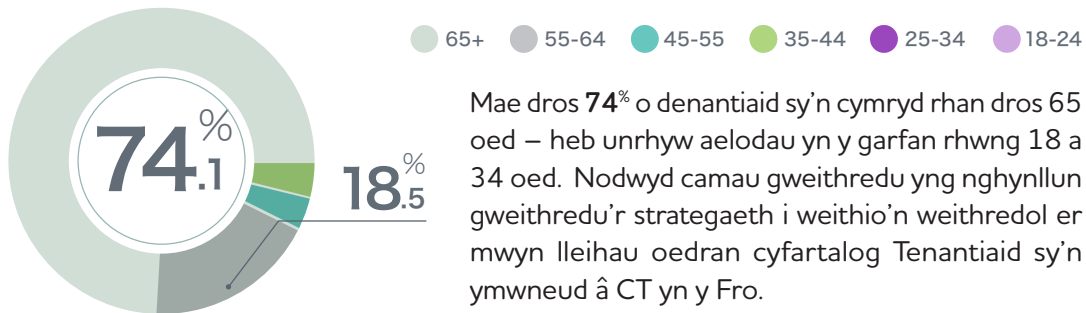
Nod yr arolwg hwn oedd sefydlu llinell sylfaen o bwy sy'n ymwneud â gweithgarwch CT yn y Fro ar hyn o bryd, am ba hyd y maent wedi ymwneud, eu hoedran, eu cyfeiriadedd rhywiol, eu hyfforddiant, eu gwybodaeth am y Gwasanaeth Cyngtori Cyfranogiad Tenantiaid (GCCT) ac a ydynt yn teimlo eu bod yn gallu dylanwadu ar benderfyniadau

### ER FAINT YDYCH CHI WEDI BOD YN YMWNEUD?



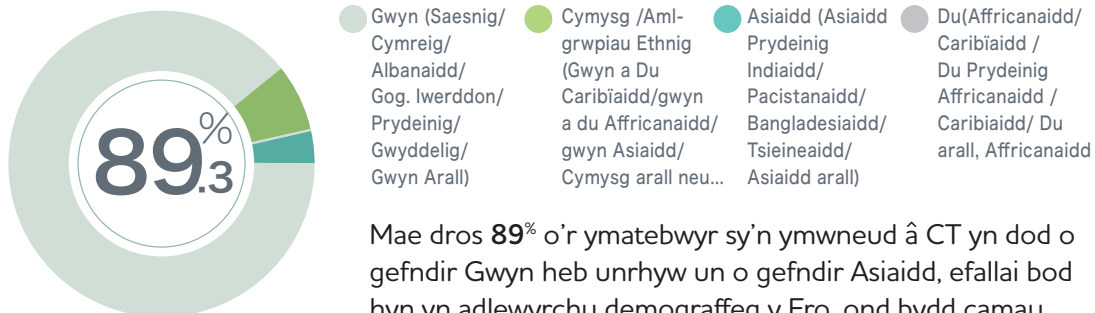
Yn seiliedig ar yr ymatebion, mae'n amlwg nad yw Cartrefi'r Fro wedi recriwtio unrhyw aelodau CT newydd dros y 2 flynedd ddiwethaf. Mae'r rhan fwyaf o aelodau wedi bod ymwneud ers 4 blynedd neu fwy.

### I BA GRŪP OEDRAN YDYCH CHI'N PERTHYN?



Mae dros 74% o denantiaid sy'n cymryd rhan dros 65 oed – heb unrhyw aelodau yn y garfan rhwng 18 a 34 oed. Nodwyd camau gweithredu yng nghynllun gweithredu'r strategaeth i weithio'n weithredol er mwyn lleihau oedran cyfartalog Tenantiaid sy'n ymwneud â CT yn y Fro.

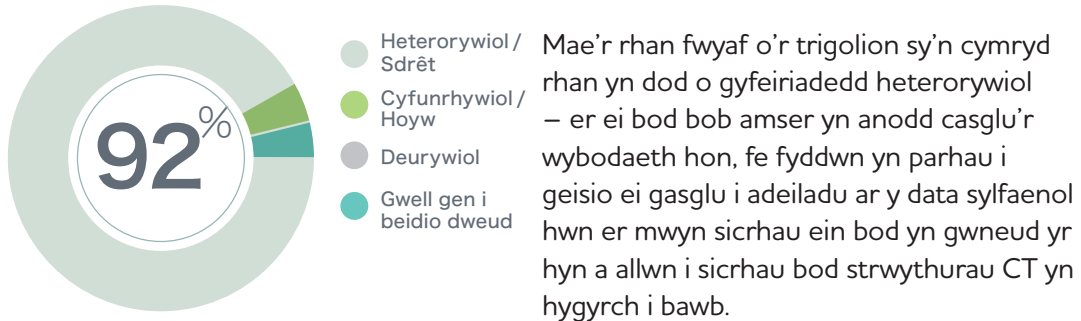
### BETH YW EICH TRAS ETHNIG?



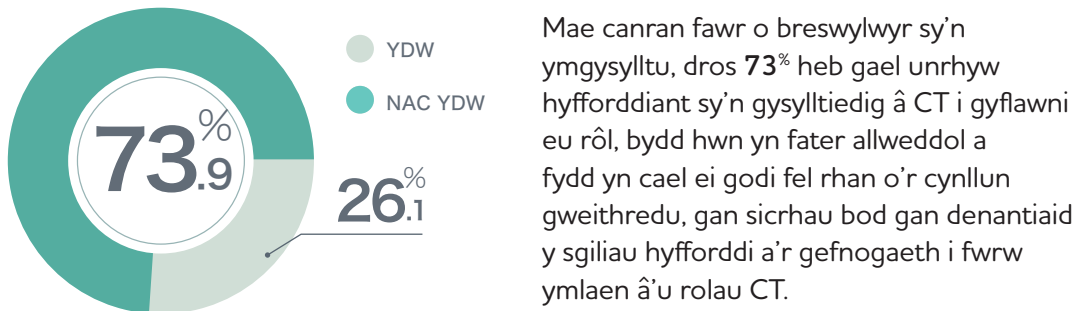
Mae dros 89% o'r ymatebwyr sy'n ymwneud â CT yn dod o gefndir Gwyn heb unrhyw un o gefndir Asiaidd, efallai bod hyn yn adlewyrchu demograffeg y Fro, ond bydd camau gweithredu fel rhan o'r strategaeth yn ceisio cynyddu amrywiaeth yr aelodaeth.



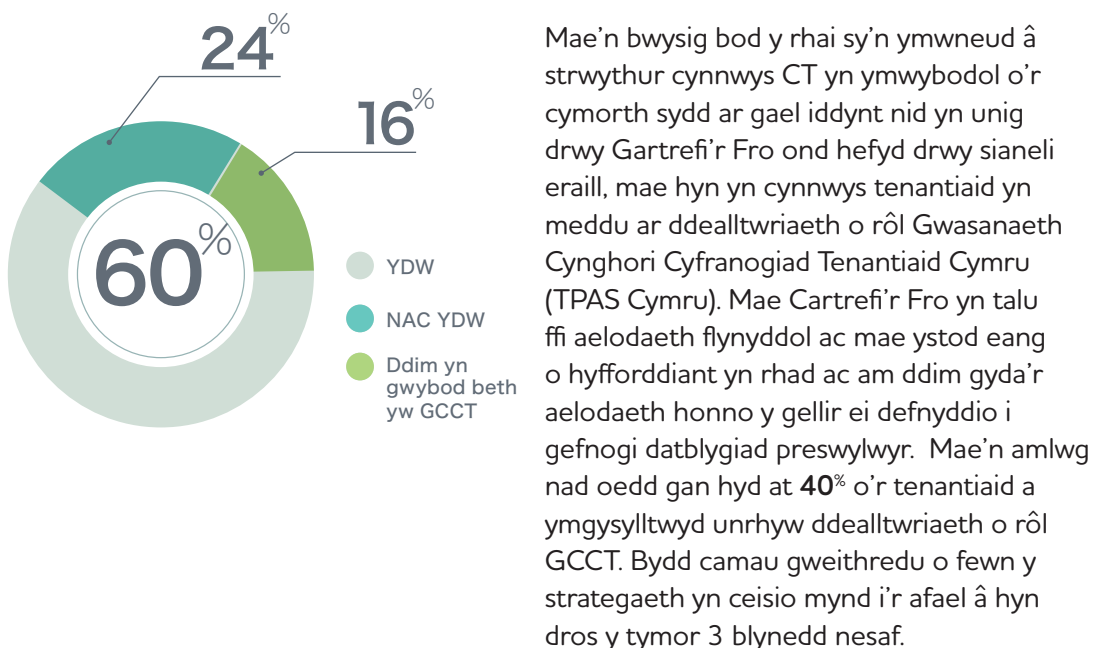
### BETH YW EICH CYFEIRIADEDD RHYWIOL?



### A YDYCH WEDI YMGYMRYD AG UNRHYW HYFFORDDIANT SY'N GYSYLLTIEDIG Â'R RÔL RYDYCH YN EI CHYFLAWNI FEL RHAN O FFDA(QDF), GWEITHGOR(WG) NEU TRAS?

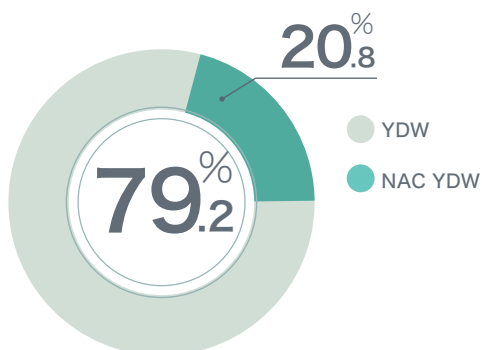


### YDYCH CHI'N DEALL RÔL Y GWASANAETH CYNGHORI CYFRANOGIAD TENANTIAID (GCCT) WRTH GEFNOGI CYFRANOGIAD TENANTIAID?





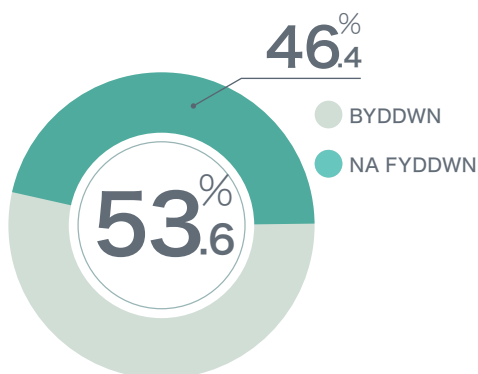
## YDYCH CHI'N TEIMLO EICH BOD YN GALLU DYLANWADU AR BENDERFYNIADAU A BOD EICH LLAIS YN CAEL EI GLYWED?



Un o ddangosyddion allweddol llwyddiant gweithgarwch CT yw mesur a yw tenantiaid yn teimlo eu bod wedi gallu dylanwadu ar benderfyniadau - mae canran uchel o denantiaid yn teimlo eu bod yn gallu dylanwadu, unwaith eto byddwn yn ceisio monitro'r wybodaeth sylfaenol, gyda'r bwriad o geisio cynnydd ar ddiwedd tymor y strategaeth newydd hon

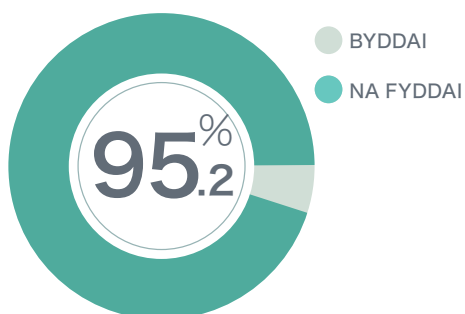
## AROLWG WEDI EI GYNNAL GYDA'R HOLL DRIGOLION SY'N YMWNEUD Â CT AR HYN O BRYD YN CANOLBWYNTIO AR FYNEDIAD DIGIDOL AC I YMGYSYLLTU'N DDIGIDOL Â CT.

Mae'r pandemig wedi ein gorfodi i ystyried gwahanol ffyrdd o weithio – roedd hyn hefyd yn cynnwys ystyried sut rydym yn darparu cymorth CT wrth i ni ddysgu byw gyda'r feirws ac anelu at fyd wedi'r pandemig. Er mwyn helpu i ddatblygu ein syniadau ar gyfer y strategaeth ac, yn y cyfnod interim, gofynnwyd nifer o gwestiynau i'n preswylwyr ymgysylltiedig i ganfod a oeddent yn barod ac yn hapus i gyfarfod o bell.



### A FYDDECH YN HAPUS I DREIALU CYFARFODYDD RHITHWIR NEU O BELL AR-LEIN YN Y CYFAMSER?

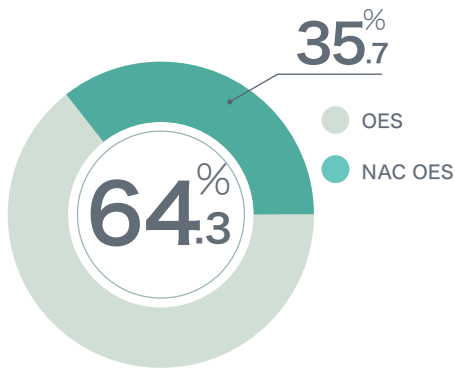
Roedd dros 53% o'r trigolion yn barod i roi cynnig ar gyfarfodydd o bell. Er mwyn canfod a oedd gan breswylwyr fynediad at ddyfeisiau i gymryd rhan, gofynnwyd i drigolion a oedd ganddynt ddiddordeb mewn benthycu dyfais i gymryd rhan.



### A FYDDAI GENNYCH DDIDDORDEB MEWN BENTHYCA DYFAIS I GYMRYD RHAN MEWN CYFARFODYDD?

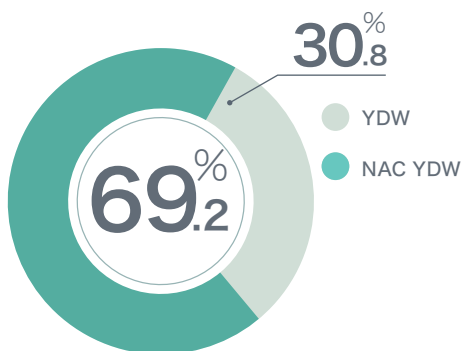
Dywedodd 95% nad oeddent am fenthyg dyfais. Ceisiwyd canfod ymhellach a oedd gan breswylwyr fynediad i'r rhyngwrwyd ac a fyddai hyn yn rhwystr i gyfranogiad.





### OES GENNYCH CHI FYNEDIAD AT Y RHYNGRWDYD?

Roedd gan ychydig dros **63%** fynediad i'r rhyngwrwyd y byddai angen cymorth ar y gweddill i gael mynediad i'r rhyngwrwyd a byddai'n arwain at gostau ychwanegol. Mater ychwanegol i'w ystyried yw a oedd y sgiliau gan denantiaid a oedd yn cymryd i allu cymryd rhan mewn cyfarfodydd o bell.



### A YDYCH YN PRYDERU A YW'R SGILIAU CYWIR SYDD EU HANGEN GENNYCH I GYMRYD RHAN O BELL MEWN CYFARFODYDD?

Roedd dros **30%** yn pryderu nad oedd y sgiliau cywir i gymryd rhan ganddynt. Pan ofynnwyd a fyddai gan ddefnyddwyr gwasanaeth ddiddordeb mewn hyfforddiant i'w helpu i fynd ar-lein, dywedodd dros **45%** y byddai. Un cwestiwn olaf a ofynnwyd oedd, pe bai gan y tenantiaid fynediad i gyfrifiadur, a fyddent yn gwybod sut i ddefnyddio platfform Microsoft Teams? Na oedd ateb **78%**.

Roedd y sylweddoliad hwn yn dangos bod angen cymorth i sicrhau cyfranogiad digidol p'un a oedd hynny'n golygu darparu hyfforddiant, cit neu fynediad i'r rhyngwrwyd – roedd yn amlwg drwy adborth y tenantiaid fod angen i'r strategaeth Tenantiaid a Lesddeiliaid newydd wneud darpariaeth ar gyfer Cyfranogiad digidol gan Denantiaid. I'r perwyl hwn, mae nifer o gamau gweithredu wedi'u rhestru yn y cynllun gweithredu i symud cyfranogiad tenantiaid yn ddigidol yn ei flaen dros y 3 blynedd nesaf.



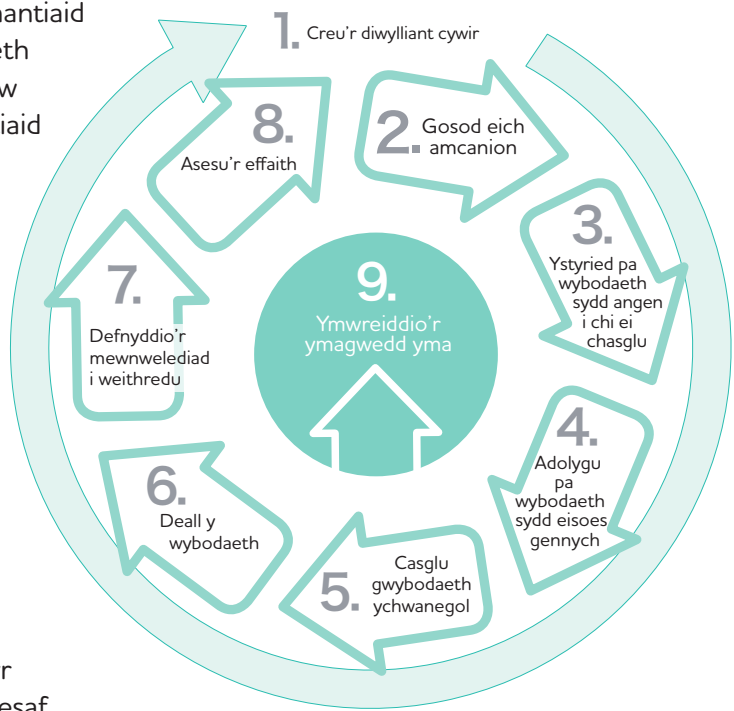
# PROFFILIO TENANTIAID

**ER MWYN SICRHAU EIN BOD YN CYMRYD YMAGWEDD TENANTIAID YN GYNTAF AC YN RHOI TENANTIAID WRTH WRAIDD Y GWAITH A WNAWN, MAE'N ALLWEDDOL EIN BOD YN DOD I WYBOD PWY YW EIN TENANTIAID, BETH YW EU HANGHENION, Y DULLIAU CYSYLLTU SY'N WELL GANDDYNT A PHA GYMORTH SYDD EI ANGEN ARNYNT.**

I wneud hyn, rydym wedi cymryd y camau cyntaf i gychwyn rhaglen Proffilio Tenantiaid a fydd yn rhedeg yn ystod y strategaeth newydd hon mewn tri cham. Y nod yw cael y data diweddaraf gan ein tenantiaid i sicrhau ein bod yn cydymffurfio â RhDDC (GDPR) a hefyd i edrych yn gynhwysfawr ar anghenion ein defnyddwyr gwasanaeth fel y gallwn gynllunio ein gwasanaethau'n fwy effeithiol

**Mae ein cam cyntaf** wedi bod yn ymwneud â chreu'r diwylliant cywir, gan ystyried y wybodaeth y mae angen i ni ei chasglu, adolygu'r hyn sydd gennym eisoes, pa wybodaeth ychwanegol sydd ei hangen arnom a dechrau deall hynny, i fwydo hynny i mewn i'r strategaeth hon a'r gwaith yr ydym yn ei wneud dros y 3 blynedd nesaf.

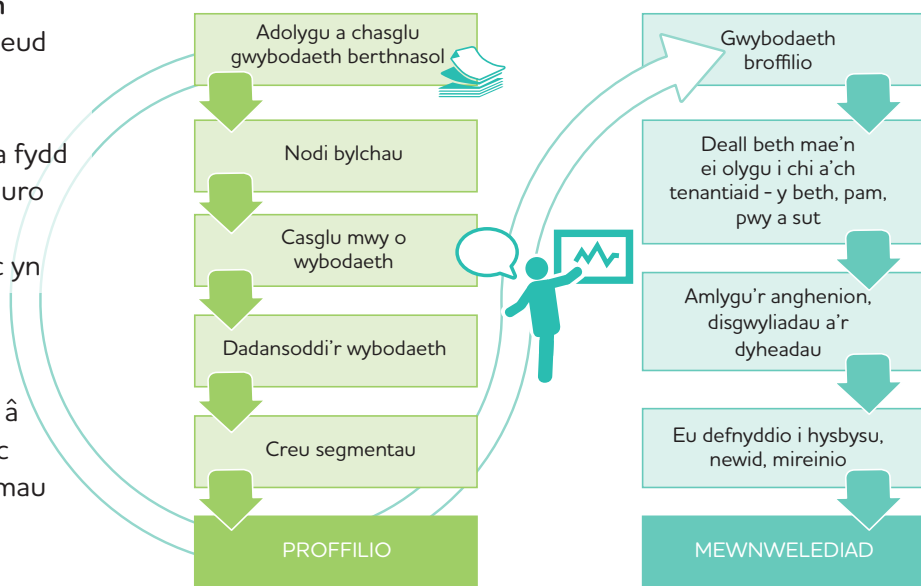
## BLOCIAU ADEILADU MEWNWELEDIAD TENANTIAID



**Bydd ein cam dau** yn ymwneud â throï'r data a gasglwn yn ddirnadaeth a fydd yn helpu i egluro disgwyliadau, anghenion ac yn llywio newid.

**Bydd cam tri** yn ymwneud â gwerthuso ac ystyried y camau nesaf.

## PROFFILIO V MEWNWELEDIAD?



O'r data rydym wedi'i gasglu i ddechrau, rydym wedi gofyn cwestiynau penodol yn ymwneud â CT ac a yw tenantiaid yn ymwybodol o weithgareddau CT ac a hoffent gymryd rhan a sut yn ogystal ag a fyddent yn fodlon cymryd rhan wrth symud ymlaen - dyma gipolwg cychwynnol o'r adborth



PAN OFYNNWYD:

**A ydych chi'n gwybod bod sawl ffordd o gymryd rhan er mwyn dylanwadu ar wasanaethau?**

- Dim ond **32.84%** o'r bobl y buom yn siarad â hwy oedd yn gwybod hynny
- Nid oedd **67.16%** yn gwybod y gallent gymryd rhan a dylanwadu a siapio'r gwasanaethau y maent yn eu derbyn.

**A fyddai gennych ddiddordeb mewn rhannu eich barn drwy fynychu cyfarfodydd**

- Dwedodd **83.58%** na a
- dwedodd **16.42%** y byddai

**A fyddai gennych ddiddordeb i rannu eich barn dros y ffôn?**

- Dwedodd **50.75%** na a
- dwedodd **49.25%** y byddai

**A fyddai gennych ddiddordeb i rannu eich barn ar-lein?**

- Dwedodd **80.30%** na a
- dwedodd **19.70%** y byddai

Er mai dim ond sampl bach o'r ymatebion a gawsom hyd yma yw hwn - Mae'n amlwg o hyn fod angen i ni wneud llawer o waith i godi ymwybyddiaeth o'n cyfleoedd i gymryd rhan ac mae awydd gan breswylwyr i gymryd rhan i'w ganfod yn rhywfaint o'r gwaith hwn. Unwaith eto, bydd y camau a osodir yng nghynllun gweithredu'r strategaeth yn ein helpu i fanteisio ar y cyfleoedd hyn.

# FFRAMWEITHIAU PRESENNOL AR GYFER YMGYSYLLTU

## **AR HYN O BRYD MAE AMRYWIAETH O FFYRDD Y GALL TENANTIAID GYMRYD RHAN A GALLANT FOD YN RHAN O'N STRWYTHUR CYNNWYS FFURFIOL, MAE'R STRWYTHUR HWNNW'N CYNNWYS RHAI O'R GRWPIAU CANLYNOL**

- **GRWPIAU TENANTIAID A PHRESWYLLWYR -**

Mae gennym dros 60 o denantiaid yn cymryd rhan reolaidd wrth drafod materion lleol ar ystadau ac yn eu cymunedau, gan gynnwys amodau ystadau, ymddygiad gwrthgymdeithasol, cyfleusterau, parcio a chymryd rhan yn y broses o wneud penderfyniadau ar y newidiadau ymarferol y gallwn eu cymryd i fynd i'r afael â'r materion hyn.

- **GWEITHGOR CARTREFI'R FRO -**

Yn cynnwys tua 15 o denantiaid, sy'n grŵp ymbarél o denantiaid o grwpiau preswylwyr gwahanol sy'n cwrdd ac yn ystyried materion strategol sydd ag effaith ar y gwasanaeth tai e.e. polisiâu newydd, perfformiad, gwasanaethau newydd ac ati

- **Y FFORWM DYLUNIO ANSAWDD (FFDA/QDF) -**

Fforwm Dylunio Ansawdd - Yn cynnwys 6 tenant sy'n goruchwyllo rhaglen cynnal a chadw Safonau Ansawdd Tai Cymru a gwaith a phrojectau mwy eu maint

- **FFORWM TAI GWARCHOD -**

Yn cynnwys preswylwyr o gynlluniau tai gwarchod Cartrefi'r Fro

- **GRŴP CRAFFU TAI A CHYMUNEDAU -**

Yn cynnwys 4 aelod tenant ac uwch aelodau staff Tai a Chynghorwyr sy'n adolygu perfformiad ac yn ystyried cynigion/syniadau newydd

- **GRŴP GŴYL -**

Yn grŵp blynyddol a gynullwyd i drefnu'r digwyddiad Gŵyl blynyddol sy'n cynnwys staff a thenantiaid

## **MAE YNA HEFYD NIFER O FFYRDD ANFFURFIOL Y GALL PRESWYLLWYR GYMRYD RHAN HEFYD SY'N CYNNWYS:**

- **TEITHIAU YSTADAU -**

Mae mynd ar deithiau o amgylch ystadau yn rhoi cyfle i denantiaid weithio gyda'u Rheolwr Cymdogaeth a phartneriaid o asiantaethau eraill er mwyn gwneud ystadau'n llefydd gwell i fyw ynddynt.



- **AROLWG/GRWPYAU FFOCWS -**

Mae grwpiau'n cael eu cynnull at ddibenion penodol gan gynnwys cydgysylltu arolwg ar raddfa fawr o'r tenantiaid i'w cael i ddweud eu dweud.

- **DIGWYDDIADAU/GWEITHGAREDDAU CYMUNEDOL -**

Maent yn cael eu cynnal yn rheolaidd ac yn cynnig gwybodaeth am y gwasanaeth tai, gan hyrwyddo cyfranogiad tenantiaid a chynyddu rhyngweithio cymdeithasol.

- **YMGYNGHORI UNIGOL -**

Mae unigolion yn cynnig adborth gwerthfawr drwy lenwi arolygon boddhad, cymryd rhan mewn arolygon dros y ffôn, cynnig sylwadau/cwynion ac ati.

Mae'r strwythurau ffurfiol a'r rhai anffurfiol wedi bod ar waith ers nifer o flynyddoedd, fel rhan o'r strategaeth Tenantiaid a Lesddeiliaid hon byddwn yn ceisio adeiladu adolygiad o'r strwythurau presennol yn rhan ohono.

Er bod Bro Morgannwg yn cymryd gofal mawr i sicrhau ei fod yn darparu cartrefi diogel a chyfforddus, rydym yn awyddus i sicrhau bod modd clywed pryderon ein tenantiaid. Yn dilyn y digwyddiadau yng Nhŵr Grenfell, mae Cartrefi'r Fro yn awyddus i sicrhau bod gwaith diogelwch adeiladu yn cael ei nodi a'i weithredu'n briodol. Er bod gan y Cyngor sawl mecanwaith ar waith i adolygu diogelwch adeiladau, rydym hefyd yn cydnabod pwysigrwydd clywed profiadau ein tenantiaid sy'n rhoi mwy o ddealltwriaeth o sut mae adeiladau'n gweithredu mewn gwirionedd yn hytrach na sut rydym yn teimlo y dylent weithredu.

**I'r perwyl hwn, fel rhan o'r strategaeth newydd hon byddwn yn adeiladu dau opsiwn arall ar gyfer craffu gan denantiaid - hynny yw, cyflwyno Asewyr Ansawdd Gwasanaethau a Siopwyr Dirgel.**

- **BYDD ASEWYR ANSAWDD GWASANAETHAU – YN GWEITHREDU FEL FFRINDIAU BEIRNIADOL -**

A fydd yn helpu i graffu ar y gwasanaethau a ddarparwn, gan edrych ar, a herio Pam, Ble, Sut a Phryd y cânt eu darparu. Byddwn yn ceisio argymhellion ar yr hyn sy'n gweithio'n dda a'r hyn nad yw'n gweithio, ac argymhellion ar y newidiadau sydd eu hangen. Bydd hyn yn allweddol i alluogi staff Cartrefi'r Fro i ddarparu gwell gwasanaethau i'n tenantiaid, gan ddarparu Gwerth am Arian a'u cyflwyno mewn modd amserol.

- **BYDD SIOPWYR DIRGEL -**

Yn cwblhau ymarferion "Siopa Dirgel" o bryd i'w gilydd ar wasanaethau o fewn yr adran dai - bydd hyn yn ein helpu i ddatblygu safonau gwasanaeth ar gyfer gwasanaethau.

# CYMORTH ARIANNOL

## MAE'R CYNLLUN BUSNES TAI YN NODI YMRWYMIAD SYLWEDDOL Y CYNGOR I ARIANNU YMGYSYLLTU Â THENANTIAID.



Caiff dros **£37,000** ei gynnig i grwpiau tenantiaid ffurfiol bob blwyddyn er mwyn cefnogi'r gweithgareddau a'r gost o'u cynnal;



Gwnaed ymrwymiadau referniw i benodi prentis buddsoddi cymunedol newydd a fydd yn cefnogi gwaith y strategaeth cyfranogiad Tenantiaid a Lesddeiliaid



Mae'r ddau Uwch Reolwr Cymdogaeth, y ddau Swyddog Buddsoddi ac Ymgysylltu Cymunedol a'r Uwch Swyddog Cyswllt Tenantiaid yn rhan greiddiol o'r gweithgor trawsadrannol mewnol a fydd yn llywio'r gwaith o gyflawni'r strategaeth hon



Ymrwymiad i sicrhau hyd at 3 aelod o staff drwy gynllun Kick Start llywodraeth San Steffan er mwyn helpu i gefnogi a dechrau'r rhaglen proffilio tenantiaid.



Mae cyllidebau cyfranogol o **£10,000** y flwyddyn ar gyfer cynlluniau llai a arweinir gan breswylwyr ym mhob un o'r 4 ardal rheoli cymdogaeth (cyfanswm o **£40,000**) ar gael



Dyrennir **£20,000** ychwanegol i 2 Uwch Reolwr Cymdogaeth i gefnogi unrhyw waith ychwanegol sydd ei angen ac yn olaf



Cefnogir y Strategaeth Cyfranogiad Tenantiaid a Lesddeiliaid gan y gyllideb Buddsoddi ac Ymgysylltu â'r Gymuned gyda **£5,000** yn cael ei ddyrannu'n uniongyrchol i faterion ymgysylltu Tenantiaid a Lesddeiliaid

Yn gyffredinol, bydd cyllideb o £107,000.00 yn cael ei dyrannu'n uniongyrchol i waith ymgysylltu Tenantiaid a Lesddeiliaid fesul blwyddyn i gyflawni'r weledigaeth a'r camau cysylltiedig sydd ynghlwm â'r Strategaeth Cyfranogiad Tenantiaid newydd hon - ac eithrio costau staffio.

Er mwyn sicrhau gwerth am arian - caiff y gyllideb ei monitro a'i hadrodd arni yn y gweithgor staff mewnol a'r Gweithgor Tenantiaid allanol a arweinir gan Denantiaid.



## AMCANION

Ar ôl cynnal yr adolygiad, ystyried arfer da a rhai newydd sy'n dod i'r amlwg, ac adolygu adborth tenantiaid, rydym wedi dod i'r casgliad mai dyma ddylai gweledigaeth Cartrefi'r Fro fod:

“ Creu diwylliant lle rydym yn datblygu ac yn manteisio i'r eithaf ar y cyfleoedd i denantiaid a lesddeiliaid gyfrannu at greu gwasanaethau sy'n canolbwyntio ar denantiaid a lesddeiliaid. ”

Mae'r weledigaeth hon yn gryno yn crynhoi'r hyn y mae Cartrefi'r Fro yn anelu at ei gyflawni ar gyfer ei Denantiaid a'i Lesddeiliaid.

Er mwyn gwireddu'r weledigaeth sydd gennym; datblygu tair thema allweddol ac un thema gyffredinol, bydd y themâu hyn yn grwpio ynghyd y gwaith rydym yn edrych i'w ddatblygu dros y 3 blynedd nesaf.

### Y THEMÂU HYN YW:

#### GYNNWYS

I **GYNNWYS** ein Tenantiaid a'n Lesddeiliaid i weithio i gyd-greu a datblygu gwasanaethau sy'n canolbwyntio ar Denantiaid a Lesddeiliaid sy'n ystyrlon ac sy'n cynnig gwerth am arian

#### FUDDSODDI

I **FUDDSODDI** mewn staff ac adnoddau ariannol i alluogi datblygu gwasanaethau a yrrir gan Denantiaid a Lesddeiliaid

#### DDYLANWADU AR

I gefnogi Tenantiaid a Lesddeiliaid er mwyn helpu i **DDYLANWADU AR** a llunio gwasanaethau, prosiectau a mentrau cyfredol o safbwynt defnyddwyr gwasanaeth ac i helpu Tenantiaid a Lesddeiliaid i wireddu eu potensial

Yn ogystal â hyn, ein thema gyffredinol yw:

#### WRANDO A GWERTHFAWROGI

I bobl **WRANDO A GWERTHFAWROGI**, wrth sicrhau bod ein Tenantiaid a'n Lesddeiliaid yn teimlo bod eu barn yn cael ei gwerthfawrogi ac y gwrandewir arni, byddwn yn gweithredu mewn modd gwelliant parhaus, yn dysgu gwersi drwy gynnwys adolygiadau a rhoi adborth i'n defnyddwyr gwasanaeth

Yn sail i'r themâu lefel uchel hyn mae tri sbardun sy'n deillio o adborth arolwg boddhad STAR a oedd yn cynnwys:

- yr angen i'r sefydliad wrando a gweithredu ar farn ein Tenantiaid a
- yr angen i roi'r wybodaeth ddiweddaraf i Denantiaid a
- yr angen i barhau i sicrhau cynnydd mewn boddhad cyffredinol gyda gwasanaethau Cartrefi'r Fro

Caiff y strategaeth hon ei mesur gan y tri dangosydd hyn a'i hategu gan Gynllun Gweithredu cynhwysfawr.

Mae'r Cynllun Gweithredu yn cwmpasu camau gweithredu staff mewnol i barhau i ymgorffori newid diwylliannol, camau gweithredu cefnogol allanol a fydd yn helpu i ymgysylltu ac i wireddu ein gweledigaeth uchelgeisiol ar gyfer cyfranogiad Tenantiaid a Lesddeiliaid yng Nghartrefi'r Fro.

## **GWIREDDU EIN GWELEDIGAETH A'N GWEITHREDOEDD A'N HAMCANION –**

### **CYNLLUN GWEITHREDU STRATEGAETH CYFRANOGIAD TENANTIAID A LESDDAILIAID 2021 - 2024**

Mae ein Cynllun Gweithredu cynhwysfawr yn nodi'r hyn y byddwn yn ei gyflawni, pryd a chan bwy. Adroddir ar y Cynllun Gweithredu bob chwarter yn y Gweithgor Staff mewnol, y Gweithgor Tenantiaid a'r Grŵp Craffu Tai yn ôl y gofyn.







“ EIN THEMA GYFFREDINOL  
YW: I BOBL WRANDO A  
GWERTHFAWROGI, WRTH SICHAU  
BOD EIN TENANTIAID A’N LESDDEILIAID  
YN TEIMLO BOD EU BARN  
YN CAEL EI GWERTHFAWROGI AC Y  
GWRANDEWIR ARNI, ”





Rhif Cam	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
<b>CAMAU GWEITHREDU NEWID DIWYLLIANNOL STAFF MEWNOL</b>						
1.1	Datblygu a lansio gweithgor Trawsadrannol Tai mewnol i <b>arwain a monitro'r strategaeth ar gyfer cyflawni cynllun gweithredu</b>	Mae gan bob adran gydberchnogaeth o strategaeth CT	Uwch Reolwr a Enwir (Buddsoddiad Cymunedol + Pobl Hŷn)	Rhag 2021		
1.2	Gweithgor i roi adborth i adrannau mewnol ar newidiadau a wnaed yn dilyn camau gweithredu cynnwys Tenantiaid - ar ffurf diweddariad blynyddol o'r enw " <b>Tenantiaid a Lesddeiliaid, fe ddwedoch chi - fe wnaethom ni</b> ", dangos effaith a phwysigrwydd cymryd rhan.	Gwerth ac effaith CT i'w arddangos i bob gwasanaeth	Gweithgor Tai	Rhag 2022 Rhag 2023 Rhag 2024		
1.3	Sicrhau bod data Tenantiaid yn cael ei ddiweddarau yn unol â RhDDC (GDPR) - datblygu prosiect proffilio/ mewnwelediad tenantiaid. Gan ddefnyddio data llinell sylfaen dros y 3 blynedd nesafs <b>adrodd yn flynyddol ar y cynnydd yn y data a gesglir</b>	Yn cydymffurfio o ran RhDDC drwy gadw data tenantiaid cyfredol cywir	Uwch Reolwr a Enwir (BC)	Mai 2022 Mai 2023 Mai 2024		
1.4	Rhwng 2021 - 2024 datblygu <b>3 phrosiect drwy ddefnyddio data a gafwyd o broffilio/mewnwelediad tenantiaid</b> i wella gwasanaethau a gwneud penderfyniadau busnes	Prosiectau a ddatblygwyd a'u cyflawni yn seiliedig ar anghenion a fynegwyd gan denantiaid gan arwain at fwy o foddhad cwsmeriaid	Tîm Cyfoethogi Cymunedau	Ebrill 2024		
<b>CAMAU I HYRWYDDO Mwy o Gyfranogiad</b>						
1.5	Deall drwy'r ymarfer Proffilio Tenantiaid faint o ddiddordeb sydd mewn cyfranogiad Tenantiaid a Lesddeiliaid a'r hyn y mae tenantiaid ei eisiau – <b>dilyn hyn gyda chammau gweithredu clir.</b>	Cynllun gweithredu ar waith i drosi diddordeb yn ymgysylltiad a chynyddu nifer y tenantiaid newydd sy'n ymgysylltu	Gweithgor Tai	Mai 2022		
1.6	<b>Datblygu tudalen we bwrpasol ar ymgysylltiad sy'n ymwneud â Thenantiaid a Lesddeiliaid</b> sy'n manylu ar sut i gymryd rhan, pwy i gysylltu â nhw i fynd am ragor o wybodaeth.	Rhoi eglurder i Denantiaid ar sut y gallant gymryd rhan - yn haws i denantiaid gymryd rhan.	Uwch Reolwr a Enwir (BC) a Swyddog STL	Rhag 2021		
1.7	<b>Datblygu bywden o opsiynau lle caiff rhwystrau i Denantiaid a Lesddeiliaid gymryd rhan eu lleihau,</b> sy'n cwmpasu cyfranogiad "anffurfiol" a "ffurfiol". sy'n cynnwys cymysgedd o ymgysylltu wyneb yn wyneb ac o bell lle gall preswylwyr "bigo i mewn ac allan"	Amrywiaeth clir o opsiynau sydd ar gael i'r holl breswylwyr gymryd rhan - yn haws i denantiaid gymryd rhan.	Gweithgor Tai	Rhag 2021		
1.8	<b>Datblygu cyfres o daflenni sy'n rhoi manylion ynghylch sut mae Tenantiaid a Lesddeiliaid</b> yn gallu cymryd rhan a sicrhau bod gan bob adran fynediad i'r wybodaeth hon	Gwybodaeth bapur ac electronig ar gael i'r holl breswylwyr os oes angen - yn haws i denantiaid gymryd rhan.	Timau hyn Rheolwyr a Enwir	Rhag 2021		

Rhif Cam	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
1.9	Sicrhau bod y <b>Llawlyfr Tenantiaid yn cynnwys manylion strwythurau cynnwys</b> gan gynnig eglurder i bob tenant newydd ar sut i gymryd rhan	Mae tenantiaid newydd yn glir ar sut i gymryd rhan ar ddechrau eu tenantiaeth - yn haws i denantiaid gymryd rhan.	Arweinydd Tai a Phrosiectau Strategol	Rhag 2021		
1.10	Gan ddefnyddio data a gesglir gan grŵp tenantiaid ymgysylltiedig a data gan Denantiaid ynghylch mynediad i'r rhyngwrwyd, sicrhau fod gan y strwythur newydd <b>ffyrdd newydd o ymgysylltu sy'n cynnwys cyfryngau cymdeithasol/ymgysylltu digidol</b> .	Ffyrdd traddodiadol a newydd o gymryd rhan sy'n hygyrch i bawb mewn amser go iawn - yn haws i Denantiaid gymryd rhan.	Gweithgor Tai	Rhag 2021		
1.11	Gweithio gyda'r tîm Buddsoddi Cymunedol <b>datblygu fforwm Pobl Iau'r Fro Gyfan</b>	Opsionau sydd ar gael i leisiau a syniadau pobl iau gael eu clywed ac yn haws iddynt gymryd rhan.	Tîm Cyfoethogi Cymunedau	Ionawr 2023		
1.12	Ceisio 4 enwebiad y flwyddyn o bob ardal gan Reolwyr Tai (Reolwr a Enwir) i denantiaid o oedran gweithio a datblygu <b>gweithgor tenantiaid o oedran gweithio newydd</b> .	Y Rheolwyr a Enwir wedi buddsoddi ac â pherchnogaeth dros gyfeirio tenantiaid newydd at weithgareddau cynnwys - mwy o denantiaid yn cymryd rhan	Cymdogaeth Rheolwyr	Mai 2022		
1.13	Gweithio'n agos gyda'r Gweithgor Tenantiaid a'r Fforwm Dylunio Ansawdd a datblygu <b>rhaglen o lysgenhadon a fydd yn helpu i fentora'r gweithgor Tenantiaid newydd</b> yn eu rolau.	Aelodau newydd yn derbyn cefnogaeth aelodau hŷn yn rhannu eu gwybodaeth ddealedig – gwell canlyniadau CT.	Uwch Reolwr A Enwir (BC) ac Uwch Swyddog Tenantiaid a Lesddeiliaid	Mehefin 2022		
1.14	<b>Lansio Panel craffu newydd dan arweiniad tenantiaid o'r enw "Aseswyr Ansawdd Gwasanaethau" (AAG/SQA)</b> a fydd yn cynnal adolygiadau gwasanaeth ac ymarferion siopa dirgel.	Bydd cloddio'n ddwfn i'r craffu o dan arweiniad tenantiaid yn arwain at wella'r modd y darperir gwasanaethau - Tenantiaid gwybodus	Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd)	Chwefror 2022		
1.15	<b>Cynhyrchu diweddariadau rheolaidd i denantiaid drwy gylchlythyrau ddwy waith y flwyddyn</b> - (Cylchlythyr Cymdogaeth/Cynllun)	Tenantiaid yn cael eu diweddarau gyda datblygiadau yn eu hardaloedd lleol ac ynghylch materion tai - Tenantiaid gwybodus	Rheolwyr a Enwir ac Uwch Reolwyr:	Ebrill 2022		
1.16	<b>Cynhyrchu un cylchlythyr Cartrefi'r Fro blynyddol</b> i bob tenant sy'n ymdrin â chyflawniadau a chanlyniadau blynyddol ac effaith gweithgareddau cynnwys	Rhoddir gwybod i denantiaid am ganlyniadau blynyddol ac mae ganddynt drosolwg o weithgareddau'r blynyddoedd i ddod.	Pennaeth gwasanaeth gydag Uwch reolwyr	Rhag 2022 Rhag 2023 Rhag 2024		
1.17	<b>Datblygu a lansio fforwm lesddeiliaid newydd</b> - hwylyso cyfranogiad lesddeiliaid mewn ymarferion ymgynghori ac ymgysylltu statudol sy'n seiliedig ar wasanaethau.	Gwell ymgysylltiad/bodddhad lesddeiliaid	Swyddog Lesddeiliaid	Mehefin 2022		
1.18	<b>Sicrhau bod yr FfDA</b> yn chwarae rhan allweddol yn y gwaith o adeiladu sicrwydd diogelwch drwy greu sianeli effeithiol i gwestiynu a newid - gan ystyried gwersi Grenfell	Tenantiaid yn cyfrannu at sicrwydd iechyd a diogelwch	Fforwm Ansawdd Dylunio	Ion 2022		





## I FUDDSODDI ADNODDAU ER MWYN HELPU I LUNIO GWASANAETHAU O ANSAWDD UCHEL

Rhif Cam	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
<b>BUDDSODDIAD STAFF MEWNOL - CAMAU GWEITHREDU NEWID DIWYLLIANNOL</b>						
2.1	<b>Datblygu a chyflwyno rhaglen hyfforddi ar CT</b> ar gyfer yr holl aelodau staff presennol ar strategaeth ymgysylltu newydd Cartrefi'r Fro i Denantiaid a Lesddeiliaid Newydd - Rhoi eglurder ar rolau aelodau staff a'r seilwaith ymgysylltu newydd	Cytundeb gan y staff ac ymwybyddiaeth o'u rolau o fewn CT	Timau hyn Rheolwyr a Enwir	Medi 2021		
2.2	<b>Gan ddefnyddio rhaglen hyfforddi CT sicrhau bod pob aelod newydd o staff yn ymgymryd â'r hyfforddiant fel rhan o'u cyfnod sefydlu.</b>	Staff newydd yn glir am eu rolau o ran CT ar ddechrau eu penodiad	Uwch Reolwyr a Pennaeth Gwasanaeth	Med 2021		
2.3	Cryfhau'r broses cynnwys Tenantiaid a Lesddeiliaid presennol gan <b>greu arweinyddwr clir ar gyfer pob un o'r ymyriadau cynnwys Tenantiaid</b> , gan gynnwys Swyddogion Buddsoddi/ Cynnwys Cymunedol – Swyddogion/ Rheolwyr Tai ac Uwch Swyddog Cyswllt Tenantiaid sy'n darparu trefn ddi-dor a chydgyssylltiedig	Perchnogaeth a rennir dros CT ar draws y gyfarwyddiaeth – swyddogion cyfrifol yn arwain eu priod feysydd	Gweithgor Tai	Rhag 2021		
2.4	Gan ddefnyddio'r grŵp Tenantiaid a Lesddeiliaid mewnol, datblygu aliniad â'r Swyddogion Buddsoddi Cymunedol a'r Rheolwyr a Enwir er mwyn sicrhau'r allbwn mwyaf posibl o waith y Swyddogion Tenantiaid a Lesddeiliaid. <b>2 ddarn o waith ar y cyd i'w gyflawni</b>	Darparu gwasanaethau cydgyssylltiedig a lleihau'r gweithio mewn seilo	Gweithgor Tai	Mawrth 2023		
2.5	Bydd y gyllideb o £107,000.00 <b>yn cael</b> ei fuddsoddi mewn gwaith Cyfranogiad Tenantiaid a Lesddeiliaid.	Eglurder ar y gyllideb a ddarperir i denantiaid ac aelodau staff i allu mesur gwerth am arian a sefydlu llinell sylfaen costau ar gyfer gweithgarwch cynnwys	Gweithgor Tai	Mai 2021		
2.6	Recriwtio 3 Swyddog Kickstart i ymgymryd â'r gwaith Proffilio Tenantiaid.	Tynnu ar adnoddau i gefnogi Proffilio Tenantiaid a chreu diwylliant o gasglu'r data diweddaraf	Uwch Reolwr a Enwir (BC + Pobl Hŷn)	Rhag 2021		
2.7	<b>Recriwtio Prentis Buddsoddi Cymunedol</b> i gefnogi gwaith alinio a chyfathrebu gyda'r tîm Buddsoddi Cymunedol - Rheoli Tai a Chyswllt Tenantiaid.	Adnoddau i gefnogi gweithgareddau CT ychwanegol drwy Brentis BC	Uwch Reolwr a Enwir (BC + Pobl Hŷn)	Medi 2021		
2.8	<b>Manteisioh ar aelodaeth flynyddol o TPAS Cymru</b> - drwy sicrhau bod pob aelod o staff tai yn ymgymryd â hyfforddiant trosolwg GCCT.	Staff a thenantiaid mwy gwybodys yn dilyn y mynediad a'r cymorth sydd ar gael drwy aelodaeth flynyddol i Staff a Thenantiaid	Gweithgor Tai	Mawrth 2024		
2.9	<b>Sicrhau bod Rheolwyr Tai yn ymuno â'r bwletin GCCT ac yn mynychu hyfforddiant perthnasol.</b>	Staff a Thenantiaid sydd wedi'u hyfforddi'n well ar ôl cael hyfforddiant am ddim ac am bris gostyngol i staff a thenantiaid	Gweithgor Tai	Mehefin 2021		

Rhif Cam	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
<b>CYMRD CAMAU I FUDDSODDI MEWN TENANTIAID A LESDDEILIAID</b>						
2.10	Dadansoddi a <b>chynnal adolygiad llawn</b> o effeithiolrwydd strwythurau presennol CT gan ddefnyddio'r adborth gan: <ul style="list-style-type: none"> <li>y grwpiau presennol ac</li> <li>o'r ymarfer Proffilio Tenantiaid cytuno a gweithredu'r strwythur newydd</li> </ul>	Mae'r strwythurau CT yn addas i'r diben ar gyfer cyflawni strategaeth CT newydd 2021 - 2024	Gweithgor Tai	Ionawr 2022		
2.11	<b>Cynnal adolygiad o'r Cyfamod Tenantiaid presennol</b> o fewn y 12 mis nesaf – mae'r cyfamod yn cynnig cymorth ariannol i grwpiau Tenantiaid a Phreswylwyr. Y grŵp adolygu i sicrhau ei fod yn addas i'r diben wrth symud ymlaen	Mae'r Cyfamod yn addas i'r diben ar gyfer cyflawni strategaeth CT newydd 2021 - 2024	Gweithgor Tai	Gorffennaf 2022		
2.12	<b>Lansio'r Cyfamod Tenantiaid newydd</b> a chodi ymwybyddiaeth ymhlith Staff, Tenantiaid a Lesddeiliaid.	Tenantiaid a Lesddeiliaid yn ymwybodol o'r cymorth sydd ar gael drwy'r Cyfamod ac yn mynd ati i fanteisio arno.	Gweithgor Tai	Gorffennaf 2023		
2.13	<b>Tîm Buddsoddi Cymunedol i gefnogi grwpiau cyfredol gyda mentrau Cynhwysiant Digidol</b> gan gynnig cymorth i fynd ar-lein - datblygu sgiliau i gofreidio technoleg newydd i ddechrau cyfarfodydd o bell	Staff a Thenantiaid sydd â'r gallu i gofreidio technoleg ddigidol i gynnig CT mewn ffyrdd newydd ac arloesol	Tîm CT	Mehefin 2022		
2.14	Gan ddefnyddio rôl y Prentis Buddsoddi Cymunedol <b>cynyddu ein presenoldeb ar y cyfryngau cymdeithasol</b> a hyrwyddo cyfleoedd Cynnwys Tenantiaid.	Carfan fwy o drigolion ymgysylltiol	BC Prentis	Ionawr 2022		
2.15	Sicrhau bod tenantiaid sy'n cymryd rhan mewn strwythurau cynnwys Tenantiaid a Lesddeiliaid mwy ffurfiol yn cael <b>cynnig trosolwg sefydlu/hyfforddi am y broses CT</b> yn y Fro gan sicrhau eu bod yn deall eu rolau.	Tenantiaid a Lesddeiliaid wedi'u hyfforddi a'u cefnogi yn eu rolau.	Gweithgor Tai	Parhaus		
2.16	<b>Codi ymwybyddiaeth ymhlith trigolion a Lesddeiliaid sy'n ymgysylltu am</b> hyfforddiant a chymorth TPAS Cymru sydd ar gael.	Tenantiaid hyfforddedig, hyderus ac wedi eu cefnogi yn ymwneud â chyfranogiad	Gweithgor Tai	Parhaus		
2.17	Gan ddefnyddio Proffilio Tenantiaid <b>datblygu dau brosiect sy'n gysylltiedig â data mewnwelediad er mwyn helpu i dargedu grwpiau nad ydynt yn cael eu tangynrychioli ar hyn o bryd.</b>	Ystod amrywiol o denantiaid yn cymryd rhan	Gweithgor Tai	Ionawr 2023		
2.18	<b>Sicrhau bod cyfleoedd hyfforddi'n cael eu cynnig</b> i Denantiaid unigol wella cyflogadwyedd a sgiliau drwy'r rhaglen Opportunity Knocks	Tenantiaid yn cael eu cefnogi'n gyfannol i wella rhagolygon cyflogaeth	Tîm BC	Parhaus		



Rhif Cam.	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
<b>DYLANWAD STAFF MEWNOL - CAMAU GWEITHREDU NEWID DIWYLLIANNOL</b>						
3.1	Ar ôl cwblhau arolwg Star <b>cynnig sesiwn mewnwelediad i bob tîm tai ar ganlyniadau arolwg Boddhad Star</b> , sicrhau bod aelodau'r staff yn deall y meysydd canlyniadau allweddol y mae angen i ni wella arnynt.	Staff yn glir ar feysydd allweddol i'w gwella	Pennaeth Tai	Dwywaith y flwyddyn		
3.2	Pob rheolwr i sicrhau bod diweddariadau Strategaeth Tenantiaid a Lesddeiliaid <b>gan y Gweithgor yn cael eu bwydo i gyfarfodydd tîm</b> .	Staff yn glir ar ddatblygiadau o ran gwaith Cyfranogiad Tenantiaid	Gweithgor Tai	Parhaus		
3.3	<b>Tîm Buddsoddi Cymunedol i arwain y gwaith o ddatblygu gwaith craffu ar ffurf</b> Aseswyr Ansawdd Gwasanaethau	Sefydlu arweinwyr ac ymrwymiad clir i waith craffu Tenantiaid	Tîm BC	Rhag 2021		
3.4	Monitro cwynion <b>rhannu data gydag Aseswyr Ansawdd y Gwasanaeth</b> i nodi meysydd gwasanaeth y mae angen eu hadolygu a neu siopa dirgel	Mynd i'r afael â'r meysydd cwyno uchaf i wella gwasanaeth lle mae'r angen mwyaf	Buddsoddi Cymunedol a Swyddog ymgysylltu (E-arweinydd)	Rhag 2021		
<b>CAMAU I HELPU TENANTIAID A LESDDEILIAID I DDYLANWADU AR BENDERFYNIADAU</b>						
3.5	<b>Cynnig cyfle i denantiaid fod yn rhan o'r gwasanaeth craffu:</b> Aseswyr Ansawdd Gwasanaethau" yn caniatáu i denantiaid wneud argymhellion ar welliannau.	Argymhellion gwella craffu yn rhai sy'n cael eu harwain gan denantiaid, yn ystyrllon ac yn arwain at newid gwasanaeth	Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd)	Chwefror 2022		
3.6	<b>Cynnig cyfle i lesddeiliaid fod yn rhan o'r fforwm lesddeiliaid chwemisol</b> gan ganiatáu i lesddeiliaid wneud argymhellion ar welliannau.	Llais lesddeiliad yn cael ei "glywed" a'i gefnogi i ddylanwadu ar benderfyniadau	Swyddog Lesddeiliaid	Mehafin 2022		
3.7	<b>Darparu opsiynau Tenantiaid o oedran gweithio i gymryd rhan mewn ymgynghoriad o bell</b> drwy ddulliau digidol ac ymgymryd â 3 ymgynghoriad	Darparu opsiynau ar gyfer ymgysylltu digidol – y gellir eu cyrchu ar unrhyw adeg gan gynyddu cyfleoedd cyfranogi i bawb	Gweithgor tai	Ionawr 2022- Ebrill 2024		
3.8	Gweithio gydag Aseswyr Ansawdd Gwasanaethau i ymgymryd ag <b>adolygiad o'r Llawlyfr Tenantiaid</b> fel y prosiect craffu peilot cyntaf	Llawlyfr tenantiaid wedi'i gynhyrchu gydag adborth craffu	Nick Jones a'r Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd)	Medi 2021		

Rhif Cam.	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
3.9	Rheolwyr Tai i ddarparu cyfleoedd i ymgysylltu â Thenantiaid a Lesddeiliaid lleol o ran Cynlluniau Gweithredu Cymdogaeth Lleol a chyllidebau gwario ar ystadau	Cyfleoedd ymgysylltu sydd ar gael drwy Reolwyr a Enwir a gefnogir gan gyllidebau ariannol - mwy o Denantiaid yn ymgysylltu ar lefel leol	Rheolwyr a Enwir	Bob blwyddyn		
3.10	Tîm Buddsoddi Cymunedol i roi cyfleoedd i drigolion ddweud eu dweud mewn prosiectau datblygu cymunedol ar ystadau lleol	Tenantiaid yn ymgysylltu ac yn teimlo yr ymgynghorir â hwy ac yn ymuno'n weithredol mewn prosiectau - tenantiaid mwy bodlon	Tîm BC	Ar ddechrau prosiectau newydd		
3.11	Darparu cyfleoedd i Denantiaid a Lesddeiliaid fod yn rhan o'r panel golygyddol ar gyfer cylchlythyr blynyddol gan bennaeth y gwasanaeth.	Tenantiaid sy'n cymryd rhan weithredol yn y gwaith o gynhyrchu cyhoeddiad ac yn rhannu'r berchnogaeth drosto - tenantiaid mwy bodlon	Pennaeth Gwasanaeth	Ionawr 2022		
3.12	Darparu cyfleoedd i Denantiaid fod yn rhan o'r ŵyl flynyddol – digwyddiad diwrnod hwyl grŵp cynllunio	Tenantiaid yn cymryd rhan weithredol yn y gwaith o gynhyrchu Gŵyl ac yn rhannu'r berchnogaeth drosti – tenantiaid mwy bodlon	Uwch Swyddog Tenantiaid a Lesddeiliaid	Bob blwyddyn		
3.13	Datblygu Gweithgor Digidol tenantiaid dros dro a fydd yn helpu i ddatblygu hyrwyddwyr digidol tenantiaid ac yn arwain Cartrefi'r Fro ar sut i symud ymlaen gyda Chyfranogiad Digidol gan Denantiaid a Lesddeiliaid	Mwy o amrywiaeth o opsiynau umwneud drwy ddulliau digidol	Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd)	Rhag - 2021		





Rhif Cam	Cam Gweithredu	Canlyniad a fwriedir	Yn Arwain	Dyddiad targed	Cynnydd	Statws
<b>DYLANWAD STAFF MEWNOL - CAMAU GWEITHREDU NEWID DIWYLLIANNOL</b>						
4.1	Gweithgor mewnol Tenantiaid a Lesddeiliaid i sicrhau bod yr holl <b>gamau gweithredu ac ymrwymiadau a wneir yn y strategaeth yn cael eu cyflawni</b> a'u hadrodd i staff mewnol o fewn y gyfarwyddiaeth dai a'u rhannu â Thenantiaid	Staff i weld gwerth, pwysigrwydd ac effaith y strategaeth - mwy o ymgysylltu â staff	Gweithgor tai	Mehefin – 2021  Mawrth 2024		
4.2	Monitro a sicrhau bod y ddau faes o arolwg boddhad STAR lle sicrhodd Cartrefi'r Fro ganlyniadau isel yn gweld cynnydd fel rhan o strategaeth CT 2021 – 2024  1. yr angen i'r sefydliad wrando a gweithredu ar farn ein Tenantiaid 2. yr angen i roi'r wybodaeth ddiweddaraf i Denantiaid  <b>Gweld mwy o foddhad ers STAR 2019</b>	Cynnydd yn % y tenantiaid sy'n teimlo y gwrandewir ar eu barn ac y gweithredir arno  Cynnydd yn % y tenantiaid sy'n teimlo eu bod yn cael y wybodaeth ddiweddaraf.  Cynnydd yn y boddhad cyffredinol % gyda Chartrefi'r Fro	Arweinydd Tai a Phrosiectau Strategol	Mehefin - 2022  Mehefin - 2024		
4.3	Gweithio gyda Housemark a <b>parhau i gyflwyno data i feincnodi yn erbyn darparwyr tai ALL o faint tebyg</b> i sicrhau ein bod yn cyrraedd y chwarter uchaf yn y ddau faes uchod.	Cartrefi'r Fro yn gweithredu mewn diwylliant o welliant parhaus	Arweinydd Tai a Phrosiectau Strategol	Ebril - 2022  Mawrth - 2024		
4.4	<b>Gweithredu argymhellion gan AAG</b> a mynd ar ôl hynny gyda gwasanaethau perthnasol a phob grŵp perthnasol arall o fewn y strwythur cyfranogiad Tenantiaid a Lesddeiliaid	Caiff argymhellion tenantiaid eu mabwysiadu, eu bwydo'n ôl i wasanaethau a Thenantiaid - Tenantiaid drwy hynny yn teimlo bod eu barn wedi'i "chlywed" a bod y farn yn cael ei gwerthfawrogi.	Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd)	Mehefin - 2021  Mawrth - 2024		
<b>CAMAU I HELPŪ TENANTIAID A LESDDEILIAID DDYLANWADU AR BENDERFYNIADAU</b>						
4.5	Sicrhau bod Tenantiaid a Lesddeiliaid yn cael y cyfle i barhau i <b>gynnal arolwg boddhad tenantiaid ar raddfa fawr bob dwy flynedd</b> er mwyn ysgogi gwelliannau mewn safonau	Cymharu data â blynyddoedd blaenorol a chymharu â chyfoedion sectorau eraill i wella perfformiad	Arweinydd Tai a Phrosiectau Strategol	2022 a 2024		
4.6	Rhoi cynllun <b>gweithredu ar waith i fynd ar ôl materion a nodwyd yn yr arolwg tenantiaid</b>	Gweithredu ar adborth gan Denantiaid a Lesddeiliaid gan arwain at fwy o foddhad	Arweinydd Tai a Phrosiectau Strategol	Mai 2022		
4.7	<b>Datblygu cyhoeddiad blynyddol "fe ddwedoch chi, fe wnaethon ni" i'w weld yn y cylchlythyr blynyddol</b> sy'n manylu ar gamau gweithredu Tenantiaid a Lesddeiliaid rydym wedi'u cymryd yn dilyn adborth.	Adroddiad ar ba newidiadau rydym wedi'u gwneud yn dilyn adborth – a chynyddu cyfathrebu â thenantiaid a lesddeiliaid	Pennaeth Gwasanaeth	Rhag 2022  Rhag 2023  Rhagfyr 2024		
4.8	Ymgymryd ag <b>adolygiad o'r arolygon misol presennol</b> (ar faterion penodol, Ymddygiad Gwerth-gymdeithasol, gosodiadau newydd er enghraifft), adrodd i'r AAGau, defnyddio'r wybodaeth hon i ddatblygu cynllun gwaith ar gyfer AAGau - lle mae anfonlonrwydd dyna lle bydd yr AAGau yn canolbwyntio -	Yn gyffredinol, byddwn yn gweld cynnydd mewn boddhad yn y meysydd y craffwyd amynt.	Swyddog Buddsoddi Cymunedol ac Ymgysylltu (E-arweinydd) a AAGau	Hyd 2024		

Vale Homes

Safe in our hands



Cartrefi'r Fro  
Diogel yn ein dwylo

VALE of GLAMORGAN



BRO MORGANNWG

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

Please click on headings to find general guidance or section guidance with an example. You will find supporting information in appendices at the end of the guidance.

When you start to assess your proposal, arrange to meet Tim Greaves, Equality Co-ordinator, for specific guidance. Send the completed form to him for a final check and so that he can publish it on our Vale of Glamorgan equality web pages.

Please also contact Tim Greaves if you need this equality impact assessment form in a different format.

### 1. What are you assessing?

The new Tenant and Leaseholder Engagement Strategy
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### 2. Who is responsible?

<b>Name</b>	Miles Punter	<b>Job Title</b>	Director of Environment & Housing Services
<b>Team</b>	Housing	<b>Directorate</b>	Housing & Building services

### 3. When is the assessment being carried out?

<b>Date of start of assessment</b>	09 <sup>th</sup> August 2021
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### 4. Describe the proposal?

<b>What is the purpose of the proposal?</b> The Draft Tenants and Leaseholders Strategy aims to work with Tenants and Leaseholders to ensure services are user led and fit for purpose based on service users feedback.
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<b>Why do you need to put it in place?</b> Tenant participation or engagement is a process that involves bringing tenants, leaseholders and landlords together to collaborate and share ideas to co create better services and reach decisions on improving the standards
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# Equality Impact Assessment

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and the conditions of housing services, this includes how money is spent, how services are provided and how decisions are made.

This process involves putting the service users (tenants and leaseholders) at the centre of the process. Vale Homes is committed to Tenant and Leaseholder participation and this Strategy builds on the foundation set by the previous Tenant Participation Strategy. In 2007 the first National Tenant Participation strategy was developed by the Welsh Government which mandated all social landlords to develop their own local Tenant Participation Strategies to promote Tenant Participation.

This is the 4<sup>th</sup> successive Vale Homes Draft Tenant Participation Strategy; each strategy has been built on the foundations of the previous ones and the emerging practice in the sector and thereby building on lessons learnt and the solid foundations previously laid.

### **Do we need to commit significant resources to it (such as money or staff time)?**

In total there is already about 100k allocated per annum to support the delivery of Tenant Participation this includes:

37k directly to support Tenant Involvement/Participation

40k for community environment budgets which deliver on changes requested by residents

An additional 20k for any additional projects to support the community.

The Tenant and Leaseholders participation work will also be supported by the Community Investment budget and all housing staff are expected to support the delivery of Tenant and Leaseholder participation as part of their roles.

### **What are the intended outcomes of the proposal?**

- Increase in % of tenants who feel their views are listened to and acted on
- Increase in % of tenant who feel they are kept informed.
- Increase in overall % satisfaction with Vale Homes
- More Tenants and Leaseholders actively involved in having their say on the services they receive.

Ultimately our vision is to “create a culture where we develop and maximise the opportunities for Tenants and Leaseholders to contribute towards creating tenants and leaseholders centred services”

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<p><b>Who does the proposal affect?</b></p> <p>It affects all our Tenants and Leaseholders.</p>
<p><b>Will the proposal affect how other organisations work?</b></p> <p>It does not affect other organisations</p>
<p><b>Will the proposal affect how you deliver services?</b></p> <p>Yes – in a positive way, the proposal offers new opportunities for all residents to get involved, not only in a traditional formal meeting setting but online meetings and attending informal face to face networks.</p>
<p><b>Will the proposal impact on other policies or practices?</b></p> <p>No</p>
<p><b>Can you change the proposal so that it further promotes equality of opportunity and fosters good relations?</b></p> <p>The proposal already does this. We have reviewed the old strategy and developed this new Tenant and Leaseholder participation strategy with a view to incorporate equality of opportunity and we will be going forward be capturing the protected characteristics of all tenants and leaseholder involved in our participation structures.</p>
<p><b>How will you achieve the proposed changes?</b></p> <p>We have increased the range of ways in which people can get involved, we will now have an online meeting presence, opportunities to meet locally, we already have provision in place to ensure that our meeting rooms are DDA compliant, we send information bilingually and can be made available in other formats too.</p> <p>We have this year captured a baseline of information of who is currently involved and engaged in our engagement structures and have captured things like, age, gender, sexual orientation and ability – we will continue to monitor this to ensure we build on the areas where there is a lower cohort/take up of involvement.</p>
<p><b>Who will deliver the proposal?</b></p>

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

The housing teams – led by the internal Housing Tenant and Leaseholder participation working group

**How will you know whether you have achieved the proposal’s purpose?**

We have an action plan with measures that the working group will monitor and report on.

### 5. What evidence are you using?

**The Gunning Principles**, established from past court cases, can be helpful in ensuring we apply fairness in engagement and consultation:

**Principle 1:** Consultation must take place when the proposals are still at a formative stage. You must not have already made up your mind.

**Principle 2:** Sufficient reasons must be put forward to allow for intelligent consideration and response. Have people been given the information and opportunity to influence?

**Principle 3:** Adequate time must be given for consideration and response. Is the consultation long enough bearing in mind the circumstances?

**Principle 4:** The product of consultation must be conscientiously taken into account when finalising the decision.

**Have you complied with the duty to engage as described above and are you sufficiently informed to proceed?**

<b>Yes</b>	Yes	<b>No</b>	
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#### **Engagement (with internal and external stakeholders)**

- We have developed an internal cross departmental working group (of officers with various degrees of seniority) and engaged with them to get their feedback.

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

- We have engaged with the Tenant Working group ( a group of Tenant representatives elected to speak on the Tenants behalf via the residents boards) to seek their input.
- We have taken an initial progress report to the Homes and Scrutiny group (which consist of Cllrs, Senior Managers and Tenant Representatives) to seek engagement and initial feedback.
- We have considered Welsh Government good practice in the field of Tenant Participation and incorporated this.

### **Consultation (with internal and external stakeholders)**

- We have consulted with internal teams – Officers and Senior Managers.
- As a housing provider we have consulted with our Tenants working group who represent the Tenant base.
- We will also be consulting with the wider Tenant base by putting the document out to consultation on the Council Website.
- There will be a period of 4 weeks formal consultation before the strategy goes to the internal Council Homes and Communities Scrutiny committee and the formal Cabinet for sign off.

### **National data and research**

[https://gov.wales/sites/default/files/publications/2019-07/hearing-the-tenants-voice\\_0.pdf](https://gov.wales/sites/default/files/publications/2019-07/hearing-the-tenants-voice_0.pdf)

[https://www.tpas.cymru/ckfinder/userfiles/files/InvolvementEssentials\\_Eng\(2\).pdf](https://www.tpas.cymru/ckfinder/userfiles/files/InvolvementEssentials_Eng(2).pdf)

### **Local data and research**

Vale Homes STAR Tenant Satisfaction Survey

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

Tenant Engagement Research with engaged groups

Tenant Engagement Research with engaged groups from a Digital Perspective

Tenant Profiling Vale Homes Research

### 6. How robust is the evidence?

**Does it show what the impact will be (positive and negative)?** The current evidence on engaged Tenants provides us a baseline of who is involved in our internal Tenant Participation structures. It captures, Age, Gender, Ability, Sexual Orientation, and Race – it does not show impact. It provides a snapshot of the current situation around Tenant Engagement, it demonstrates who gets involved and where we need to target for example, we know we need to target a younger audience, we know that the majority of people engaged are from a white heterosexual background.

**What are the gaps?** We currently only have feedback of a small sample of engaged Tenants, so the baseline isn't 100% - work is still underway with collecting the data about all tenants and their appetite to get involved, this data will provide a better picture of those that wish to have involvement.

**What will you do about this?** At a micro level in terms of engagement going forward we will collect full data on all characteristics when new Tenants join involvement activities – this will allow us to develop an ongoing picture of those people that are engaged and what protected groups they belong to – this will help us determine who we are still unable to engage with and where we need to focus.

At a macro level there is also information which is being captured via the STAR satisfaction survey that covers protected characteristics - we will look to use that data to help aid our understanding of our full Tenant base and develop a picture of what percentage of what cohort groups are involved, and where targeting support to reduce barriers needs to commence.

**What monitoring data will you collect?**

Age

Disability,



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Gender reassignment,  
Marital or Civil Partnership Status,  
pregnancy/maternity,  
Race, Sex and Sexual Orientation  
Frequency of involvement  
Confidence growth,  
Increase in skills set  
Increase in inclusion and  
Reduction in social isolation.

**How often will you analyse and report on this?**

Annually

**Where will you publish monitoring data and reports?**

Homes and Scrutiny Committee meeting reports published on the Council website

### 7. Impact

**Is there an impact?**

There is no negative impact

**If there is no impact, what is the justification for thinking this? Provide evidence.**

Given the scope of the draft Strategy, there is no indication that there is a protected characteristic issue. No equalities impact was identified during the consultation also given what we are looking to do in terms of increasing involvement this will lead to

- ✓ confidence growth,
- ✓ increase in skills set
- ✓ increase in social networks
- ✓ reduction in social isolation
- ✓ delivery of quality services and

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

✓ increased customer satisfaction  
we have a comprehensive action plan driving these outcomes.

### If there is likely to be an impact, what is it?

At this point in time, we understand the impact on the various protected groups to be neutral however – we need to deliver the strategy and monitor this only then can we be confident that it is.

**Age** – positive impact,

**Disability** - positive impact

**Gender reassignment, including gender identity** (Ensure policies explicitly include same-sex couples and use gender neutral language.) positive impact.

**Marriage and civil partnership (discrimination only)** positive impact

**Pregnancy and Maternity** positive impact

**Race** positive impact

**Religion and belief** positive impact

**Sex** positive impact

**Sexual orientation** positive impact

**Socio-economic considerations** – positive impact

**Welsh language** positive impact

**Human rights** positive impact

### How do you know?

**Explain this for each of the relevant protected characteristics as identified above.**

Given the scope of the draft Strategy, there is no indication that there is a protected characteristic issue. No equalities impact was identified during the consultation on the strategy.

### What can be done to promote a positive impact?

**Explain this for each of the relevant protected characteristics as identified above.**

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

**Age** – positive impact, our new draft strategy has in place options for all age groups to be engaged – as well as digital options for the younger cohort and face to face for those that wish.

**Disability** - positive impact, our new strategy has in place options such as meeting venues being DDA compliant, text and information available in large text or brail for example.

**Gender reassignment, including gender identity** positive impact - all staff members have undergone Gender reassignment, including gender identity training via stonewall, and actions to increase diverse voices in Tenant Participation have been included in the draft action plan for the strategy.

**Marriage and civil partnership (discrimination only)** positive impact - staff members have undergone equality and diversity training and actions to increase diverse voices in Tenant Participation have been included in the draft action plan for the strategy.

**Pregnancy and Maternity** positive impact – a variety of options at different times of day, different times of the year are available for all to get involved in – service users can dip in and out so doesn't mean full commitment at every meeting is required to become involved.

**Race** positive impact – equality training has been delivered to all and actions to increase diverse voices in Tenant Participation have been included in the draft action plan for the strategy, the strategy will also be sent to the VoG Ethnic Minority Network for comment.

**Religion and belief** positive impact – actions to increase diverse voices in Tenant Participation have been included in the action plan for the strategy, the strategy will also be sent to the VoG Ethnic Minority Network for comment.

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**Sex** positive impact – actions to increase diverse voices in Tenant Participation have been included in the draft action plan for the strategy. The draft strategy will also be sent to the VoG Glam network for comment.

**Sexual orientation** positive impact - actions to increase diverse voices in Tenant Participation have been included in the draft action plan for the strategy. The strategy will also be sent to the VoG Glam network for comment.

**Socio-economic considerations** – positive impact, we see the nature of the work that we wish to take forward in tenant participation would have a positive impact by supporting residents to build their confidence and have their say. Actions within the draft strategy and links with the community Investment employment and skills service is allowing us to embed social economic considerations into this work. We will monitor this through feedback questionnaires.

**Welsh language** – positive impact, Bilingual correspondence is issued in accordance with Welsh Language Standards. The draft Strategy is available and all relevant information is available both in Welsh and English.

**Human rights** - positive impact - Article 1 of the First Protocol of the Human Rights Act 1998, which protects the right of the individual to enjoy their property peacefully, is made out throughout the formation of the draft Strategy and will feature as a key part in the delivery of the strategy as its principle aim is to seek Tenant and Leaseholder opinions so that they can enjoy their property.

### **What can be done to lessen the risk of a negative impact?**

**Explain this for each of the relevant protected characteristics as identified above.**

Given the scope of the draft Tenant and Leaseholder Participation strategy there is no indication that there is a protected characteristic issue. Consultation to date has not highlighted any impact.

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### Is there a need for more favourable treatment to achieve equal outcomes? (Disability only)

Yes – we have provision in place to ensure those unable to travel unaided are provided support and carers to attend meeting – Taxis arranged and paid for where needed, payment made for brail or large print if needed.

### Will the impact be positive, negative or neutral?

Explain this for each of the relevant protected characteristics as identified above.

**Age:** positive impact.

**Disability:** positive impact

**Gender reassignment, including gender identity** (ensure policies explicitly include same-sex couples and use gender neutral language): positive impact

**Marriage and civil partnership (discrimination only):** positive impact

**Pregnancy and Maternity:** positive impact.

**Race:** positive impact

**Religion and belief:** positive impact

**Sex:** positive impact **Sexual orientation** (ensure policies explicitly include same-sex couples and use gender neutral language): positive impact

**Welsh language:** positive impact

**Human rights:** positive impact

## 8. Monitoring ongoing impact

### Date you will monitor progress and outcomes

Every 6 months in line with reporting to housing and scrutiny committee, following strategy approval.

### Measures and outcomes that you will monitor

See section 6 and Draft strategy action plan

### Date you will review implemented proposal and its impact

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

This will be reviewed annually from the dates of strategy approval/sign off from Cabinet.

### 9. Further action as a result of this equality impact assessment

Possible Outcomes	Say which applies
No major change	
Adjust the policy	
Continue the policy	As a result of the equality impact assessment this strategy should continue as there are no known negative impacts – the work undertaken and the work to be undertaken as part of the strategy is likely to have a positive impact.
Stop and remove the policy	

### 10. Outcomes and Actions

**Recommend actions to senior management team:**

To endorse and approve the strategy – following having read the EIA.

**Outcome following formal consideration of proposal by senior management team**

### 11. Important Note

**Where you have identified impacts, you must detail this in your Cabinet report when seeking approval for your proposal.**

# Equality Impact Assessment

## Including the Welsh Language and Socio-economic Duty

Covered in the report to cabinet

### 12. Publication

#### Where will you publish your approved proposal and equality impact assessment?

This will be published on the council website along with the cabinet papers related to the Tenant and leaseholders engagement strategy which is due to go to cabinet in December 2021

In addition to anywhere you intend to publish your approved proposal and equality impact assessment, you must send a copy to Tim Greaves, Equality Co-ordinator, to publish on the equality pages of the Vale of Glamorgan website.

### 13. Authorisation

Approved by (name)	
Job Title (senior manager)	
Date of approval	
Date of review	