

Adra

News and information
about your local
communities
Summer 2021



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A word from Iwan, Adra's Deputy Chief Executive

The time has come for us to send you a newsletter again.

It has been over a year and a half since the pandemic began, but we are pleased that there is light at the end of the tunnel as more people get vaccinated against COVID-19.

It's been a very challenging time for everyone. I hope you have been well during this strange time and, like me, see the hope and the better times ahead.

Despite the pandemic, we are still trying our best to serve you in the best way possible and to develop our company for the benefit of local communities.

We have set up Academi Adra, a project to help our tenants who need or want to develop skills to encourage and support them into suitable employment. Information on the opportunities is available on our Adra Community website, and read more on page 4.

We have also set out our intentions on how to meet targets to be more environmentally friendly and reduce carbon. There is more information about how this can affect you and how you can get involved on page 12.

It is good to look back at what we have achieved, but even better to look forward to what is to come. The time has come to look at Adra's future. We asked what you, our tenants, think about how we should plan our future as we create a new corporate plan. You can read more about this in an article on page 10.

We have set out our intentions on how we want to build 1200 new affordable homes in North Wales, including Gwynedd by 2025 and invest in the houses we already have.

We have already reached the milestone of building 200 new affordable homes in Gwynedd this year in 2021.

Regards,

Iwan Trefor Jones,
Deputy Chief Executive, Adra



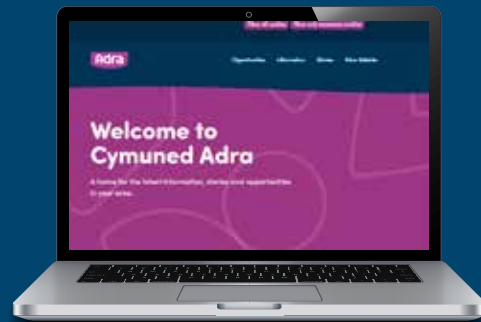
An online Community for you

We've created a new community website for you, called Cymuned Adra. This site contains stories from our local communities as there are so many great things going on in the communities that you are a part of.

At Cymuned Adra we are also going to be sharing great opportunities for our tenants and customers to develop skills that can lead to jobs. We will also share information that we think you may find most useful.

To see if there is a story about your community, someone you know, or a valuable opportunity for you - visit:

Homepage - Adra Community Website



Cymuned Adra

Contact us



Email: enquiries@adra.co.uk



By phone: **0300 123 8084**



Social media: [@adrataicyf](https://www.instagram.com/adrataicyf)



Website: adra.co.uk

Sometimes a chat can make a world of difference. Contact us to talk to one of our officers to see what we can do to help.

Visit our Communities Summer Estates Tour 2021 with Adra's Deputy Chief Executive

Our Deputy Chief Executive, Iwan Trefor Jones and some of our staff took a tour of our communities to chat and see our customers face to face after over a year of virtual meetings and remote working.

We had the opportunity to visit many of our communities across Gwynedd including Caernarfon, Penygroes, Tremadog and Bala. Our community wardens have been busy taking us around. The purpose of the visit was to gather feedback from you and see if there is anything else we can do to help as we plan for Adra's future.



Adra's future in your hands – gathering young people's views on our future in local schools

We are planning the future of our company. This is the plan that will give us direction as a business up until 2025. We really want to know what matters to you, our customers and our tenants and the residents of our communities. You are the heart of our company and we want to know your thoughts and opinions as we create our plan. So Adra's future is in your hands! We have already asked you to complete an online questionnaire, and this time we went out to local schools in Gwynedd to gather ideas from the next generation. Many thanks to Ysgol Tryfan, Ysgol y Moelwyn and Ysgol Godre'r Berwyn for the welcome.



Academi Adra

Academi

Adra

supporting you into work

Academi Adra can offer support and opportunities to help you develop your skills and move you closer to work. We work with our contractors, partners, and other organisations to offer training, qualifications, apprenticeships, work experience, volunteering opportunities and much more.

Recent beneficiaries of the Adra Academy opportunities include Jess and Lauren, our new Housing Apprentices. Both are Adra tenants and have recently started working with us on a two-year apprenticeship scheme. Here's a little about them ...

Jess

I had been working as a sports shop assistant and thinking about what to do with my career. I had considered going to University but then Covid came and that no longer appealed. I was keen to have the experience of face-to-face learning, and I saw the video on Facebook advertising the job with Adra and thought it would be ideal to be able to learn while earning a wage at the same time.

Lauren

I used to work for the health service, and the hours were long and not very friendly for family life. I got a text from Adra saying "Come work for us" and I immediately filled in the form! I was really interested in the work Adra does on tenant support, but through this apprenticeship I also got the opportunity to learn about all the other services they have. Learning, gaining experience and gaining a qualification in the process was too good an opportunity to miss. Since I started, I've had so much support from everyone. These opportunities are here, you just need to go for it!



Jess & Lauren



If you would like to see what opportunities Academi Adra can offer you, please contact **Charlotte Hogan** on **0300 123 8084 / cymuned@adra.co.uk** for a further chat.

New course for Adra tenants, combining qualifications and work experience

We have been working with Grŵp Llandrillo Menai and Procure Plus to design a brand-new course that will be offered specially to Adra tenants. The purpose of the course will be to combine accredited courses and work experience to introduce you to a new career in maintenance and construction.

We have tailored 2 different courses for you:

| Course Title | Maintenance Course | General Contracting Course |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course content and qualifications gained | <ul style="list-style-type: none"> Health and Safety Awareness (CITB SSP) Asbestos Awareness Cut off saw (abrasive wheels) (NOCN) Manual handling Work @ height and harness Awareness – (NOCN) Environmental Awareness (IOSH) PASMA Mobile Towers (PASMA) | <ul style="list-style-type: none"> Health and Safety Awareness (CITB SSP) Asbestos Awareness (IOSH/IATP) Signing, lighting, and guarding) – (NOCN Streetworks) Vehicle Marshalling (NOCN) Cut off saw (abrasive wheels) (NOCN) Work at height awareness –(NOCN) Environmental Awareness (IOSH) |
| When? | Week 1 23/08/21- 27/08/21 Week 2 31/08/21- 03/09/21 | Week 1 16/08/21- 20/08/21 Week 2 23/08/21- 27/08/21 |
| Location | Week 1 Training at Grŵp Llandrillo Menai Grŵp Llandrillo Menai Campus, Llangefni Week 2 Work experience with Adras Tîm Trwsio on one of our estate One of Adra's estates | Work experience with an Adra contractor on one of our development sites Week 1 Grŵp Llandrillo Menai Campus, Llangefni Week 2 With a contractor on Adra worksite |

Up to 12 people can take advantage of this opportunity. The course will be FREE, and the only requirements are:

- being a tenant of Adra, or living in one of our homes
- over 16 years of age
- not already working in a construction job
- be committed to travel to attend the training in Llangefni and work experience on our sites. We will try to arrange a work experience placement as close to home as is practically possible.

To register your interest for the course, please contact Charlotte in the Community Involvement Team on 0300 123 8084 or cymunedol@adra.co.uk by Friday, 13 August at the latest. We will be offering a place on the course on a first come, first served basis, so don't hesitate to get in touch!



A week in the life of Adra's Housing Support Officer

Kathleen Hughes is one of our officers who offers support to our tenants.

She may be a familiar face to many of you in the Bangor area.

Her job is split into two roles. She works three days a week as a Supported Housing Officer, helping tenants and support sites, and two days as a Tenancy Support Officer, supporting vulnerable tenants or people in need of a Little helping hand.

Here's a look at a week in Kath's life and in her words.

Monday

I visit tenants at home on Adra's support sites about twice a week. I do this to make sure everything is fine, trying to support and reduce loneliness and if some don't have a family, I'll make sure they have the help they need.

This can include giving advice on what to do with letters, developing payment plans for bills, supporting them to access benefits online.

I also help tenants get adaptations to their homes if needed or arrange for them to be assessed to see what they need. I work with many other organisations and agencies to support our tenants.

I build relationships with the people I support, providing help, support and reassurance to them and their families. Hearing customers say how my support really helped them, when they had nowhere to turn gives me the best feeling.



Tuesday

I keep Tuesdays and Thursdays free to focus on supporting vulnerable tenants. I try to get help for individuals with learning difficulties or substance misuse problems. I do this by providing food bank vouchers, getting support to improve the condition of their home, or helping them move.

I help tenants to:

- establish or maintain new tenancies
- receive referrals from the mental health service or social services
- refer to GP or healthcare settings.

I can support tenants to access supported funds, to buy white goods, for example, or to set up energy bills.

I talk to between 30 and 40 people a week to see how they are and what they need.

Wednesday

If I'm worried about a tenant and their welfare, I have the option of referring them to social services, getting support for mental health issues, or to Citizens Advice for help with benefit claims.

Every day is different and there is no set routine as you do not know how long a visit or call will take with each tenant. You never know when a tenant is going to call or send a message asking for help.

For each role, I have a weekly team meeting, where we get together and discuss issues that arise.

Thursday

The tenancy support role can be similar in many ways to the housing support role as I work with many of the agencies, such as the Job Centre or social services. But with tenancy support the level of support is more intense and short term. This is due to funding of a maximum of two years, although I rarely support a tenant for more than a year.

I contact these tenants at least once a week and we go through what issues they have and how we can help. The tenants I support will initially receive intensive support for a few hours a week, which diminishes over time. Supported housing tenants can receive up to 45 minutes support week – it could be three visits or shorter calls, or one longer call.

As well as my involvement with the tenants, I have the usual paperwork to do, and the end of the week is usually a good time to catch up – although the paperwork is constant. All tenants have individual support plans which are reviewed every six months. My role is funded by the Housing Support Grant in Wales and we submit these to the Welsh Government.

Supported housing and tenancy support is about making customers independent, feeling safe, managing their accommodation, and supporting their physical and mental health."

And that is a week with Kathleen. What a busy week!

Hopefully this has given you an idea of the kind of work she does and how so many people benefit from her help.

Homes to encourage older people to live an independent supported life in the Penrhyn Llŷn

Are you or someone you know over 55 or registered disabled, from the Penrhyn Llŷn and looking for a new, convenient home, designed and built specifically to encourage older people to live independently with support?

28 bespoke apartments will soon be available.

What will be included for each customer?

- Self-contained flat with kitchen, living room, wet room, one or two bedrooms
- Community garden
- Designated parking space
- Intercom
- Communal room and kitchen
- On-site part-time officer

A Local Lettings Plan will be drawn up for these homes, so that suitable applicants who have a local connection with the Penrhyn Llŷn area are given priority. Please contact our Lettings Team as soon as possible to be considered: gosod@adra.co.uk | 0300 123 8084



Award for Excellence in Customer Services

Once again, we have been successful as we have received an Accreditation Award for Excellence in Customer Services for the third consecutive year.

Following a recent assessment by the Assessment Centre, we have received confirmation that we continue to meet the Excellence in Customer Services Standard and we have received this award again.

We have also been successful in achieving Compliance Plus grades for our work within our communities and our customers. This includes setting up a Bereavement Team, Adra Academy to support our customers / tenants to employment and developing a new website specifically for our tenants, named Cymuned Adra, which is an additional and digital part of our tenants' newsletter. We have also received an award for partnership work to develop a homeless support package in our new development site at 137 High Street, Bangor.

Hugh Keachie Excellence in Customer Services Assessor said:

"Adra has shown excellent levels of Customer Service. Adra is an organisation which is good at looking outside of the box, and this has been very useful in the pandemic. They create excellent opportunities for their customers and it's clear that staff are committed to providing good quality services. It was very positive to hear that staff feel that they are appreciated and empowered to achieve tasks."

Sarah Schofield, our Customers and Communities Director said:

"I am very pleased that we have succeeded to receive the Accreditation for Excellence in Customer Services once again after a challenging year.

"Our customers are at the centre of everything that we do, and staff are determined to provide excellent services which keeps our customers safe and comfortable in their homes. It's encouraging to be acknowledged, and to receive positive feedback for the work that we do.

"We respect, appreciate and listen to our customers and they have the right to expect the best from us. We are aware that there is room for improvement, and we are open to comments and ideas.

"I would like to thank to all the team at Adra. We look forward to developing further and to do our best for our customers."



Sarah Schofield



CUSTOMER SERVICE EXCELLENCE®

How satisfied are you with us?

The most recent results have been published



We have received the results of the customer satisfaction survey, which is a survey to find out how satisfied you are with us as housing providers and the services that we offer. The survey is undertaken by an external company.

The most recent survey shows that customer satisfaction had generally increased across several of our services.

We were pleased so see an increase in the number of tenants that find that we are dependable and that they can trust us.

We were also pleased to see that there is satisfaction regarding the way in which customers and tenants feel that we have managed the COVID-19 situation.

Of course, there is still room for improvement, and we greatly appreciate customers views and feedback, and we appreciate your time when we phone.

Community Stars Winners 2021



Our Community Stars awards are back.

Thank you all for your nominations, this year has been special regarding the voluntary work that some of our tenants have undertaken and it's a pleasure to recognise some of the work here.

Therefore, these are some of this year's winners. All other winners are listed on our website Cymuned Adra.

Mary Lou and Aled Reese

Both were nominated for their excellent work in the community of Pwllheli during the pandemic. Mary Lou and Aled are a retired couple from Pwllheli. Both have been busy in helping the community with various activities. Mary Lou has been very busy in creating her own safety face coverings and providing 'scrubs' to the local hospital, whilst Aled has been helping the elderly within the community by cutting the grass and undertaking other odd jobs to help. Thank you for your contribution to the local community.



Sandra Williams-Evans

Sandra has been nominated for her work in helping her neighbours over the last year.

Even though she is a busy mum, Sandra has been helping the elderly and vulnerable in her community for up to three days a week over the year and that is by collecting prescriptions and shopping. Thank you, Sandra!



Kevin Williams

Kevin has been nominated for the work he has undertaken to clean and maintain the site where he was living in Bangor for several years.

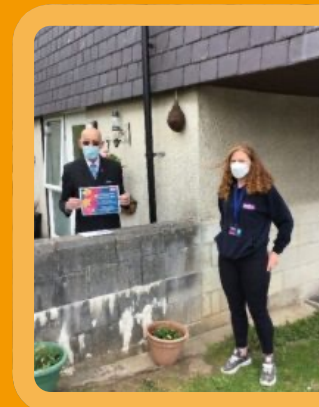
Kevin also is trying to improve the appearance of the site by planting flowers in the communal area, tidying the bin area and sorting the recycling items appropriately.

Thank you so much for your voluntary work Kevin and having characters such as Kevin who go the extra mile in our homes makes a huge difference to our communities.

As you can see it has been a special year and such good voluntary work has been going on in our communities.

We look forward to announcing more community stars soon.

If you know someone that should be recognised as a Community Star, please visit our website to nominate: adra.co.uk



Carol Young, Samantha Young and Maria Mielczarski

During the first lockdown period, Carol, Samantha and Maria were very active in helping neighbours who had to "shield" by arranging their weekly on-line shopping from the local supermarket. They have also been busy in arranging the collection of goods from local shops such as newspapers, bread, milk, and other essentials.

It was a major campaign and ensured that many residents who were unable to shop for themselves and without family or friends nearby were provided with a regular supply of food, drinks and essential goods whilst they stayed safe in their homes during the pandemic.

Thanks to the three of you for making a big difference to the lives of the residents at the Old Palace, St Asaph.



Participation Opportunities

Hearing your views and receiving your input as tenants on our work is important to us. We offer a wide range of opportunities to enable you to provide your views, whether by meeting other tenants, completing an on-line survey or a phone consultation. You can choose how and when you wish to take part with us.

Taking part is an opportunity for you to learn more about the work of Adra and share your views to improve services. You will also have the opportunity to meet other tenants and develop your skills.

Assistance is available to help with any costs such as travelling or care, and we would support you by offering various training.

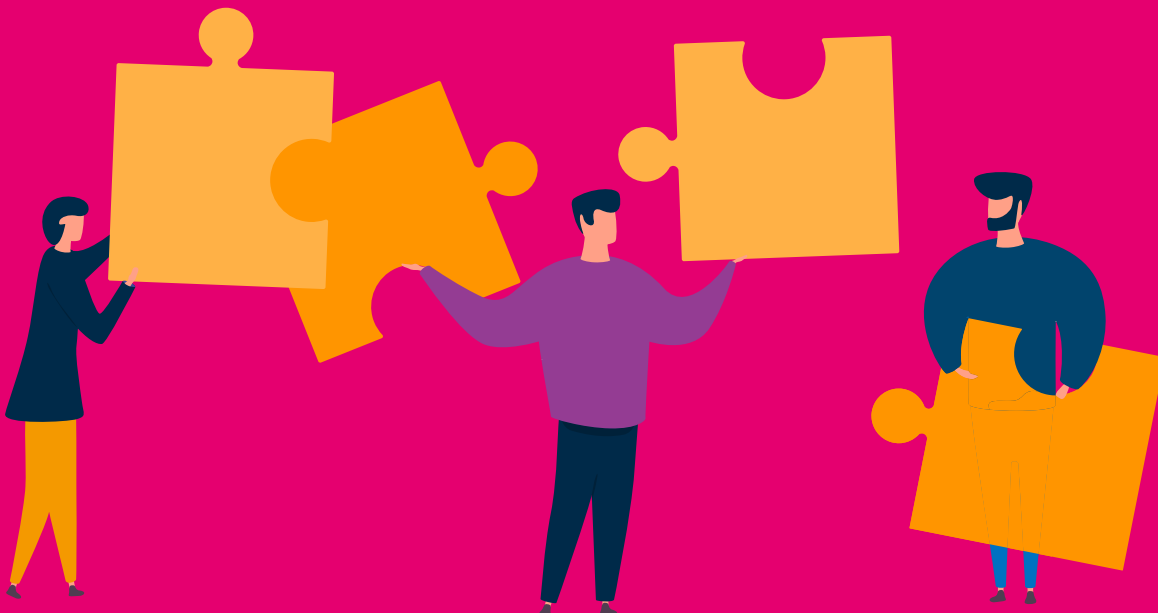
Adra's Tenant Partnership

We are always keen to welcome new members to the Partnership. This is a group of tenants whom we meet every two months or so to share views and input into decisions involving your homes and the services that you receive from Adra.

The Tenant Partnership has played a major role in the work of Adra over the past years, including monitoring our performance, inspecting services and reviewing and changing policies and procedures.

We discuss changes or new developments to our services or in the housing field which impacts the tenants, e.g. Rents, Customer Care, Trwsio Services and much more.

If you would like to join or after further information, please contact Charlotte on 0300 123 8084/ cymunedol@adra.co.uk



Safeguarding

Safeguarding means protecting children and adults from abuse or neglect. It also means educating people who are close to them to recognise the signs and dangers. We have a responsibility to protect vulnerable groups and deal efficiently with allegations, danger, abuse or neglect.

What is abuse?

Abuse can happen in various ways (it includes abuse which happens anywhere, a private home, an organisation or any other place) including:

- Physical
- Sexual
- Emotional / psychological
- Economically and financially – including having monies or property stolen; being cheated, being put under pressure regarding monies or property or misuse of monies or other property.
- Neglect
- Discriminatory and / or hate crime
- Domestic abuse
- Forced marriage
- Modern Slavery – including human trafficking, slavery, child slavery, trapped by debt, and forced labour

Neglect means failure to meet the basic physical or mental needs of a young individual or adult which could lead to a significant harm to their welfare e.g. impairment to the individual's health or an impairment to the child's development.

Identifying abuse and neglect

There are several signs of abuse, these will vary due to the type of abuse or neglect.

The victim of domestic abuse could show evidence of scratching, bruises, burns and scalds.

The victim of sexual abuse might become introverted and find it difficult to walk or sit or there could be a change in their usual behaviour.

The victim of emotional or psychological abuse might show high levels of strain or anxiety, self-harm, showing signs of depression or seeking attention.

The possible signs of financial or economic abuse are lack of belongings such as clothes or personal items such as a mobile phone.

The victim of neglect might show the following – deteriorating health, rash, sores, inappropriate clothes or untreated health conditions

Our duty

One of the most important principles of safeguarding is that this is everyone's responsibility. It's not our duty to prove abuse or neglect but it's our duty to report any concern. We would respect confidentiality when dealing with safeguarding matters, but we would share information with partner agencies, for example:

- Social Services
- The Police
- Domestic Abuse Agency

Sharing relevant information effectively between professional people is essential to safeguard vulnerable groups. We will fully comply with other agencies and partnerships when dealing with safeguarding matters

What to do if you are worried about a vulnerable individual?

If there are situations which are of concern to you that there is a risk to the welfare and safety of an individual, then, contact us as soon as possible on 0300 123 8084. If out of working hours (between 5pm and 9am) please contact the Safeguarding Team within your relevant local authority.

- Gwynedd Council: 01248 353 551
- Denbighshire County Council: 0345 053 3116
- Conwy Council: 01492 515777
- Wrexham Council: 0345 053 3116
- Flintshire County Council: contact the Police on 101

Or in an emergency, contact the emergency services on 999.

Making your home and company less damaging to the environment by reducing carbon emissions what do you need to know?

We are taking steps to tackle climate change by the decarbonisation of our company and homes which we provide to create a sustainable future for the future generations of north Wales. We have started our work to change 80 homes to be more eco-friendly. Look at the questions below to learn more.

What are you trying to achieve?

We are trying to ensure that we reduce the adverse effect on the environment.

How do you intend to do this?

By reducing carbon emissions - we measure our carbon footprint and have noted the changes and actions required, which includes the decarbonisation of the homes that we provide.

Therefore, what are the actions and changes required?

We are ahead of the game as we work together with Welsh Government, we are among the first in the UK to commit to the decarbonisation of the homes that we provide, with the support of Welsh Government Fund.

What does decarbonisation mean?

Decarbonisation means reducing the carbon dioxide in the atmosphere, as much as possible. This will reduce the damage to the environment.



What does Optimised Retro-fit mean?

Optimised Retro-fit means placing effective technologies in your home instead of the ones that you have now, to support reduced intensity carbon energy sources for power, heating and hot water. It can also make your home warmer as the heat will stay in your home. It's essential that any measures you choose for your homes are correct based on your property and needs.

Will I get something from this project?

By understanding how effective your home is, we can find ways of improving its efficiency and that should lead to reduced bills and more comfort in your home. Even though it's beneficial to you, it also helps Wales to reduce its carbon footprint.

This is a brief overview of the project.

Customers in the homes that are interested in the retrofit programme must take part in a survey, and then we will let them know of the next steps. Go to our website for more information: adra.co.uk and look for Optimised Retrofit, or if you are interested in the project or if you have a specific question, contact us.



What is Tai Teg and how can I be part of it?

TAI TEG

Tai Teg is the affordable homes register in north Wales.

If you are interested in an affordable home under the intermediate rent scheme, buy to rent scheme and so on - then this is for you. It's important that you register.

How to register?

- Go to www.taiteg.org
- Click on 'Register with Tai Teg'
- Complete the application form
- Click on the "submit form"
- Tai Teg will then assess your application. If you meet the criteria and are approved, you can then apply for an affordable home - which is different to social housing.

Am I eligible to register?

You must meet the following criteria to register:

- 18 years +
- In employment with gross income of £16,000 - £45,000 (benefits don't count as income)
- A first-time buyer or if the home you live in now is unsuitable or does not meet your needs as a family
- You cannot afford to rent on the open market