



## Tai Ceredigion Monitoring Group Annual Report - 2015-16

This has been a hard year for the Group. I was out of action for most of the year, having had a nasty fall, which meant that Peter Deakin, Vice Chair had to take on the role for most of the year. I would like to personally thank him for all his hard work during this time. The Group has also lost a number of members over the last 12 months. Doug Williams and Melanie Evans have left along with 2 of the original members Margaret Washer and Bill Irving. Catherine Shaw, who was our Minute Secretary, has also moved on having been co-opted onto the Board of Tai Ceredigion. I along with the other Group members would like to thank them all for their valued contribution and wish them all well for the future. We do however have a new member, Anne Watkins from Lampeter has recently joined the Group and we look forward to working with her.

The officers of the group continue to meet monthly with the Executive team or Operational Managers, where they get the opportunity to raise issues and review the performance of Tai Ceredigion. Officers have also attended business planning meetings and Board meetings in order to ensure that the Groups views are taken into account when the Board make decisions.

The Group has been busy going through a number of policies that are due for review, such as the anti social behaviour, rent arrears and domestic abuse policies. This will be an ongoing process as legislation changes will need to be taken into account. Members have also carried a number of phone surveys which have covered general repairs, Medra and the installation of External Wall Insulation. All feedback from these surveys is taken back to Tai Ceredigion in order to help improve the services that they provide.

As well as continuing our monthly meetings, members have also been busy carrying out regular inspections of Void properties prior to being re-let, as well as Estate inspection across the county and setting Service standards.

In March the Group reviewed its own terms of reference, which means that any community, town or county councillor will not be allowed to be a member of the Group in order to avoid any potential conflict of interest.

In June Sarah Laing and Marian Roberts, Regulation officers from the Welsh Government, met with the Group and members were given the opportunity to tell them directly how they felt Tai Ceredigion was performing. Members were also involved when auditors TIAA undertook an internal review of Tenant Participation on behalf of Tai Ceredigion, spending over 2 hours speaking to the auditor and explaining how Tai Ceredigion involve their tenants.

There have been a number of Welfare Reform meetings held by Tai Ceredigion over the last 12 months and members have been attending these ensuring that tenants perspective are given.

Funding cuts have meant that Ceredigion Peoples First Group had to be disbanded and the Disabled People Together Group has also disbanded temporarily meaning the loss of a Forum to raise disability issues with Ceredigion County Council.

The Group had members on both of these Forums, and the Council have decided that CAVO should run a similar Forum in the future, so it will be interesting to see how the new Forum develops.

"The Big Day Out" was held again this year with nearly 250 tenants from Tai Ceredigion, Cantref and Mid Wales Housing attending. Members had the chance to chat to tenants and there was excellent feedback from those that came along for the fun day.

Five members attended the Welsh Tenants Conference in Llandrindod Wells in September, where all guest speakers and hosts were women, a first for Wales!!

In October we held our own Conference at TyGlyn, which was well attended and had Marian Roberts from the Welsh Government and Mike Wiseman from the Tenant Advisory Panel as Guest speakers as well as Llyr Edwards, Steve Jones, Lynda Mason-George from Tai Ceredigion and Group member Paul Clasby. Again positive feedback was received and we look forward to holding another one in 2016.

In November two members attended the Tenant Participation Advisory Service (TPAS) Conference, again in Llandrindod Wells, and had the opportunity to gain further information and meet up with other tenants from across Wales.

We have at last been able to book members onto training courses at Trafford Hall, near Chester, with one member attending last month and 3 more due to attend in March. Historically members went on a number of courses there but due to funding cuts from the Welsh Government have not been able to attend for a few years. Members find these training courses excellent and enjoy the opportunity to compare services with other tenants across the UK, so hopefully this chance to have training there will continue.

As usual over the last 12 months the Group has received funding from Tai Ceredigion and started the financial year with a balance of £1377.13. We have received £8000.00 this year and spent £7436.20, mostly on to travel and conference costs. The accounts were recently audited and the current balance is £1940.93.

Members have been involved in the Welsh Government consultation regarding governance and also made aware of potential changes to the structure of the Board of management, such as the reduction in council and tenant nominees. If this change does happen all tenants who are shareholders will be invited to a Special Annual General meeting, where it will be discussed and vote taken.

The Group were also consulted regarding potential payments for Board members, as is the practice in England. Members felt very strongly that this should not happen and submitted their thoughts to Leslie Griffiths, Minister for Communities and Tackling Poverty. They are pleased to note that she took their views into account and decided that payments will not be made.

Once again I would like to thank all the members of the group for all their hard work and I look forward to working with them again in the next 12 months.

**Jim Scanlan, Chair, Tai Ceredigion Monitoring Group  
24th February 2016**