



promoting equality in housing  
hybu cydraddoldeb ym maes tai

# Tai Pawb

Annual Report 2013



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## Tai Pawb

8 Coopers Yard, Ground Floor,  
Centre Court, Curran Road,  
Cardiff, CF10 5NB  
Tel: 029 2053 7630  
Fax: 029 2066 5698

[www.taipawb.org](http://www.taipawb.org)

Company No. 5282554

Charity Registration No. 1110078

Funded by the Welsh Government

This Annual Report can be made available in a range of languages and formats upon request. Please contact Tai Pawb should you require this service.



Llywodraeth Cymru  
Welsh Government

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# Message from Chair and Director

We are pleased to introduce Tai Pawb's Annual report for the year 2012-2013. This was the first full year with Tai Pawb for both the new director and the chair. There was a lot to do and learn to make sure that we continue to fulfil our vision to be the primary driver in the promotion of equality and diversity in housing in Wales as well as a valued partner who supports housing providers and services.

We worked closely with the Welsh Government and other partners on issues of key importance to the promotion of equality and diversity in housing and to the people of Wales, including hate crime, welfare reform,

accessible housing, independent living and more. We researched, influenced and raised awareness of challenges and good practice.

We supported more members than ever and responded to their changing needs by diversifying our training provision, undertaking innovative projects through consultancy, advising organisations on legislation and best practice, organising practical Equality in Housing Seminars, publishing an Equal Outcomes toolkit focusing on social lettings and more.

Our board undertook a self-assessment and together with the director reviewed Tai Pawb's governance arrangements. As a result we made some key changes to ensure that we are fit for



**Vikki Hiscocks**  
Chair



**Alicja Zalesinska**  
Director

purpose and do things right. We also engaged with members through surveys, focus groups and meetings to gauge their needs and satisfaction with our services.

In this challenging economic climate, we were very pleased that we maintained our membership base of 75 members. We would like to thank members and the Welsh Government for supporting Tai Pawb and thus showing their commitment to equality and social justice in housing.



# Tai Pawb Members

## Registered Social Landlords

Aelwyd Housing Association  
Bro Myrddin Housing Association  
Bron Afon Community Housing Group  
Cadwyn Housing Association  
Cardiff Community Housing Association  
Cymdeithas Tai Clwyd  
Cymdeithas Tai Eryri  
Cynon Taf Community Housing Group  
Family Housing Association  
First Choice Housing Association  
Grŵp Gwalia  
Hafan Cymru  
Hafod Housing Association)  
Linc-Cymru  
Melin Homes  
Merthyr Tydfil Housing Association  
Mid Wales Housing Association  
Monmouthshire Housing Association  
Newport City Homes  
NPT Homes  
North Wales Housing Association  
Pembrokeshire Housing  
Pennaf Limited  
RCT Homes  
Rhondda Housing Association

Seren Group  
Taff Housing Association  
Tai Ceredigion  
The Cadarn Housing Group  
United Welsh Housing Association  
Valleys To Coast  
Wales & West Housing Association

## Third Sector

BAWSO  
Care & Repair Cymru  
Cymorth Cymru  
Gofal  
Kaleidoscope Project  
Race Equality First  
Rhondda HA Disability Advisory Group  
Shelter Cymru  
TPAS Cymru  
Swansea Young Single Homeless Project  
Welsh Tenants Federation  
Welsh Women's Aid

## Individuals

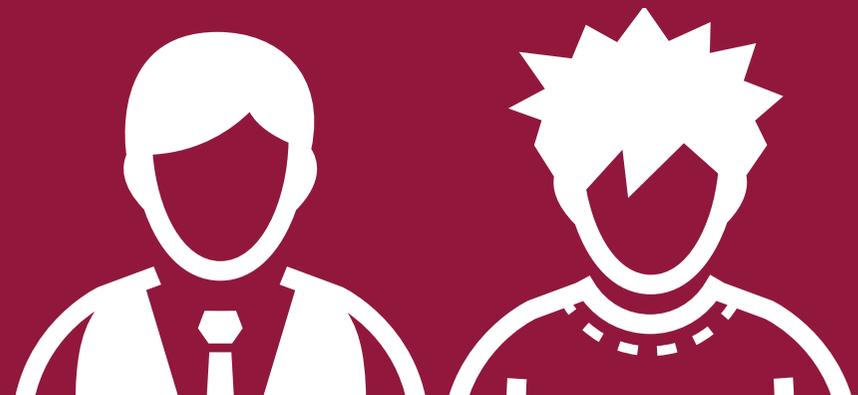
14 individuals listed

## Local Authorities

Caerphilly County Borough Council  
Cardiff County Council  
Carmarthenshire County Council  
City & County of Swansea  
Isle of Anglesey County Council  
Newport City Council  
Wrexham County Borough Council

## Other Housing Interests

Chartered Institute of Housing  
Community Housing Cymru  
HMP & YOI Parc, G4S Care and Justice Services  
Ian Williams Limited  
Leadbitter  
Lovell Partnership Ltd  
Morganstone Ltd  
R&M Williams Ltd  
Welsh Local Government Association





# Highlights

## Research

We worked on "Hate incidents in social rented housing" A review of approaches and the use of the Tackling Hate Incident Toolkit (with Shelter Cymru)

## Guidance

We published "Evidencing Equal Outcomes in Social Lettings – A Self-Assessment Toolkit for Social Landlords in Wales"

## Satisfaction

100% of stakeholders rated our expertise as good and excellent. 80% of stakeholders think the attitude of Tai Pawb staff and their ability to meet their needs is excellent. The remaining 20% think it is good.

## Fair Reach

We delivered consultancy and training equally to all relevant membership categories. We need to improve the Wales wide reach of other activities.

## Member Support

We delivered 25 different training sessions, 27 consultancy projects and gave 67 pieces of advice. We organised 4 Equality in Housing Seminars. That is an awful lot for a small team.

## Training

92% of you thought training increased their understanding of equality in housing to a good or excellent level!

## Training

We developed 4 brand new training packages and reviewed all other training packages to suit members' needs.

## Influence

We gave written and oral evidence to National Assembly for Wales Adaptations Inquiry and UK Parliament Welsh Affairs Select Committee Inquiry into Impacts of Housing Benefit changes.

## Support Reach

80% of our members received direct, 1 to 1 support through advice, consultancy, training and other contact. 100% benefitted from other services like Good Practice Briefings, toolkits, events or e-zines.

# Putting equality on the agenda

This was a significant year for the development of housing policy in Wales and it was very important that Tai Pawb fully and actively engaged with national policymakers to put equality on the agenda. We made sure that we played our role in helping to alleviate some of the impacts of welfare reform and shaping housing policy of the future through involvement with the Welsh Government's Housing White Paper and other areas. Here are some highlights.

- We took action on the Equality Impact of Welfare Reform by providing evidence to the Welsh Affairs Select Committee on the Impact of Housing Benefit Changes; producing a Good Practice Briefing on Welfare Reform; supporting members with customer profiling work and supporting the work of Cuts Watch Cymru.
- We provided evidence to the National Assembly Inquiry into Home Adaptations.
- We played an active role in the housing aspects of the Framework for Action on Independent Living, the Health Impact Assessment of Private Rented Sector Licencing and Accreditation Proposals, the Housing Programme Board, the Housing Information Group and other forums.
- We responded to 27 different consultations. Including the Homes for Wales housing White Paper, where we represented the diverse views of our members and highlighted the importance of equality.
- We joined the Renting Homes Stakeholder Group and Welsh Government Framework for Action on Hate Crime Task and Finish Group, where we actively assisted Welsh Government through facilitation and feedback.
- We acted as an expert on the Welsh Government Accessible Housing Registers Research Steering Group and joined the Accessible Housing Registers Coordinators Group, which we currently host.



# Here to help

This year as always we were there to help. Through their response to welfare reform, social housing providers in Wales showed that they are not only central to the promotion of equality in housing, but more importantly, they have a key role in leading to a more equal and just society. But there is still a long way to go to secure fair housing and equality for ALL. Here is how we supported our members to help them achieve this:

## Tai Pawb Consultancy

Any work that takes us longer than an hour or two is classed as consultancy. Our team was extremely busy this year and met the high demand from our members by working on 27 separate pieces of consultancy. Some of the projects we facilitated were pretty extensive. Here are some examples of what we did:

- Advice on customer profiling and provision of data analysis
- Organisational Equality Needs Assessments
- Facilitating Equality Impact Assessments
- Assisting Equality and Diversity Working Groups through planning and information
- Policy, strategy and equality action plan reviews and assistance with developing those, including equality in employment, HR policies and procedures, rent arrears, allocations, repairs, complaints and others
- Scrutiny of hate crime investigations
- Development and review of contractor manuals

## Tai Pawb Advice

Tai Pawb also provides free advice and information for members when they contact us with short queries. We provided 67 different pieces of such advice this year.

Examples included:

- Requests for examples of good practice
- Advice on Reasonable adjustments and Genuine Occupational Requirements
- Short advice on Equality Impact Assessment process for Empty Properties
- Feedback on Equality Monitoring Forms
- Request for information/contacts for various religious/BME and other groups
- Requests for research information on topics related to various equality strands (e.g. Housing Options for older people; easy read and accessible communication etc.)
- Completion of Stakeholder Surveys



# Tai Pawb Training

As we continued diversifying and promoting our training offer, requests for our training increased significantly. This year we delivered 25 tailored in-house training sessions and developed some new ones in response to our members' needs. Apart from our standard in-house courses we developed and delivered four new training packages:



- Introduction to Hate Crime for Housing Providers
- Working in People's Homes: Equality and Diversity for Contractors
- Customer Profiling and Equality
- Developing Equal Outcomes for Self-Assessment

We delivered the last two as part of the Community Housing Cymru and Welsh Government Regulatory Support Framework.

## Here is what you thought about our support services:

- 92% of participants thought training increased their understanding of equality in housing to a good and excellent level.
- "Now have a much better understanding of how to conduct an EIA – Thank you!" -Training Participant, October 2012

- "Excellent trainer, paced correctly and kept interesting, with good practical examples" - Training Participant, Merthyr Tydfil Housing Association, March 2013
- This is great. Thank you so much on behalf of the Association for taking the time you have to analyse our work to date and provide some very comprehensive ways forward for us. Hafod Housing, August 2012

# Equality in Housing seminars

Our practice focused seminars were popular as ever. This year we raised awareness of equality issues and enabled members to exchange good practice through the following seminars:

- Procurement and Equality: A Winning Team, Bridgend - **July 2012**
- Raising Your Disability Confidence, St Asaph - **September 2012**
- AGM and Customer Profiling Seminar, Cardiff - **October 2012**
- Raising Your Disability Confidence, Cwmbran – **January 2013**



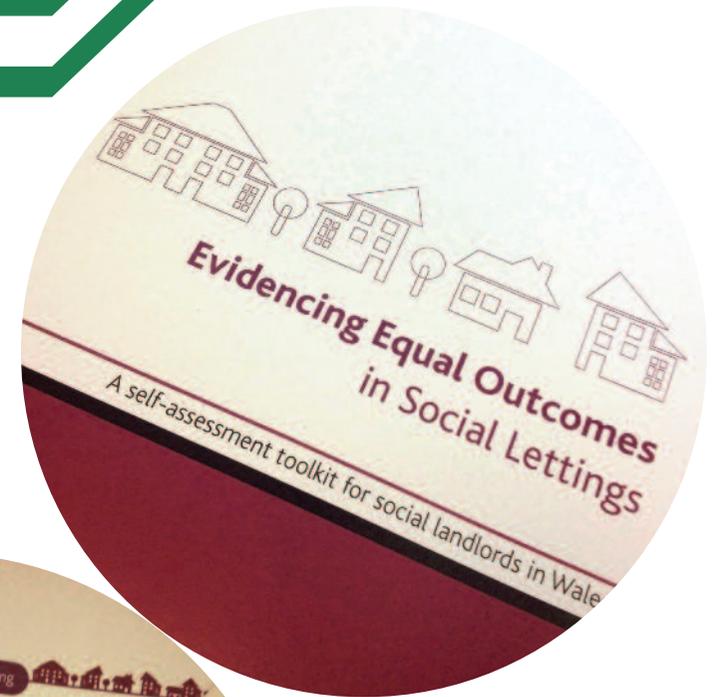
# Research and publications



This year we revamped our regular Good Practice Briefings and focused on providing as many practical examples of housing equality in action as possible. We also worked on more research and publications to support the housing sector.

- We published Evidencing Equal Outcomes in Social Lettings – A Self-Assessment Toolkit for Social Landlords in Wales.
- Together with Shelter Cymru we carried out and launched research for the Welsh Government: Hate incidents in social rented housing: A review of approaches and the use of the Tackling Hate Incident Toolkit.
- We played an active role on the Welsh Government steering group for the review of Accessible Housing Registers in Wales.
- We worked on Equality Guide to Procurement (with i2i, CIH and Morgan Cole) and an Equality Impact Assessment toolkit both of which are due to be published in the following year
- Good Practice Briefings Published and available in members area of our website include:

- **GPB 39** – Making Information Accessible
- **GPB 40** – Welfare Reform, Equality and You
- **GPB 41** – Customer Profiling and Insight Ensuring Equal Outcomes
- **GPB 42** – Housing Diversity in the Private Rented Sector
- **GPB 43** – Reasonable Adjustments in Employment



# Governance



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We wanted to make sure that we are fit for purpose and govern Tai Pawb according to best practice and public sector values. That is why we undertook a board self-assessment and governance review. Here are some examples of what we did as a result:

- Produced risk register and put risk assessment on Board Meeting agendas
- Carried out Board Skills Audit
- Produced new Board Application Pack, application process and trustee job description
- Reviewed financial needs and revised Reserves Policy
- Produced a hospitality register
- Produced a register of all policies and procedures accompanied by monitoring/review dates

We also made sure we are more efficient and professional through changing how we record and track what we do and how we engage with members. We refreshed our service terms and conditions and service delivery procedures for staff. Although we still have some way to go we are committed to continuous improvement in how we operate and have taken some of this work forward to the following year.



# Looking ahead

Below are some key priorities for the year 2013-2014:

We will publish Equality in Procurement Guide and Equality Impact Assessment Toolkit.

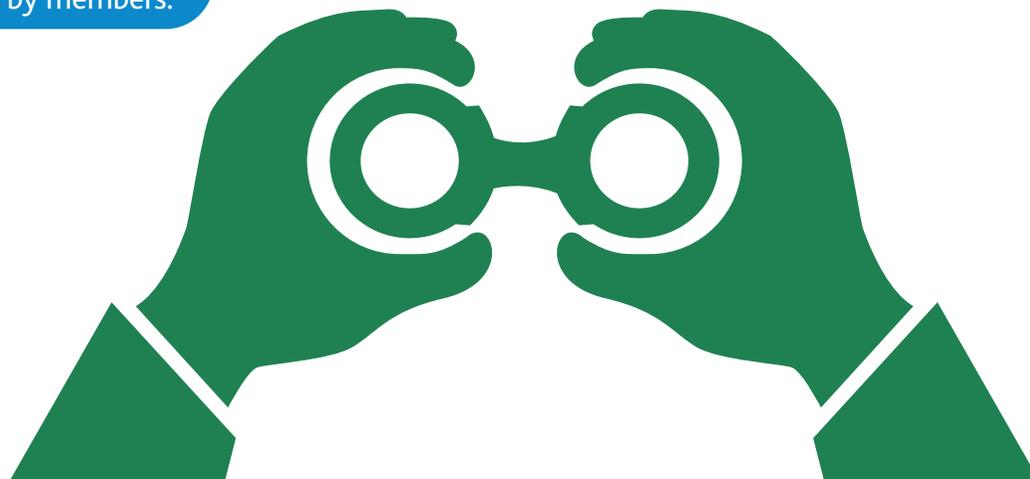
We will publish model template Equality Monitoring Forms with guidance notes.

We will develop two more Equal Outcomes toolkits focusing on Repairs and Customer Care.

We will develop a new 3 year Strategic Plan. We will assess feasibility of our business plans through engagement with members and wider stakeholders, focusing on reviewing our membership offer and diversifying services to increase our capacity to be fit for purpose in the changing climate.

We will take forward feedback from our recent survey and re-design our website and marketing materials to provide more useful information for our members and stakeholders to increase awareness of our services.

We will review our engagement with members and develop a new Welsh Housing Equality Network as requested by members.



# Our staff and trustees



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## Staff members

Alicja Zalesinska	Director
Menna Jones	Office Manager
Hedd Vine	Equality and Diversity Officer (maternity cover)
Sima Kowalewska	Equality and Diversity Officer
Mair Thomas	Equality and Diversity Officer
Emma Reeves-McAll	Equality and Diversity Officer



## Board of Trustees

Vikki Hiscocks	Chair
Val Friday	Vice-Chair
Cate Dooher	
Kevin Protheroe	
Siva Sivapalan	
Mwenya Chimba	
Robert Davies	
Alun Llewelyn	
Dinara Williams	
Kevin Howell	
Mark Jennings	
Graham Findlay	(until 24.05.12)
Wayne Crocker	(until 19.09.12)
Peter Williams	(until 15.10.12)
Shirley Davies	(from 11.10.12)
Janice Bell	(from 11.10.12)
Julie Nicholas	(from 11.10.12)

# Financial Statement

Statement of financial Activities (Incorporating an income and expenditure account) for the year ended 31 March 2013

Incoming Resources	2013 Unrestricted funds £	2012 Total funds £
<b>Incoming resources from generated funds</b>		
Investment income	268	275
<b>Incoming resources from charitable activities</b>		
Membership Fees	51,745	51,675
Tai Pawb Events	2,528	2,775
Charitable Activities	228,736	225,983
<b>Other incoming resources</b>	<b>2,683</b>	<b>810</b>
<b>Total incoming resources</b>	<b>285,960</b>	<b>281,498</b>
<b>Resources Expended</b>		
<b>Charitable activities</b>		
Charitable Activities	248,809	255,170
<b>Governance costs</b>	<b>5,879</b>	<b>6,465</b>
<b>Total resources expended</b>	<b>254,688</b>	<b>261,635</b>
<b>NET INCOMING RESOURCES</b>	<b>31,272</b>	<b>19,863</b>
<b>RECONCILIATION OF FUNDS</b>		
Total funds brought forward	189,808	169,945
<b>Total Funds Carried Forward</b>	<b>221,080</b>	<b>189,808</b>