



CONTENTS

Barcud Monitoring Group

- Introduction
- Terms of Reference
- Code of Conduct
- Confidentiality Agreement
- Contact information consent form
- Online meeting guidelines
- Sub groups
- Barcud's operational area map
- Acronyms

Barcud Consent form for use of photographs

Introduction

Barcud Monitoring Group was formed following the merger of Tai Ceredigion and Mid-Wales Housing Associations.

In the time leading up to the merger, tenants from Mid-Wales Tenants and Residents Forum (TaRF) and Tai Ceredigion Monitoring Group (TCMG) met regularly and formed a Joint Tenant Panel which had tenants and staff from both association on it.

About TaRF

The Tenants and Residents Forum comprised of a group of volunteers' made up from Mid-Wales Housing Association (MWhA) residents. They played a leading role in making sure that the association offered the best service for tenants. The group, reviewed services and policies, from a tenant's perspective, with a report being passed to staff, and / or the board on how they thought those items might impact on tenants.

This feedback helped MWhA, shape and understand how services, past, present and future affected tenants and how things might be improved to the benefit of all.

About TCMG

Tai Ceredigion Monitoring Group was established in 2009, following stock transfer from Ceredigion County Council to the newly formed Tai Ceredigion. The aim of the Group was to represent the tenants of Tai Ceredigion, with their original purpose being to ensure that the planned renovations and "Offer document" promises were delivered.

Members were involved in monitoring services throughout Tai Ceredigion and these are some of the ways they did this:

- Phone surveys
- Estate inspections
- Empty properties inspection prior to re-letting, ensuring they comply with Tai Ceredigions "Re-let Standard", which they Group developed
- Welsh Housing Quality Standard verification

The Group also:

- Held monthly meetings where they discussed any issues which needed to be raised.
- Met with members of Tai Ceredigion Executive Team or Operational Managers Team, alternate months.
- Decided topics for the Tenant Liaison Forums and Tenant Conference
- Reviewed Tai Ceredigion policies and Service Standards
- Responded to Welsh Government and Ceredigion County Council consultations
- Attended Board meetings to present the views to the Board regarding Tai Ceredigions` Strategic Objectives
- Attended Business Planning meetings, with Board members, Executive Team and Senior Management staff
- Attended TPAS Cymru network, disability meetings and annual Tenant Conference, where they met other tenants from neighbouring associations and shared their experiences and good practice.

- Provided regular articles for the newsletter and produced an annual report
- Received training sessions, most recently on Equality and Diversity
- Visited other Housing Associations to discuss how tenants are involved within each organisation and exchange good ideas. They have also hosted tenants from other associations
- Help decide what questions should be included in the STAR (Survey of Tenant and Residents), which was carried out every 3 years, and sent to all tenants.

The Joint Tenant Panel

The Joint Tenant Panel held monthly meetings and discussed what the priorities should be for the new association, which they presented to both Boards in November 2019.

They were also involved in:

- Developing the Joint Tenant Panel Terms of Reference
- Devising questions for the Chief Executive Designate interview
- Interviewing candidates for the new Chief Executive Designate post
- Agreeing the locations for the consultation events across both Housing Association areas
- Developing a briefing and Frequently Asked Questions sheet, which was sent out to all tenants of both associations, prior to the consultation events
- Attending all the consultation events, until Covid 19 meant that the remaining events had to be cancelled
- Submitting a report, noting the consultation feedback, to both Boards, which was considered when the final merger decision was made

The Panel were involved in writing the Tenant Involvement Strategy and Action Plan for the new association, combining elements from both associations` previous documents.

They also looked at how the new Monitoring Group would work following the amalgamation of Mid-Wales Tenant & Resident Forum and Tai Ceredigion Monitoring Group and developed the Terms of Reference for Barcud Monitoring Group. This independent Group will ensure that tenants of Barcud are at the heart of the new organisation, and that the new association will be monitored by tenants and for tenants.

BARCUD MONITORING GROUP

TERMS OF REFERENCE



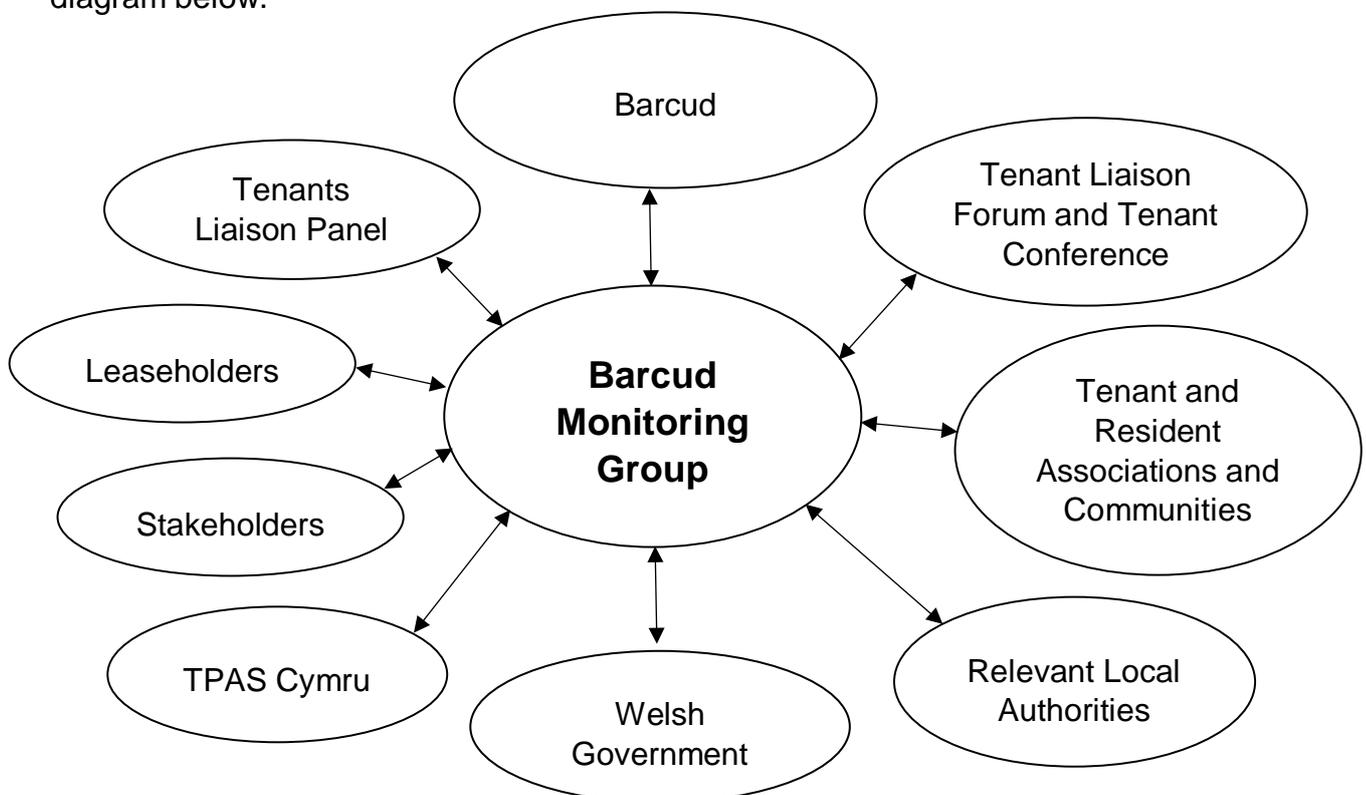
The Objectives of the Barcud Monitoring Group are:

- To provide an accountable and representative structure.
- To influence the future of Barcud by actively pursuing involvement and consultation with tenants and the wider local community.
- To enable tenants to review the management and maintenance of Barcud properties
- To positively promote the work of the Monitoring Group within the wider area particularly with other community and support groups.

Objective 1: Accountable and Representative Structure

1. Structure

The Monitoring Group is an independent, voluntary, not for profit organisation, which will form part of a structure that will enable clear reporting to tenants, leaseholders, stakeholders and communities as well as to Barcud and its partners as shown in the diagram below.



The Monitoring Group will operate on the basis that every member has a part to play and a right to participate fully in its discussions and decisions. Members will however be required to express their views courteously and without offence to others.

Should members fail to do so when reminded of this obligation; they will receive a formal warning from the Chair, which will be minuted. Any further breaches of conduct will result in the offending member being removed from the Monitoring Group.

2. Membership

The Monitoring Group will have no more than **26 members** in total and will comprise of the Chairperson, Vice Chairperson, Secretary, Treasurer and 22 Committee Members. Two of these 22 places will be earmarked for leaseholder representatives.

Membership of the Group will be reviewed as part of an annual review, to ensure representation is being achieved. **Neither a County, Town nor Community Councillor can be a member of the Group, due to incompatibility of the position.** As part of the annual review, a skills audit of members will be carried out with the help and advice of the Tenant Involvement Officers, to identify any opportunities to train people to fulfil their roles and their potential.

Any member absent from three meetings without giving apologies in advance will be removed from the Group. Apologies must be given to an Officer of the Group only.

Family membership

Family members are entitled to membership of the Group. In such cases where there exists more than one family member or more than one member from the same household then only one of these members may hold an officer position, within the Group and/or be a cheque signatory.

All members except the Chair, will have a vote, with the Chair having a casting vote, if necessary.

Co-option

The officers of the Group are to be elected at the Annual General Meeting of the Group, which is to be held in the month of October, in order for their appointments to be ratified by tenants in attendance at the Tenants Liaison Forum, which is to be held in the month of February. To fulfil the requirements of the Group, such as being quorate at the Tenant Liaison Panel meetings, then the officers may co-opt members to fill any vacancies in accordance with the below criteria:

- If one or more officers is unable to fulfil their duties as an officer for a period of time longer than one month then the remaining officers reserve the right to co-opt members of the Group at its discretion.
- No more than two co-opted members can hold an officer position at any one time.
- The co-option of a member will be ratified at the next general meeting of the Group.

- The co-optee must stand down on the return of the absent officer.

As required, other persons or organisations will be invited to attend and address the Monitoring Group meetings with such attendance to be agreed by the Monitoring Group in advance, unless exceptional circumstances should arise, where the Chairperson can make an informed decision.

Co-option - Independent Advisor

- Where the group deems it is necessary, it may co-opt up to 2 independent advisors.
- This person does not have to be a tenant of Barcud but must possess skills which will assist the group in meeting its obligations.
- The person cannot be a County, Town or Community Councillor.
- The person must adhere to the groups governance material and sign the relevant agreements.
- Membership of the group must be approved through the groups voting process.
- The person cannot be an officer of the group but can be a co-signatory
- The person must stand down at the group's next AGM but can be re-elected if the group deems it necessary.
- The person will not have voting privileges.
- The person may claim travelling expenses when attending the group's monthly meetings and or meetings previously approved by the officers of the group.
- Other expenses must be approved by the officers of the group.

3. Code of Conduct & Confidentiality

Members of the group will abide by the code of conduct and the confidentiality policy.

4. Finance

The signatories to the bank account will be at least four members, preferably officers chosen by the group. They should be from different households and not be related. Signatures by any two of the four named signatories will be required for all cheques. Expenditure outside of the daily functions of the Group will require prior agreement from Barcud. No payment for such activity will be made without the organisations consent. All claims must be accompanied by a completed "travel/expenses claim form" and receipts, where applicable. All claims must be in accordance with the criteria outlined on the "travel/ expenses claim form". For accounting purposes, all members are encouraged to deposit their cheques at their earliest convenience.

5. Frequency of meetings

A minimum of 6 Monitoring Group meetings will be held every year. The meetings will be arranged by the Monitoring Group with the support of Barcud's Tenant Involvement Officers. Meetings will normally be held on the last Friday of the month **10.30am – 1.00pm**, at a venue agreed by the Group. In addition to this four officers of the Group will meet a minimum of 6 times a year with Barcuds Leadership Team.

5.1 Quorate

For the Monitoring Group to be quorate there must be 6 + 1 members present at each Monitoring Group meeting, with a minimum of 2 officers in attendance, to conduct the business of the meeting. Where the quorum is not met the meeting will be postponed.

6. Reporting

To ensure that Barcud is kept up to date with Monitoring Group business, the following information will be provided to them:

- Reports to Barcud Leadership Team or Performance Managers at the monthly Tenant Liaison Panel meetings.

7. Support from Barcud

- Supporting and servicing of the Monitoring Group
- Agreeing a formula by which the Monitoring Group will be funded from.
- Provide training for all members of the Monitoring Group to ensure:
 - Understanding of the role and processes of the Monitoring Group
 - Knowledge of any relevant policies and decision making structures
 - Skills for working with community and voluntary groups
- Paying reasonable expenses incurred by Monitoring Group members whilst acting on behalf of the Monitoring Group.

8. Support to Tenant Liaison Forum (TLF)

Provide regular reports to the TLF on the progress of the Monitoring Group and ensure issues of general concern raised by tenants / residents are recorded at Monitoring Group meetings.

Objective 2: Influence the future of Barcud while actively pursuing involvement and consultation from tenants.

- To develop a clear Community Engagement Strategy based on Barcud's Tenant Involvement Strategy and Action Plan
- To actively promote and work in partnership with other community and support groups/organisations to tackle the variety of issues identified within Barcud's communities.

Objective 3: Monitoring & Review

The Monitoring Group will monitor and review the performance of Barcud and receive performance information - for discussion and comment – on:

- Day to day repairs performance
- Progress on achieving the Welsh Housing Quality Standard

- Tenants' satisfaction levels
- Rent performance
- Day to day repairs satisfaction levels
- Lettings
- Void property management
- Anti-Social Behaviour
- Other housing management issues as they arise

These Terms of Reference should be kept under continuous and regular review to ensure that the aims are being met for the tenants, leaseholders and communities as well as Barcud. This will be done by:

- Feedback from Monitoring Group members to the Tenant Liaison Forum
- Thereafter an annual review meeting of the Monitoring Group, with the support of the Tenant Involvement Officers, to review achievements and future plans.

Equal Opportunities

- The Monitoring Group believes it must work towards the aims and objectives outlined in the Barcud Tenant Involvement Strategy and Action Plan.
- It is therefore committed to opposing all forms of discrimination and will actively encourage all members of the community to participate in its activities.
- The Monitoring Group will work towards the development of an awareness of equal opportunity issues.
- The Monitoring Group will try to ensure that any partner organisations also operate an equal opportunities policy.
- The Monitoring Group will welcome, support, encourage and value diversity.

These Terms of Reference were reviewed and agreed by members of the BMG on 28th January 2022

Signed Paul Clasby **Chairperson**

(Print name) PAUL CLASBY

BARCUD MONITORING GROUP

CODE OF CONDUCT



This Code of Conduct provides a set of guidelines that members of the Barcud Monitoring Group (BMG) must abide by in order to carry out their duties.

1. Confidentiality

- 1.1 Members must respect the confidentiality of tenants, leaseholders, staff and the organisation and any data provided by the organisation.
- 1.2 The business of the Barcud Monitoring Group may involve members dealing with issues that may be sensitive and controversial. Members must exercise discretion and care in performing their duties and responsibilities.
- 1.3 When leaving the Group, the exiting member is advised to return all printed material, relating to the Group's activities, to either the Tenant Involvement staff or an officer of the Group for proper disposal. The member is also advised to delete all electronic information, which they may have stored on their personal computers or other digital devices. The member should also return any electronic equipment loaned to them by Barcud to the Tenant Involvement staff or to the Barcud main office.
- 1.4 Members contact details may only be shared with other members of the Group and the information may only be used for this purpose. Members should understand that this information will be kept in line with the General Data Protection Regulations and that they can exercise their right to review the information or request its removal at any time.
- 1.5 Members are reminded that they are expected to abide by the "Confidentiality Agreement" when leaving the Group.

2. Discrimination

- 2.1 No member will discriminate on any ground against any other member of the group or public. Discriminatory language must not be used in discussions. Members should be aware that discrimination in any form can be classified as "Hate Crime" and consequently it is a criminal offence. The Group should not tolerate discrimination of any type and where an incident occurs membership of the Group may be terminated, and appropriate bodies may be contacted. Every member has a part to play and a right to participate fully in the Groups discussions, decisions and activities.
- 2.2 All those who attend meetings have the right to be treated with dignity and respect, regardless of age, disability, gender, race, religion or belief, sexual orientation, gender identity, or any other matter, which causes people to be treated unfairly.

3. Terms of Reference

- 3.1 All members should familiarise themselves with the Groups Terms of Reference to ensure that they meet the aims and objectives of the group.

4. Conflicts of Interest

- 4.1 Individual members should disclose any interest, whether personal or on behalf of any group they represent, that they consider may affect or influence their approach to the matter under discussion.
- 4.2 Members must not use their position to obtain any financial gain or advantage of any kind.
- 4.3 Members cannot be current Tenant Board Members.

5. Conduct

- 5.1 All members are reminded that whilst conducting activities for the Group that they are Ambassadors for the Group, Barcud and our fellow tenants and leaseholders, so therefore they must:
- Show respect and be courteous to each other and support and assist other members in seeking the best possible solution to problems being discussed.
 - Show respect and be courteous to Barcud staff, Board members or representatives from other agencies.
 - Allow each other the opportunity to speak and comment
 - Ensure mobile phones are switched off and not used during meetings, except in the case of emergency.
 - Follow the guidance of the Chair in the conduct of the meeting
 - Raise questions during the meeting through the Chair
 - Follow the agenda at meetings and help each other reach effective decisions
 - Remember that the purpose of the group is to benefit tenants, leaseholders, and members of the community generally and not specific **individuals**.
 - Bear in mind the rights of individual tenants and leaseholders and the duties of staff when proposing solutions to problems
 - Not speak or write on behalf of the group without the prior agreement of the group e.g. Newspapers. Any correspondence sent on behalf of the group should be made available to all members of the group.
- 5.2 Members are advised not to attend Group activities whilst under the influence of alcohol or illegal drugs/substances. In such instances, the member may be asked to leave the activity. The officers of the Group may review their membership, which may result in their membership of the Group being terminated. (See Breach of Code of Conduct, paragraph 9, below)
- 5.3 Throughout meetings, due respect shall be shown to the Chair and through the Chair to all other members.
- 5.4 If at a meeting any member, in the opinion of the Chair, persistently disregards a ruling of the Chair or behaves irregularly, improperly or offensively, or

obstructs the conduct of the meeting, they will be asked to leave the meeting.
(See Breach of Code of Conduct, paragraph 9, below)

6. Attendance

6.1 Members of the group should make every effort to attend meetings and to send apologies to an Officer of the Group, or a Tenant Involvement staff member, in advance of the meeting if they are unable to attend.

7. Political affiliation

7.1 Individual members may be affiliated to/or be members of a political party but they may not represent a political party in their role as a member of the group.

8 Grievance

8.1 If a member of the group has a grievance or issue with the Group or a member(s), they should first raise it with the Chair. If the Chair is not present at the time, the member should highlight their grievance to another officer of the Group or the Tenant Involvement staff, where present, and contact the Chair at the members' convenience.

9 Breach of Code of Conduct

9.1 If a member of the group does not abide by the Code of Conduct, the Chair has the right to ask that they leave the activity. If the breach is deemed serious, as in 5.2 (above) membership may be terminated.

9.2 If a member of the group breaches the Code of Conduct the Chair and Officers of Barcud Monitoring Group will decide what appropriate action should be taken, this may include termination of membership.

9.3 If a member of the group feels that the Chair has breached the Code of Conduct, they may ask the Group to vote on whether the Chair should be asked to leave the meeting. If the majority of the membership is dissatisfied with the performance of the Chair, they may vote to remove the member from the Chair position or have their membership of the group terminated.

9.4 Termination of Membership - Officers of the Group will confer on the matter where chronic illness or other extenuating circumstances exist, before termination action is taken. Non-discriminatory actions and reasonableness to be exercised at all times during the decision process. Other actions to be considered including and not limited to verbal or written warnings. Exceptions, not to be applied in incidents of discriminatory or criminal behaviour towards members, Barcud staff, Board members or whilst representing the Group at a public event.

I agree to abide by the Code of Conduct and know that failure to do so can result in my being asked to leave the Barcud Monitoring Group

Signed: _____

Name: _____ Date: _____

BARCUD MONITORING GROUP CONFIDENTIALITY AGREEMENT



All members of Barcud Monitoring Group (BMG) should be clear about their own roles and responsibilities. Members should also understand the duties of the Group and necessary boundaries.

Confidentiality is considered a crucial issue, especially as Group members may be operating in positions that they are not familiar with. Members may find themselves in receipt of commercially sensitive information and other sensitive data relating to Barcud and its partner organisations.

For the benefit of all participants it is better to be clear. Being clear, and open about what is expected with regard to confidentiality reassures everyone about the role of the Group, this includes Barcud staff, other tenants, leaseholders and partner organisations.

Confidentiality guidelines for Group members

- As Group members you are expected to sign a declaration, as part of the code of conduct, that states you agree to abide by the confidentiality agreement at all times.
- If members are required to look at sensitive information, it is good practice to obtain permission from the tenant or officer involved.
- In relation to data protection, looking at properties and Keystone data sheets, does not necessarily contravene the General Data Protection Regulations (GDPR).
- Members are expected to abide by all legislation regarding data protection and confidentiality.
- BMG has its own subscription with the Information Commissioners Office (ICO) and abides by the General Data Protection Regulations.
- Any information provided to Group members should be kept confidential at all times and should not be discussed with anybody else apart from relevant Barcud staff or fellow Group members. This also applies to members following their departure from the Group.
- Only the Chairperson and Vice-Chairperson are permitted to engage with the Press when delegated to do so. Members should not speak on behalf of Barcud or the Group without prior consent.
- On leaving the Group, the member is expected to return all printed material connected to the activities of the Group to Barcud's Tenant Involvement staff or an officer of the Group for proper disposal.

- On leaving the Group, the member is also advised to permanently delete any electronically stored information connected to the Group's activities from their personal computer or digital equipment.
- Members are expected to provide their contact details, which may only be shared with the other members of the Group and Barcud. Your rights as defined in the GDPR will not be affected and you retain the right to review the information or request it be removed at any time.

As a member of Barcud Monitoring Group, I confirm that I have read and understood the above confidentiality agreement and that I am expected to abide by it.

I also recognise that failure to do so may result in the termination of my membership of the Group.

NAME _____

SIGNATURE _____

DATE _____

BARCUD MONITORING GROUP
CONTACT DETAILS CONSENT



Name	
Address	
Postcode	
Phone number	Mobile
E-mail address	

I can confirm that these details are correct and that I am happy to share this information with other members of Barcud Monitoring Group, Barcud staff and other organisations such as the Welsh Government and TPAS Cymru, where appropriate.

All information will be stored in line with current General Data Protection Regulations.

Signed:

PRINT NAME: DATE:

BARCUD MONITORING GROUP

ONLINE MEETING GUIDELINES



If you are attending an online meeting by video, please consider the following:

Dress appropriately

Please ensure that you are properly dressed, a shirt and tie is not necessary but others don't need to see you in your pyjamas and dressing gowns, and you wouldn't wear these if you were attending a traditional meeting!

Be aware of your surroundings

Please make sure that your background is clear and that you are either facing a window or that the window is not directly behind you as others will only see your silhouette. Also turn off your TV or radio to avoid background noise and distractions.

Mute your microphone

It is a good idea to mute your microphone when not talking and when you have to leave your device, to answer the phone or take a comfort break – obviously you can't do this if you have dialled in

Try not to distract other people

Whilst it is OK to have a drink, others don't need to see you eating or smoking, or moving paperwork around. Think of these meetings as you would a traditional one.

Stay seated and stay present

Try to think of these meetings as you would a traditional one, where you wouldn't stand up and leave the room when someone is speaking. The Chair will ensure that everyone has a chance for a comfort break or to make a drink, especially if it is going to be a long meeting.

Remember confidentiality

Monitoring Group meetings are confidential, and some things being discussed may be of a sensitive nature. Please ensure that there are no other people in the room. If there are others and there is nowhere else for them to go, please wear headphones that have a microphone so that they are not able to hear what is being discussed.

Be courteous and polite

Try not to interrupt people when they are talking and make sure everyone has a chance to have their say. Please give telephone users equal opportunities to speak.

Try not to be late

It is a good idea to try to join the meeting a few minutes early. This gives you a chance to say a quick hello to everyone before the meeting starts and time to get help if you have a problem joining the meeting.

Don't forget to leave the meeting

Make sure that you either leave the meeting or hang up your phone when the meeting has finished or if you have to leave the meeting early.

BARCUD MONITORING GROUP SUBGROUPS AND ACTIVITIES



Within the Barcud Monitoring Group there are various subgroups which perform regular activities throughout the year. These subgroups are open to all members and everyone is encouraged to participate in a subgroup or an activity of their choosing. These regular activities enable the group to independently monitor the services provided by Barcud to our tenants and leaseholders and where needed address any identified gaps in service standards and delivery.

Tenant Liaison Panel (TLP) (Strategic & Operational)

The officers of BMG meet monthly with members of the Barcud Leadership Team or Barcud Performance Managers. These monthly meetings alternate between a Strategic meeting (with the Barcud Leadership Team) and Operational (with Barcud Managers). There is a two-way flow of information, including any issues to be raised on behalf of tenants and leaseholders raised at the BMG's monthly meetings. All members of BMG are afforded the opportunity to attend these meetings as observers with the BMG officers to gain a valuable insight as to the working relationship between the association and BMG. The Chairperson of BMG provides the group with an update from these meetings at the groups monthly meetings.

Policy Reading Group

Members meet with staff from Barcud to discuss and review tenant related policies e.g. local lettings, reactive repairs policy etc. This group meets when a policy is due to be reviewed due to either changes in regulations or the scheduled 3-year review date. All tenant related policies require BMG approval prior to being presented to Barcud's Board of Management for approval.

Estate Inspections & Service Standards Group

Members inspect estates using the estate inspection sheet, devised by BMG. Staff from Housing, Maintenance and Tenant Involvement also attend. An action sheet is completed; to address any issue identified during these inspections. The Group also review service standards. The inspections usually take place 2-3 times a year. The purpose of these visits is to ensure Barcud is managing its estates inline with the standards defined by the BMG. Tenants are not informed of an inspection as the inspectors are checking for trip hazards, estate management issues, abandoned vehicles, vandalism etc.

Phone Surveys

BMG members go into the Barcud office and carry out phone surveys; contacting tenants who have recently had repairs or maintenance work carried out and returned the repair survey form. Where the members discover outstanding work, the Tenant Involvement Advisor forwards this information onto the Maintenance department for action. The members report back at the monthly BMG meeting and this information is

reported back to Barcud Performance Managers at the next TLP Operational meeting. This activity enables both BMG and Barcud to monitor the repair satisfaction levels as well as highlighting good practices or gaps in service delivery.

Void Inspections & Welsh Housing Quality Standard (WHQS) Verification

Members visit a percentage of empty properties prior to being re-let. They complete a check list, devised with staff and members of BMG, and ensure the re-let standard is being maintained. Members identify any issues that need addressing and inform the staff, members, who also attends. Members also carry out WHQS verification, where they compare the data Barcud holds about the property with what is there. Members give a report at the BMG meeting, and this information is reported back to the Operational TLP.

Rent Review Group

This group looks at current rent levels and other factors and submits its views and recommendations to Barcud as part of the associations annual Rent Review and Rent Setting process. Members of this group may also be invited to attend meetings with Barcud staff during this process.

Task & Finishing Groups

Where the group or Barcud identifies a task which requires members recommendations, task and finishing groups will be created. These can be either member only groups or joint groups with Barcud staff. For example,

- **Scrutiny.** This group will look into the operations of Barcud in a more detailed way. Members of BMG wishing to participate in scrutiny will be offered training. The members of BMG monitor the delivery and standards of the services they receive from Barcud on a day to day basis which is not to be confused with scrutiny. Scrutiny takes many forms across the housing sector but in essence it is a form of auditing resulting in possible recommendations on how to improve a specific service being presented to Barcud.
- **Procurement, Sustainability & Specification.** This Group will meet as and when needed and are involved in deciding what kind of products are used in or on our homes, e.g. sinks, heating etc. They will also look at the sustainability of the products Barcud use, e.g. lifetime of the product against price, energy efficiency, etc.
- **Consultations.** This group looks at non-Barcud consultations, e.g. Welsh Government, County Council or Community consultations. These consultations are not always housing related and as such can include any consultation which may adversely affect our tenants and wider communities. The group participates in these consultations independently of Barcud and we do not necessarily reflect the views of the association. It should be noted that the former Tai Ceredigion Monitoring Group achieved recognition from Welsh Government and Welsh Housing Ministers for its submissions as an independent tenant group.
- **Welfare Reforms.** When the UK Government introduced its raft of changes to the Benefits system, a strategic panel consisting of tenants, the DWP, the

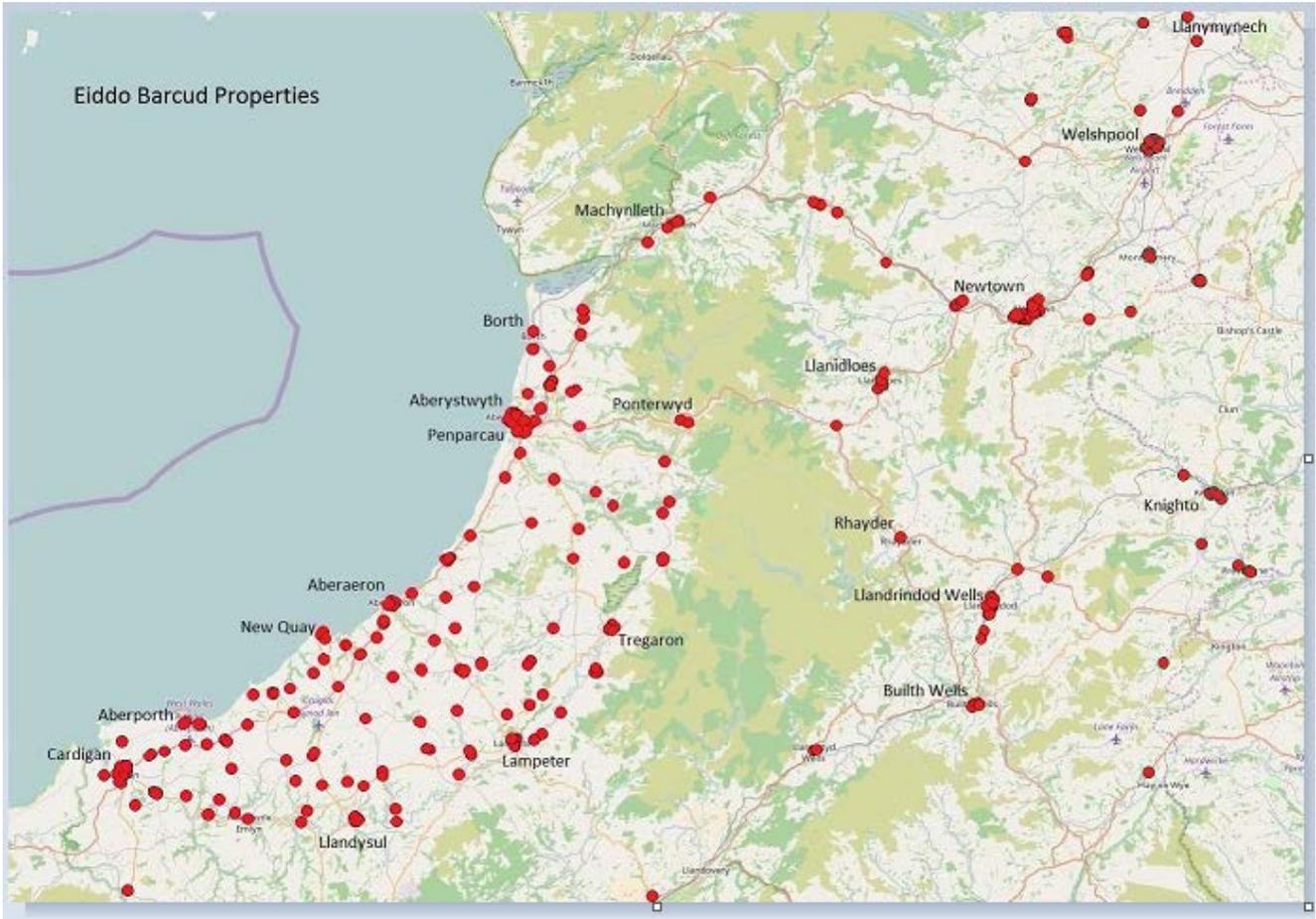
County Council, Credit Union representatives and senior housing staff was formed. This group focused on minimising any adverse financial effects of the changes to the Benefits system on our tenants.

- **Disability Matters.** Currently, some members attend the Ceredigion Disability Forum which works in partnership with Ceredigion County Council on issues and policy decisions which may adversely affect disabled people in Ceredigion. Interested members also attend the TPAS Cymru Disability Network events with tenants from other social housing providers. Reports from these events are brought back to the BMG general meetings.

Other Group Activities

- **Tenant Liaison Forums (TLFs).** These are held at least twice a year, at different locations across the Barcud operating area. The group hosts and sets the agenda for these events, presents its Annual Report, and seeks permission from the tenants in attendance to be their representatives for a further year. Every tenant receives an invitation to attend these forums. Free transport and refreshments are provided and help with childcare costs is available. Housing, Maintenance and Benefit advisors are also on hand to address tenants personal matters.
- **Tenant Conference.** This event is held annually and is usually followed by the Barcud Annual General Meeting (AGM). The group hosts and sets the theme for the conference which includes the setting of the agenda, presentations, and speakers. All tenants receive an invitation to this event. Free transport and refreshments are provided and help with childcare costs is available. Housing, Maintenance and Benefit advisors are also on hand to address tenants personal matters along with other stallholders such as CAB, Credit Union etc.
- **The Big Day Out.** Barcud annually hosts a free all-day fun event for its tenants. There are always plenty of activities for children along with a wealth of information stands from organisations who can provide various support and advice to our tenants. This provides Barcud with an opportunity to engage with families and young people as well as providing the BMG with an opportunity to meet with our tenants. A free lunch and transport is provided. Housing, Maintenance and Benefit advisors are also on hand to address tenants personal matters.
- **Tenant Participation Advisory Service Cymru (TPAS) Tenants Network & Conferences.** TPAS hold events across the country and online where they share information, give tenants the opportunity to meet up, compare how each association is working and share good practice and ideas. TPAS also provides a wide range of training for tenant groups and conduct regular tenant surveys on behalf of the Welsh Government.
- **Community Housing Cymru (CHC).** CHC is the representative body for social housing landlords which includes Housing Associations and County and Local Councils. Where an opportunity exists, BMG will participate in CHC events.
- **Chartered Institute of Housing (CIH).** This body provides accredited training for current housing professionals or for those wishing to work in the housing sector. Where an opportunity exists, BMG will participate in CIH events.

Barcud operational area map



Acronyms

ASHP: Air source heating pump.

ASB: Anti-social behaviour.

BMG: Barcud Monitoring Group.

Objectives are:

- To provide an accountable and representative structure.
- To influence the future of Barcud by actively pursuing involvement and consultation with tenants and the wider local community.
- To enable tenants to review the management and maintenance of Barcud properties.
- To positively promote the work of the Monitoring Group within the wider area particularly with other community and support groups.

CIH Cymru: Chartered Institute of Housing - the independent voice of housing and the home of professional standards in Wales. Their goal is to equip housing professionals with the skills, knowledge and ethical grounding to deliver a safe, secure and affordable home to everyone.

CHC: Community Housing Cymru - Represents all housing associations in Wales and our members provide traditional as well as specialist social housing for around 10% of the Welsh population. They represents more than 70 not-for-profit housing associations and community mutuals in Wales.

EOM - Barcuds repairs and maintenance workforce – mainly in the east

EWI: External wall insulation.

GSHP: Ground source heating pump

HA: Housing Association.

LA: Local Authority – Ceredigion County Council, Powys County Council etc.

LHB: Local Health Board – Hywel Dda Local Health Board, in Ceredigion.

LSVT: Large Scale Voluntary Transfer - a term used to refer to the transfer of council housing to a housing association.

Medra – Barcuds repairs and maintenance workforce – mainly in the west

OMT: – Performance Management Team – senior staff – not the leadership team.

ONS: Office of National Statistics – UKs largest independent producer of official statistics.

RSL: Registered Social Landlord – Barcud is an RSL, registered with and regulated by the Welsh Government (Senedd Cymru)

SAP: Standard Assessment Procedure - national standard for measuring energy performance of buildings.

SF: Sheltered Forum – meeting held every 2 months and open to any Barcud tenant who comes under the responsibility of a Sheltered scheme co-ordinator.

SPPG: Supporting People Programme Grant - This grant is protected through a process called ring fencing, to provide housing-related support services in Wales.

SP: Supporting People - a programme that provides housing-related support to help vulnerable people to live as independently as possible.

TLF: Tenant Liaison Forum – meeting held twice a year, in different locations across Barcud area, all tenants invited.

TLP: Tenant Liaison Panel – meeting held alternate months between the BMG officers and either Leadership team or Performance managers.

TI: Tenant Involvement.

TPAS Cymru: Tenant Participation Advisory Service – support social housing tenants and landlords across Wales to develop effective participation – events, training, support, projects, policy development.

WG: Welsh Government - the devolved Government for Wales. Name changed to Welsh Parliament – Senedd Cymru in May 2020

WHQS: Welsh Housing Quality Standard - a set of standards that all councils and housing associations homes in Wales must meet. The standard states that all homes should be in a good state of repair, safe and secure.

WLGA: Welsh Local Government Authority - represents the interests of local government and promotes local democracy in Wales.



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Name:

Name of child: *(if applicable)*.....

Address:

.....

.....

Contact telephone number:

I consent to photographs of myself [and children] being used in Barcud`s publications, website and social media.

Signature:

Date:

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