

Fund raising on St David's Day

This St David's Day saw staff across CCG dress in yellow and high-vis jackets to raise money towards RNLI life boats.

We have managed to raise over £100 and will be donating the money to RNLI stations in Gwynedd.

Of course there was another message behind the yellow and high-vis jackets, and that was to note the launch of our HSQE (health safety quality and environment) system. The new system is now available on our desktops and most members of staff have now had training on how to make best use of the system.

Thanks to everyone for getting in to the spirit of things and for donating so generously.

Here are some of the photos we have received of you in your yellow!



Uned 6 a 7



Uned 16



Manweb



A word from Ffranccon Williams

Since the last issue health, safety, quality and environmental (HSQE) matters have topped our agenda here at CCG.

As you know the new HSQE system was launched on March 1st and training sessions have been rolled out to all staff on how to use the system. I can't emphasise enough the importance of this project to CCG – you can read more on page 6.

Several other matters are also featured this time in Cyswllt including the good news that all staff are to get a pay rise. The HR team is also in negotiations with the unions to harmonise conditions across the organisation, see page 5.

Much work lies ahead over the coming months with several large projects in the pipeline. It will be hard to prioritise at times as there will be increasing demands on your time. But, we are part of a team and we are working together on these exciting projects so if you do have any concerns I'd encourage you to speak to your manager or get in touch with Human Resources.

Remember to send your stories and pictures for future issues of Cyswllt to cyfathrebu@ccgwynedd.org.uk.

Less housing benefit...

The government is reducing the amount of housing benefit some people can claim from April 2013.

Tenants are affected...

- If they are working or unemployed and receive housing benefit
- If they and their partner are aged between 16 – 61
- Even if they are sick or disabled

What are the changes?

If tenants have a 'spare bedroom' and receive Housing Benefit they will lose some of the benefit. The money will not be made up with other benefits. They will have to pay the shortfall in rent to CCG.

What is a spare bedroom?

A spare bedroom isn't necessarily a room tenants don't use. The government says one bedroom is needed for:

- Each adult couple
- Single person over 16 years old
- Two children of the same sex under 16
- Two children under 10 regardless of their sex
- Carer, if overnight care is needed

Where can I find out more?

www.yourbenefitsarechanging.com

...remember there will be further changes from October 2013

Your benefits are
Changing



New Website!

We will be launching our new website after Easter, so keep an eye out for it.

A group of staff from across CCG have been working on the new format and content. Once the website goes live there will be a member of staff in each department responsible for updating information and will be trained to do this. More will follow in the next newsletter.

The extra mile...

Three staff members have been awarded this quarter, Rhys Evans, Gethin Evans and Raymond Hughes.

Rhys Evans is CCG's Governance Manager and received his award for his hard work in the months leading up to the publication of the positive HARA (Housing Association Regulatory Assessment) by our regulators, the Welsh Government.

Gethin Evans joined CCG in June 2012 as the Community Warden for rural north Gwynedd. He was nominated for all his work in arranging the successful Talsarn bonfire night.

Raymond Hughes is a Tenant Liaison Officer for the Maes Barcer area of Caernarfon. He has received his award for the countless messages of praise and thanks CCG has received from tenants who regularly tell us that Raymond has gone the extra mile in looking after them during improvement work on their homes.

Congratulations to all three!

Remember anyone can nominate a colleague or team who have gone the extra mile. To nominate a member of staff contact Catrin in Human Resources on 01248 677221.



Raymond Hughes, Rhys Evans, Ffron Williams, Gethin Evans



Customer Services Project

It's been almost six months since we launched the Customer Services Project. The project involved creating one Customer Services Team, increasing the opening hours of the general phone line, training staff on Contact Point and arrange customer care workshops for all staff.

97% of all staff attended the workshops in January and the feedback has been positive. Please remember the key messages from the workshops:

- Take responsibility so the customer only has to deal with one person – you.
- Keep promises to customers or don't make them in the first place – true to our word
- Proactively support colleagues so they can keep their promises to customers
- Excellent internal customer service and communication is the basis for excellent service to our external customers
- Remember customer service in social housing is actually about valuing diversity
- Be assertive to customers and colleagues
- Live in their 'shoes' for one day a year
- Look after yourself so that you are fit to deal with challenging customers

The benefits of this project can already be seen with:

- A reduction in the number of calls being missed
- A reduction in the amount of time customers have to wait in a queue for an answer on the phone
- Reduction in the number of complaints received from customers awaiting a call back from CCG – during February there were no complaints on facebook about this.

Thank you for making this project a success so far!



Staff Forum

26th FEBRUARY 2013
GLASFRYN, Y FFÔR

Chair: Osian Tomos, Senior Tenant Liaison Officer

- Sion Hughes (Programme Manager) gave us a presentation on the programme and projects included in it over the next 12 months.
- Elin Morris came to the meeting to talk about the Fun Day in Bala on the 30th of May and we had the opportunity to share ideas and look forward to the day. One idea put forward is a sponsored bike ride from offices in Parc Menai to Bala.
- The Staff day will be held in Llandudno on 22nd of May, we had a discussion about ideas for activities for the day.
- The HR team was also keen to promote staff benefits such as My Work Offers.

The next Forum will be held on 28th of May – details to be confirmed

Staff Day 2012

This year's event will be held at Venue Cymru, Llandudno on May 22nd.

This will be our third staff day since CCG was established. It an opportunity for us to get together meet colleagues from other offices and depots and to have a bit of fun!

Arrangements are being made at the moment but the hope is that this year will be as much fun as previous years at Meifod and Glan Llyn.

More information will follow so please look out for the emails and text messages with more details...

We will have photos in the next edition of Cyswllt.

Meet the staff

WAYNE ROBERTS,
VOID TEAM LEADER (NORTH)

Since when have you been working for CCG?
Since transfer from Gwynedd Council

What does your work from day to day involve?

Monitoring and coordinating work on empty properties. Arranging timescales for installation of kitchens and bathrooms for all void properties so that they are brought up to the Welsh Housing Quality Standard.

What do you enjoy about your work?

The camaradary between myself and the foremen when organising work, making light of really difficult situations. The work can be very time consuming but working with teams that give 100% at all times can make the job so much more enjoyable.

What do you find most difficult about the job?

Having to readjust timescales because of unforeseen circumstances, like properties that may need extensive works rather than the norm.

Any interesting or funny stories about your work?

Well some of the things we find in empty properties may be too sensitive to talk about in this newsletter, so I will leave it up to all your imaginations!



HR Matters



Stress audit

Thank you to everyone who took part in the recent stress audit. 57% of you returned the questionnaires, which is a higher than average response rate according to the Health and Safety Executive (HSE). Your feedback will be analysed by Manage Health and a report will follow.

You will remember that we donated 50p for each returned questionnaire. A total of £81.50 was raised for the Wales Air Ambulance.



Pay rise

CCG has agreed a 2% pay rise for this year. You will notice the change in your April pay slips. The increase has followed from negotiations with the unions.



Terms and conditions

We intend to harmonise terms and conditions for everyone across CCG. This means ensuring terms are consistent between staff who came over from the Council under TUPE and those who have a CCG contract. Discussions have already begun with the unions.



Fruit

On the 4th of March we ran a pilot 'fruit day' to promote healthy eating in the workplace. The day was a success so it will be rolled out across the organisation with a basket of fruit for each office on the first Monday of each month.



Fruit Day!

Victoria Hallaron, Governance Officer

What's all this about HSQE?

If you work at CCG it will have been hard to avoid all the emails, texts, posters and training sessions on HSQE (Health Safety Quality Environment) recently.

But what does it all mean and how will it affect the way we all work?

HSQE and ISO

Back in 2012 CCG's Board decided we should be apply for ISO 9001, ISO 14001 and OHSAS 18001 accreditation.

ISO means International Organization for Standardization (sic). The organisation sets international standards to ensure products and services are safe, reliable and of good quality. ISO9001 refers to quality management, ISO14001 to environmental management and OHSAS18001 which is also recognised by ISO ensures effective health and safety management.

The deadline to achieve all three standards is May this year.

Why are we doing it?

In simple terms to ensure we work more efficiently and to make sure we meet the legal and moral expectations of us in a health, safety and environmental context. In short we want to make CCG a safer workplace for all our staff.

What next?

There's lots to do before we can achieve these ISO standards and we have been working with EC Harris to achieve this goal.

Between now and May EC Harris staff and then ISO inspectors will visit us and talk to staff to make sure the way we work reaches the standard and that we all understand what is expected of us. This is why we have been holding the recent training sessions.

What do you need to do?

As members of the CCG team we will all need to be familiar with the HSQE system launched on March 1st and keep to the processes outlined in it.

You will also need to be familiar with our HSQE vision and values when the inspectors visit us. If you have any questions or concerns about HSQE or ISO please contact the EC Harris Team on iechyd.dioglewch@ccgwynedd.org.uk or call Sion Hughes on 01248 677108.

Look out for the coasters and new lanyards as they are delivered to your office or depot – these will help you remember CCG's HSQE vision and values..