25 November 2026

Dear

ATISN 26-0126 – Grŵp Cynefin

Thank you for your request which I received on 28 October 2026. You asked for the following information covering the period 1 January 2021 to 28 October 2026:

- Copies of regulatory judgements, assessment reports, governance reviews and improvement plans concerning Grŵp Cynefin.
- Records of any regulatory concerns identified regarding repairs, property safety, tenant complaints, governance or Board oversight.
- Any formal notices, recommendations or required improvements issued to Grŵp Cynefin.
- Records showing how compliance with those recommendations was assessed.
- Regulatory guidance concerning structural safety assessments of housing association properties.
- Guidance on recording properties or structures as safe where further intrusive investigations have been recommended but not completed.
- Any regulatory guidance requiring housing associations to retain inspection photographs, assessment reports, structural calculations and evidence supporting safety decisions.
- Any recorded regulatory concerns or investigations concerning housing associations undertaking partial repairs where wider structural deterioration has been identified.
- Regulatory guidance concerning independence and impartiality in housing association complaints investigations.
- Any recorded regulatory concerns about Grŵp Cynefin's complaints handling during the specified period.
- Policies or guidance concerning restrictions placed on tenants' correspondence, submission of evidence or access to complaints procedures.
- Guidance addressing the separation of complaints about property conditions from complaints about subsequent staff conduct or complaints administration.

- Regulatory standards concerning Board members' responsibilities for organisational governance, tenant safety and executive oversight.
- Guidance governing how Boards should obtain independent assurance about the conduct and performance of chief executives and senior managers.
- Any recorded regulatory concerns about Grŵp Cynefin's Board governance, executive oversight or complaints escalation arrangements.
- Any guidance concerning conflicts of interest where Board members are asked to review allegations involving executives they have previously endorsed.
- Policies concerning the recording of Board decisions, dissenting views, conflicts of interest and the evidence relied upon when reaching collective decisions.
- The number of regulatory concerns received concerning Grŵp Cynefin, broken down by year and subject category where recorded.
- The number concerning repairs, structural safety, complaints handling, governance or treatment of tenants.
- Any existing statistical reports concerning the outcomes of those concerns.

- The criteria used to determine whether regulatory intelligence results in further enquiries, monitoring, intervention or no further action.
- Guidance concerning preservation of inspection records, correspondence and other relevant evidence where litigation is anticipated.
- Regulatory expectations concerning the accuracy and correction of housing association records.
- Guidance addressing the accountability of contractors, assessors, senior executives and Board members for decisions concerning tenant safety.

We hold some information as described by your request. Annex A lists those requests where we do not hold any recorded information.

The information we hold that you requested is enclosed.

I have decided that some of the information is exempt from disclosure under sections 21, 40(2), 41 and 43(2) of the Freedom of Information Act and is therefore withheld. The reasons for applying these exemptions are set out in full at Annex B to this letter.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Information provided

- **Copies of improvement plans concerning Grŵp Cynefin**

  Attached:
  - Continuous Improvement Plan 2022-23
  - Continuous Improvement Plan 2024-25

- **The number of regulatory concerns received from tenants concerning Grŵp Cynefin, broken down by year and subject category where recorded.**

  2023 – 1 complaint
  2024 – 1 complaint
  2026 – 1 complaint (this relates to your own correspondence with ourselves).

  We do not record subject category.

- **The number concerning repairs, structural safety, complaints handling, governance or treatment of tenants.**

  One recorded (this relates to your own correspondence with ourselves).

- **Any existing statistical reports concerning the outcomes of those concerns*.**

  Information not held

*This section has been included here rather than Annex A for ease of reference

Annex A - Information not held

- Copies of assessment reports and governance reviews concerning Grŵp Cynefin.
- Any recorded regulatory concerns or investigations concerning housing associations undertaking partial repairs where wider structural deterioration has been identified.
- Regulatory guidance concerning independence and impartiality in housing association complaints investigations.
- Any recorded regulatory concerns about Grŵp Cynefin's complaints handling during the specified period.
- Policies or guidance concerning restrictions placed on tenants' correspondence, submission of evidence or access to complaints procedures.
- Guidance addressing the separation of complaints about property conditions from complaints about subsequent staff conduct or complaints administration.
- Regulatory standards concerning Board members' responsibilities for organisational governance, tenant safety and executive oversight.
- Guidance governing how Boards should obtain independent assurance about the conduct and performance of chief executives and senior managers.
- Any guidance concerning conflicts of interest where Board members are asked to review allegations involving executives they have previously endorsed.
- Policies concerning the recording of Board decisions, dissenting views, conflicts of interest and the evidence relied upon when reaching collective decisions.
- The criteria used to determine whether regulatory intelligence results in further enquiries, monitoring, intervention or no further action.
- Guidance concerning preservation of inspection records, correspondence and other relevant evidence where litigation is anticipated.
- Regulatory expectations concerning the accuracy and correction of housing association records.
- Guidance addressing the accountability of contractors, assessors, senior executives and Board members for decisions concerning tenant safety.

Grwp Cynefin does follow a code of governance which may provide you with some of the information you seek. It is published by Community Housing Cymru - CHC-Code-of-Governance-2021-ENG.pdf

Annex B

Application of exemptions/exceptions

The Freedom of information Act provide a right for anyone to ask a public authority to make requested information available to the wider public. As the release of requested information is to the world, not just the requester, public authorities need to consider the effects of making the information freely available to everybody. Any personal interest the requester has for accessing the information cannot override those wider considerations.

Freedom of Information Act 2000: Section 21

We have decided that some of the information you have requested is exempt from disclosure in response to this request under s21 of the FoIA as this information is already freely accessible to any person. We have identified your requests and where the info is located below.

- **Copies of the Regulatory Judgements for Grŵp Cynefin**

  The Regulatory Judgements are published on the Welsh Government website: Regulatory judgements on housing associations | GOV.WALES

- **Records of any regulatory concerns identified regarding repairs, property safety, tenant complaints, governance or Board oversight**.

  The information is contained in the Regulatory Judgements which are published on the Welsh Government website: Regulatory judgements on housing associations | GOV.WALES

- **Guidance on recording properties or structures as safe where further intrusive investigations have been recommended but not completed**

  Guidance relating to property conditions is contained on the Welsh Government Website: Welsh Housing Quality Standard 2023 | GOV.WALES

- **Any regulatory guidance requiring housing associations to retain inspection photographs, assessment reports, structural calculations and evidence supporting safety decisions**

  Guidance relating to property conditions is contained on the Welsh Government Website: Welsh Housing Quality Standard 2023 | GOV.WALES

- **Any recorded regulatory concerns about Grŵp Cynefin's Board governance, executive oversight or complaints escalation arrangements**
  The information is contained in the Regulatory Judgements which are published on the Welsh Government website: Regulatory judgements on housing associations | GOV.WALES

Freedom of Information Act 2000: Section 40(2)

We have decided that some of the information requested is exempt from disclosure in response to this request under Section 40(2) of the FoIA. Section 40(2) together with the conditions in section 40(3)(a)(i) or 40(3)(b) provides an absolute exemption if disclosure of the personal data would breach any of the data protection principles. We have identified your request and where the information is located below.

'Personal data' is defined in sections 3(2) and (3) of the Data Protection Act 1998 ('the DPA 2018') and means any information relating to an identified or identifiable living individual. An identifiable living individual is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.

We have concluded that, in this instance, the information requested contains third party personal data.

Under Section 40(2) of the FOIA, personal data is exempt from release if disclosure would breach one of the data protection principles set out in Article 5 of the GDPR. We consider the principle being most relevant in this instance as being the first. This states that personal data must be:

"processed lawfully, fairly and in a transparent manner in relation to the data subject"
The lawful basis that is most relevant in relation to a request for information under the FOIA is Article 6(1)(f). This states:
"processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child".
In considering the application of Article 6(1)(f) in the context of a request for information under FOIA it is necessary to consider the following three-part test:-

- **The Legitimate interest test**: Whether a legitimate interest is being pursued in the request for information;
- **The Necessity test**: Whether disclosure of the information/confirmation or denial that it is held is necessary to meet the legitimate interest in question;
- **The Balancing test**: Whether the above interests override the interests, fundamental rights and freedoms of the data subject.

Our consideration of these tests is set out below:
1. Legitimate interests
We have been unable to identify any legitimate interest in disclosure of the personal information in this request

2. Is disclosure necessary?
The original request makes no reference to information that would identify individuals. Therefore we believe the legitimate interest of the original request can be met without disclosing this information

3. The balance between legitimate interests and the data subject's interests or fundamental rights and freedoms
On balance, we consider that the data subject's interests, fundamental rights and freedoms outweigh the legitimate interests in disclosure. There is a legitimate interest in transparency and accountability, but disclosure of this individual's personal information is not necessary

to meet that interest to an extent which outweighs their reasonable expectations of privacy. The individual would not reasonably have expected this information to be disclosed to the public at large. There is also evidence indicating that disclosure is likely to lead to wider publication of the information in circumstances that could result in the individual being personally targeted, increasing the potential impact of disclosure. Taking the nature of the information, the individual's reasonable expectations and the reasonably foreseeable consequences of disclosure together, the legitimate interest in disclosure is insufficient to outweigh the data subject's interests, rights and freedoms. Disclosure would therefore not be lawful under the applicable data protection principle and section 40(2) is engaged.

The exemption is applied to:

- **Copies of improvement plans concerning Grŵp Cynefin**
    - Continuous Improvement Plan 2024-25

Freedom of Information Act 2000: Section 41

We have decided that some of the information you have requested is exempt from disclosure in response to this request under s41 of the FoIA as this information was provided in confidence. We have identified your requests and where the info is located below.

- **Internal Audit report on the progress of its Voluntary Undertaking produced for Grwp Cynefin** under Section 41 – Information provided in confidence

  The report contains non-public internal audit findings and was commissioned for the internal assurance purposes of the organisation concerned. It is expressly marked as confidential and restricted to the commissioning organisation’s use, and was subsequently provided to Welsh Government for regulatory purposes in circumstances giving rise to a reasonable expectation that its confidentiality would be maintained. Disclosure under FOIA would place the information into the public domain, going beyond the purpose for which the report was commissioned and supplied, and would disclose information having the necessary quality of confidence. Section 41 is an absolute exemption and is therefore not subject to the public interest test under the Freedom of Information Act 2000. However we have considered whether there is a sufficient public interest justification for overriding that duty of confidence, and consider that disclosure would constitute an actionable breach of confidence. The information is therefore exempt from disclosure under section 41(1) of the Freedom of Information Act 2000.

Freedom of Information Act 2000: Section 43(2)

We have decided that some of the information you have requested is exempt from disclosure in response to this request under s43(2) of the FoIA. The information relates to the commercial interests of the organisation concerned. It contains detailed, non-public information concerning its internal operations, risks, controls and/or financial and commercial position. Disclosure under FOIA would place this information into the public domain and would be likely to provide third parties, including competitors, suppliers or other commercial counterparties, with information that could be used to the organisation's commercial disadvantage. We believe this disadvantage could impact the organisation beyond the publication of its next Regulatory Judgement.

We have identified your requests and where the info is located below.

I have considered a public interest test on releasing this information and have concluded

- Releasing the information **would not** help ensure effective use of public funds and value for money, but could have the effect of increasing costs to the organisation which in turn would reduce the amount available to spend n tenants and their properties.
- Releasing the information **could** allow individuals to understand or assist them in challenging decisions, however the information itself in isolation would likely cause confusion.
- Releasing the information **would not** help inform the public of any danger to public health or safety.
- Releasing the information **would not** contribute to a debate on a matter of public interest. The organisation already consults with its tenants and there have been no public requests for information on these matters previously, including press interest.

Taking into account these considerations I believe that it is not in the public interest to release this information as the potential damage outweighs any benefit to its release. There is a clear and direct link between disclosure and the identified prejudice. Making this information publicly available would be likely to weaken the organisation's position in its commercial relationships and negotiations and/or enable third parties to obtain an advantage from information that would not otherwise be available to them. Given the nature and currency of the information, I consider this prejudice to be real and significant rather than remote or hypothetical. Section 43(2) is therefore engaged.

I have also taken into account the fact that Grwp Cynefin will shortly be going through a new regulatory assessment which will result in a new Regulatory Judgement in the next few months. After the results of this assessment is known, the contents of any previously issued notices, recommendations or required improvements will become less commercially sensitive and may be subject to release at a later date.

This exemption is applied to:

- Copies of improvement plans concerning Grŵp Cynefin
    - Continuous Improvement Plan 2022-23
    - Continuous Improvement Plan 2024-25

- **Any formal notices, recommendations or required improvements issued to Grŵp Cynefin, and records showing how compliance with those recommendations was assessed**