

July 2016

Arawak Walton

News



HOT TOPICS

CSE excellence-

Safeguarding-FAV

Football Tournament-

Hate Crime-TQP Recruit

## Achieving excellence in CSE again!

Arawak Walton is delighted to announce that once again we have passed our Customer Service Excellence assessment with excellent results.

The association has held the Charter Mark standard since 2000, and this changed to the Customer Service Excellence Standard (CSES) in 2009. Our ongoing commitment to achieving this standard enables us to demonstrate to key stakeholders including tenants and Board Members, that we consistently deliver the highest standards of customer service, efficiently and effectively.

Subjecting our service to external review also provides all key stakeholders with the confidence provided in larger organisations by Regulatory Inspection, something we have not been subjected to although this will change as we cross the 1000 homes in ownership line.

The assessor visited the association in March. He highlighted that we have plenty of evidence of continuous improvement and the overall impression of the ethos of the organisation runs parallel with the standard.

He highlighted that once you have reached an excellent standard it is hard to make big improvements but he noted that we are continually doing better and continuously achieving more.

The assessor loved meeting staff and seeing our newly refurbished schemes – he was really positive about the relationships we clearly have with our tenants and he specifically noted that he loved Sycamore Court! He also recognised the challenges that we face going forward.



# Achieving excellence in CSE again...

This year we got 2 partial compliances (compared to just 1 last year). One was related to our core business standards – overall satisfaction with our repairs service was below standard for year end 2014/15. Our second partial compliance was related to our timeliness and quality of customer service – he noted that the time taken to answer the telephones at year end 2014/15 had slipped under our 4% target. He noted that we base much of our customer insight on our 2012/13 STAR Survey (tenant satisfaction survey) which is becoming dated.

However, we realised that given our size and capacity, a 4 second call answering target was unachievable and the Board agreed to raise this slightly last year – since then we have been consistently achieving this.

Additionally, we have just completed the 2016 STAR survey, therefore we should get some much more relevant and valuable insight from that data, which we will publicise over the next few months. This will also support our application next year.

The assessor confirmed that we had 2 areas where we really excelled – he has awarded 'compliance plus' for these areas (we only had 1 last year!). This was for the work that has been done on tenant scrutiny with the Tenant Quality Panel and for the way we have evaluated our customer experience in relation to cost savings.

He liked the fact that we are listening to customers and working in line with our mission and not just cutting costs. This was good for us to hear as this is an area which we have really been focussing on since summer budget cuts announcement.



Overall, the assessor recognised that we continue to provide excellent customer service and congratulated us on another great year!

The Board's thanks, as always, must go to the staff, tenants and our partners who all played their part to show Arawak Walton's many special qualities when it comes to excellent customer service. A big well done to everyone!

**CUSTOMER  
SERVICE  
EXCELLENCE**



The Government Standard

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# Safeguarding Children & Adults

## What is Safeguarding?

Safeguarding is making sure that you protect yourself, and others, from abuse. We are all responsible for Safeguarding, and for looking after one another.

## What is Abuse?

Abuse is when someone does or says things to you that may hurt, upset you or make you frightened. You may feel scared to speak out or to stop them, and may not know how to get help. The person abusing you may not always know that what they are doing is wrong. The person abusing you could be a member of a friend, a neighbour, family, or anyone from your community.

Abuse can take many different forms:

Physical, Sexual, Emotional, Financial  
Neglect.

Abuse can happen to adults AND children.

You may worry that someone else is being abused, but don't know what to do about it. You may not be certain the person is being abused, and be worried about the

consequences if you've got it wrong. You can report your concerns anonymously.

The important thing to remember is: **IF IN DOUBT, SHOUT**. Specialist Safeguarding Teams are on hand to offer advice and support. If you think someone is at risk you can call the number relevant to your area:

**Manchester:** 0161 234 5001 (Children & Adults)

**Stockport:** 0161 217 6028 (Children) / 0161 217 6029 (Adults)

**Trafford:** 0161 912 4286 (Children) / 0161 912 2820 (Adults)

**In an emergency, dial 999. If your concern is less urgent and you would just like some advice, call Arawak Walton on 0161 272 6094.**



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## The new HomeSwapper app has arrived!

Now available to download for iOS and Android mobile devices from the App Store FOR FREE!

The app will give you access to the HomeSwapper account for quicker matches and messaging. You will only be asked to log in once using either

the HomeSwapper or Facebook credentials.

For more information visit <https://www.homeswapper.co.uk/>



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# Fathers against Violence Football

'Fathers Against Violence' provides inspiration and guidance to young people, to help young men that are at risk of being drawn into gangs or crime.



**Above: Rochdale Borough Housing - Winning Team!!**

On the 2nd June 2016 at Manchester Academy Moss Lane East, Fathers Against Violence set up a charity football match

sponsored by AWWA to help raise money and awareness for the charity.



It was a really good turn out for our local community and for a good cause. In total there were 10 teams.

Our boys at Arawak Walton didn't win however they weren't too distraught as they still had fun!

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## Message from Manchester BME network

We condemn racism that has been on the rise across the country.

We are saddened and concerned to hear about the closure of the African Caribbean Care Group's luncheon club last week due to racist threats. The African Caribbean Care Group provides a vital service, which has provided years of valuable service and support to our elderly BME community members. We offer them our full support.

If you have been a victim or witness of hate crime please report it to the police. **dial 101**, call **Crimestoppers** on **0800 555 111** or **Manchester City Council's Hate Crime Report Line** on **08000 830 007**. You can also report it anonymously to **True**

**Vision:** <http://www.report-it.org.uk/home>

Alternatively, there are **Hate Crime Reporting Centres** in the Community, who as well as reporting any incident, can provide additional support and guidance. Please go to for the full list: [http://www.makingmanchestersafer.com/info/4/hate\\_crime](http://www.makingmanchestersafer.com/info/4/hate_crime)

If you need any further assistance, please do not hesitate to contact:

**Manchester BME Network office:**  
[office@manchesterbmenetwork.co.uk](mailto:office@manchesterbmenetwork.co.uk) /  
**07811 531160 / 0161 860 6842**

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## Birch Court Activities

Art classes at our Sheltered Scheme, Birch Court, started on the 10<sup>th</sup> March 2016. They are being held every Thursday with Birch Court and also Daisy Bank Court tenants. We have regular tenants who attend these and they are proving to be a success!



Millie, Birch Court Scheme Manager, and the tenants also made a display

in the communal lounge for **Dementia Awareness Week.**

Julia Collins from the Alzheimer's Society attended on Friday 20<sup>th</sup> May 2016. She brought some materials and gave a talk to tenants. This was a successful event in which tenants really took part in asking questions about dementia. The tenants fed back and said they found the session informative and useful.



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## Art in the Alley

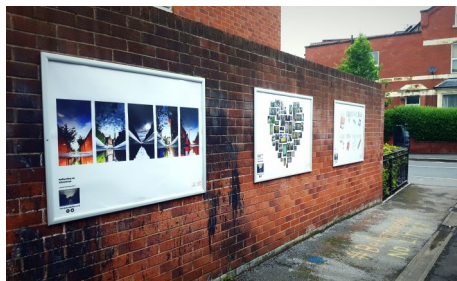
'Art in the Alley' is a local art group in Old Trafford who are working with local youths to look to prevent fly tipping in their community.

Arawak Walton gave permission for art to be put up on a ginnel wall to improve the look and appearance of the area.

**Before**



**After**



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# Tenants -We need you!

We currently have vacancies for new members on our Tenants Quality Panel (TQP). TQP meet two to three times a year to investigate different aspects of the services provided by the Association and recommend improvements. TQP is key to shaping the way that services are delivered. This is an opportunity for you to give your valuable input as a tenant and a chance to make a real difference to the council's housing services and improve things for you and your neighbours.

If you are someone who likes to get things done, enjoys exploring what happens behind the scenes, can think about and put forward new ideas and would like the opportunity to improve your knowledge, and develop your life and work skills – we want to hear from you!

This is a voluntary role and you will not be paid. However, all expenses incurred

in carrying out the role will be reimbursed. Expressions of interest are encouraged from all sections of the community to ensure that the panel reflects the diverse communities who live in AWWA.

If you are interested in applying for the role of Tenant Quality Panel member, please let your Housing Officer know, or contact Tara Horner (Housing Services Manager) on 0161 272 6094.



## Mind your Money

Arawak Walton have teamed up with Mind Your Money, a lottery funded project offering one to one advice covering: budgeting skills, help with debts, benefits advice – basically anything money related.

Over the next 4 weeks FCA registered, impartial consultant David Burdis will see Arawak tenants referred by their Housing Officer to tackle their issues and provide tailored, practical action plans. David has many years experience and a wealth of knowledge and contacts. His advice is confidential and

free, so if you think you could benefit from his help, please speak to your Housing Officer to discuss whether a referral is appropriate. Appointments will be held at Arawak Walton's office on Manor Street in Ardwick. Places are limited so call now on 0161 272 6094 to avoid disappointment.





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# Staff News



We are sad to announce that Sam Chen, Asset Manager will be leaving us after nearly 20 years serving on the

board and then becoming a staff member. Sam is leaving for new pastures to take up a North West regional role with another organisation as a surveyor.

Sam would like to thank Arawak Walton for the years and experience whilst working here, and also liked to say thank you to a good bunch of staff for all the support and laughs.

We are all going to miss Sam and Paul immensely, and we wish them the very best of luck in their new role.



We would like to welcome back Jo Moon Customer Service Manager. Jo has returned back to work after her maternity leave.

Welcome back Jo!!



We will also be losing another member of the team, Paul Ridyard after 2 years of being with the association. Paul

is leaving to take up a new role as Surveyor with the Salvation Army.

Everyone at Arawak Housing will like to wish him the best with his new adventures!



We are pleased to announce that Sarah Atta, Business Support Assistant is expecting her second baby in August.

Sarah will be starting her maternity leave in July and we have just recruited her 12 month Maternity cover, Natalie Larbi.

From everyone at Arawak Housing, we would like to wish Sarah and her family all the best!

## Staff News...



We would like to welcome our newest member of staff Natalie Larbi to Arawak Walton! Natalie will be covering the Business Support Assistant role whilst Sarah is on Maternity leave. More on Natalie in

the next edition!



Nahala is another new recruit! Nahala started working for Arawak Walton on 18<sup>th</sup> April as a Trainee Data Analyst.

Nahala joins us from Tetrosyl Ltd in Bury where he was in Technical Support.

## How are we performing

Arawak Walton Performance	Apr	May	June	Target
Voids % (number of empty properties)	0.5%	0.6%	0.6%	1.1%
Rent Arrears– the amount of unpaid rent (as % of weekly rent)	4.6%	4.8%	4.5%	4.8%
Number of days to re-let a Property	49.5	40.3	32.5	25.0
Average number of seconds taken to answer calls	4	4	4	5
Overall Satisfaction with the repairs service	88%	87%	89%	99%
Repairs completion statistics	Apr	May	June	Target
Emergency – completed within 24 hours	99%	98%	98%	99%
Urgent – completed within 7 days	98%	97%	97%	99%
Routine – completed within 21 days	97%	97%	97%	99%

\*The association has changed its collection methodology resulting in a much reduced return satisfaction survey. We are currently looking into ways to increase the levels of return as we believe this has impacted on our satisfaction percentage.