

## BOARD MEETING

### STAFF AND BOARD CONFERENCE

The Board noted the report and agreed that:

1

The outcomes from both conferences be used to update the written Business Plan and Strategic Bridges.

2

SMT to formulate an Implementation Plan with potential costs for making best use of available IT.

### BUSINESS PLAN 23-53 – INCLUDING STRESS TESTING

The Board noted the report and approved:

1

The updated 30 year financial Business Plan 2023 – 2053

2

The value for money KPIs and targets

3

The stress tests and sensitivity analysis undertaken together with the mitigations

4

A review of the budget, once the half year outturns are available.

## BETTER SOCIAL HOUSING REVIEW (BSHR) - ACTION PLAN

The Board noted the report and:

- 1 Accepted where the Association currently addressed the BSHR action plan
- 2 Approved the additional procedures to be investigated over the next 12 months
- 3 Noted the areas where the Association awaited further clarification

## MANAGEMENT ACCOUNTS Q4 TO 31ST MARCH 2023, INCLUDING TREASURY UPDATE

The Board noted the report and approved:

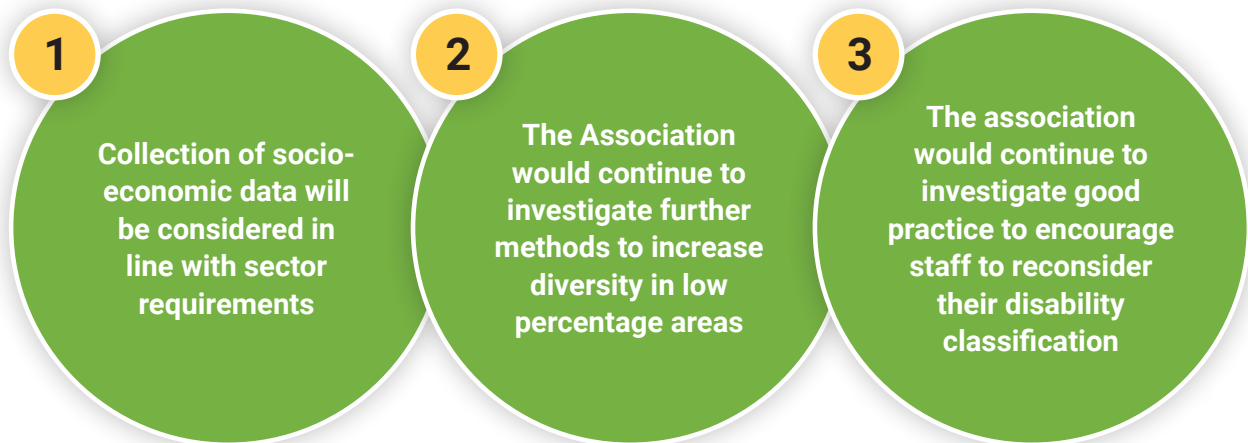
- 1 The management accounts & Treasury update for the period ended 31st March 2023
- 2 The impairment review and accepted the opinion that there was no impairment of assets
- 3 Accepted that the fixed to variable rate continues to be below the Treasury target of 70%:30%

## ANNUAL GENERAL MEETING AND ANNUAL REPORT PRODUCTION 2023

The Board noted the report and approved:

- 1 That the Annual General Meeting (AGM) be held at 5pm on 20th September 2023, as a shareholders only event
- 2 The theme of the Annual Report be based on the outcome of the triannual Tenants' Satisfaction survey
- 3 A Board meeting be held immediately after the AGM to formalise appointments and consider policy/strategy topics, as required

The Board noted the report and approved the recruitment and retention policy and accepted:



## PROPERTY UPDATE AND SDR RETURN TO 31ST MARCH 2023



## IMPACT OF USING LOCAL MAINTENANCE CONTRACTORS 2022/23

The Board noted the report and ratified:



## STAFF AWAY DAYS

**The second Ops away day of the year took place on 14 July 2023. The event was held at Brunswick Extra Care scheme a local facility.**

The day focussed on Tenant Voice and Continuous Improvement.

Presentations were given on Tenant Involvement and Learning from Complaints giving colleagues the opportunity to share ideas on involving tenants face to face and remotely, and improving our services by listening to tenants, acting on their feedback, with a view to delivering an improved service. Colleagues also shared suggestions on improving our service style by making things easier and embracing technology.

A case study was shared by staff dealing with complex situations around hoarding, the importance of working with others, and taking the lead when required to promote the safety of our tenants.

Teams also got the chance to show their talents in creating a work of art, with prizes for the team who could build the highest free standing tower made of spaghetti and marshmallows!

**Our back-office teams, Corporate Services, Finance and IT also held their first away day of the year on Friday 28th July 2023.**

A coaching session was delivered by Sarah Atta, Corporate Services Manager, where everyone was asked to discuss and reflect on what contributes to staff feeling 'not so great' and 'at their best' at work. The aim of which was to look at how we can stay in the 'at your best' more often by identifying what triggers and situations can contribute to these feelings. This was a reflective session which ended with all team members taking away at least one realistic action to go forward with to help them stay at their best more.

The day was also used as an opportunity to carry out a start/stop/continue exercise where discussions took place around why we carry out particular areas of work, the benefits they bring and whether we should still continue to do them. This led to conversations around what other new areas we would love to consider! This exercise brought about some amazing new ideas and made the teams reevaluate some of our processes and practices.

We then finished the day off with some fun teamwork bowling.



**Away Days are a really important aspect of our training and development for staff. The feedback on the day supports this – “enjoyed the opportunity to get together, share information, learn new things, and help to improve how we do things round here”.**





## WINDRUSH 75TH ANNIVERSARY EVENT

To celebrate the 75th anniversary of Windrush, staff, tenants and their families hosted an event at Bougainvillea Gardens. The event welcomed guest speakers, stalls and exhibitions, a raffle with plenty of food and drink!

The event had a great turn out and everybody had a fabulous time.



Ebi and Pauline also attended an event at the Whalley Range Methodist Church where Arawak shared a stall with the Caribbean and African Health Network (CAHN). There was a great turnout from organisations, locals and councillors.



## STAFF NEWS

### LEAVERS

#### **CHRISTINE ASHWORTH,**

Scheme Manager of Birch Court left the association in June. We wish Christine the best of luck in her future endeavours.

#### **JORDAN OSBALDESTON,**

PA to our Chief Executive. left the association in July after securing a new role. We wish her all the best.

#### **ADEBAYO ADETUNDE,**

Adebayo Adetunde has been with us on a temporary contract as our IT Assistant. Adebayo has secured a new job at MSV housing and we wish him all the best in his new position.

We wish them all the best in their new ventures.

### STARTERS

#### **JEANELLA**

Jeanella is our new Scheme Manager at Sycamore Court. Jeanella has a background in mental health and working as a care team leader for residents with illnesses and learning difficulties.

## TENANT SATISFACTION MEASURES

The Regulator of Social Housing (RSH) regulates landlords (like Arawak Walton Housing Association) to check that they are giving people good housing and that they are efficient and run well.

Tenant Satisfaction measures (TSMs) are a new part of the RSH's regulatory approach, aimed at making it easier for people to find out how good a landlord is and compare different housing providers. This means people can see which landlords are better at looking after homes and tenants. The RSH thinks it's

important that people know how tenants feel about their landlord, and if landlords are doing what they're supposed to do. We will need to report how we are doing to the RSH every year, starting with information covering the period April 2023 to March 2024.

We are working with The Leadership Factor (TLF) who will do the survey on our behalf from 28 August – 6 October 2023. Read more about TSM's on our website [arawakwalton.com](http://arawakwalton.com)

**SAVE  
THE  
DATE**

**ARAWAK WALTON AGM  
WEDNESDAY 20<sup>TH</sup> SEP AT 5<sup>PM</sup>  
FURTHER DETAILS TO FOLLOW**

## PERFORMANCE STATISTICS (KPI'S)

### ARAWAK WALTON PERFORMANCE

	MAY - 23	JUN - 23	JULY - 23	TARGET
VOIDS %	0.27%	0.45%	0.45%	<1%
RENT ARREARS %	2.62%	2.84%	2.75%	<3.20%
NUMBER OF DAYS TO RE-LET A PROPERTY	31.12	30.81	30.88	<26 DAYS
OVERALL SATISFACTION WITH REPAIRS %	98.39%	98.95%	97.75%	>92%

### REPAIRS COMPLETION STATS

	MAY - 23	JUN - 23	JULY - 23	TARGET
EMERGENCY-COMPLETED WITHIN 24 HOURS %	100.00%	100.00%	100.00%	>95%
URGENT-COMPLETED WITHIN 7 DAYS %	100.00%	100.00%	99.49%	>92%
ROUTINE-COMPLETED WITHIN 21 DAYS %	96.45%	92.74%	94.48%	>92%

#### KEY



ON TARGET



MISSED TARGET

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