



Welcome to our latest newsletter, which we will be sending out quarterly from now on. We hope you find it useful and informative. We welcome feedback on any of the content as well as any suggestions for future content.

Office information

Our office opening hours remain the same
Monday to Friday 9.00am to 1.00pm.

This arrangement has been trailed for 3 months and the general feedback is that we are meeting the demand of our customers.

If you have any questions regarding these opening hours or you have any suggestion for future office opening hours please let us know. Please note tenants can still meet with staff between 1.00pm and 5.00pm but will need a pre booked appointment.

The office will still be fully functional, and staff can still be contacted between 9.00am & 5.00pm Monday to Friday in the following ways:

- By telephone: 01900 602906
- Via the tenant portal.
- The general enquires email enquiries@westfieldha.org.uk
- For any out of hours emergencies (after 5pm and before 9am Monday to Friday and all day Saturday and Sunday) Call 0151 343 2762.

Our Performance January-April 2024

Key performance indicator	Year end performance April 2023- March 2024	Target 2024-25	Performance in Quarter 1 April-June 2024	
Average days taken to relet homes.	10	7	8	Our performance in Q1 shows we are on track to meet our target.
% Current rent arrears.	3.88%	3.50%	3.93%	The end of Q1 is week 13, 2 weeks after the Housing Benefit low point and the week before the large Direct Debit payment is received, which significantly reduces our arrears.
% Routine repairs completed on target.	92%	95%	93%	Our performance at the end of Q1 is slightly better than the end of year, and reflects we are on track to meet our target for 2024-25.
% Repairs completed first visit.	94%	95%	96%	Our performance at the end of Q1 has greatly improved from the end of year, now higher than our target for 2024-25.
% Dwellings with a valid gas safe certificate.	99.9%	100%	100%	Our performance in Q1 shows we have already reached our target of 100% which is an improvement on 2023-24.
% of Domestic properties with Compliant electrical installation condition report (EICR)	99.5%	100%	100%	Our performance in Q1 has improved from 2023-24 and shows we have already reached our target for 2024-25.

Development update

BALMORAL CLOSE



On Wednesday 24th July 2024 we saw the official opening of phase 1 of our development programme, this took place at Balmoral Close. We have re-developed open spaces in and around the estate, overgrown derelict garage sites on Windsor Road (now known as Crown Close) and the garages on Fell View Walk. The most recently finished development was at the old derelict welfare site, now known as Balmoral Close.

There are 17 households happily living in modern, energy efficient homes specially designed for people in need of level access facilities.

The bungalows have not only drastically improved the areas, but also greatly improved the quality of life for the new residents.

Social Housing Decarbonisation Fund (SHDF) update

In our second year of the SHDF programme, we will be carrying out energy efficiency works on 47 properties amounting to £500,000 between April 2024 and March 2025. Works will include cavity wall insulation, external wall insulation and replacement windows and doors as well as some smaller energy works such as loft insulation and low energy lighting. Tenants who are on the 2024 programme have been informed in writing.

In addition to the SHDF programme we will be replacing the following components on our Planned Maintenance Programme (approx. £500,000):

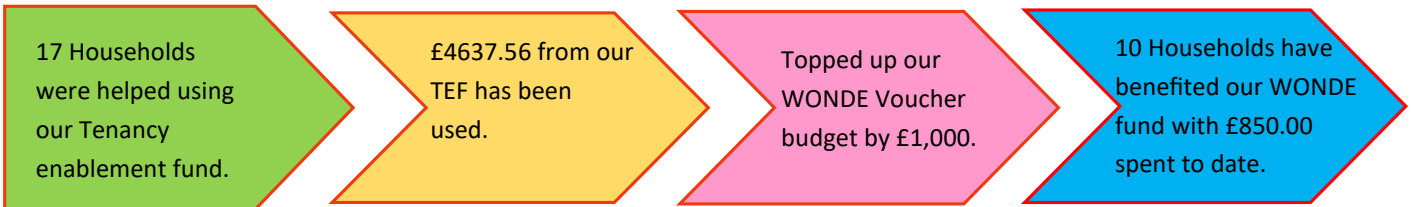
- 6 x Bathroom Replacements
- 12 x Kitchen Replacements
- 18 x External Door Replacements
- 12 x Window Replacements – plus our Scheme at Cockermouth, Jubilee Court
- 10 x Heating System Replacements
- 2 x Scheme Fence Replacements
- A programme of Extractor Fan Replacements (approx. 30)
- Re-Rendering to various properties.



Social Value

We have a £15,000 budget allocated to help new and existing tenants, this could be to help set up a new tenancy, sustain an existing one or offer general help with a variety of issues when tenants find themselves in unexpected difficult situation. This fund is called the Tenant Enablement Fund (TEF). We also have a fund called WONDE which was initially a government project that was funded through Sellafield. This enabled us to issue shopping vouchers and whitegoods vouchers to tenants that needed them. This was a well-used project, so when the initial funding ran out, we decided to top up the pot up from our TEF.

Between April 2024 and June 2024



As well as helping our tenants we also have a Neighbourhood Investment Fund (NIF). We invite applications from local community groups. Our Customer Panel review all applications and approve payment to groups that meet the criteria.

We also hold several events throughout the year to raise funds for charity groups. Our residents group make suggestions of which charity we donate to. This year our chosen charity is the Autism Support Group Allerdale and Copeland. If you would like to suggest a charity for future donations, please let us know.

Social events

Every year we create a calendar of events with input from our Customer Panel and Residents Group. Our trips are subsidised from our NIF for tenants and residents to enjoy.

Here are the details of coming events for the remainder of the year.

Estate clean up event	08/08/2024
Estate walkabout	06/11/2024
York Christmas markets (Adults only)	30/11/2024
Children's Christmas party	17/12/2024
Christmas jumper day. Bingo, Mince pies and Carols from our Nursery Children.	12/12/2024

If you would like to take part in any of our events or have any suggestions for future trips and events, please contact us on 01900 602906 or email enquiries@westfieldha.org.uk



Operation Respect

Thursday 8th August 2024

We are holding our annual clean up event on Westfield estate.

Partners from the Local Focus Hub will be around the area from 10am until 3pm.

There will be a community tidy-up and lots of information to support your health and wellbeing, as well as family activities and giveaways.

Please remember to let us know if you have any bulky items that you need collected on the day by calling the office 01900 602906.

All items for collection need to be pre booked prior to the event.

Estate matters

We carried out this years 1st arranged walkabouts on the Westfield estate on 21st May

Things that were identified	What we done
5 Garden letters given out for well kept gardens	The winner of the tidy garden this year was Mrs Flett who received £50 B&Q Vouchers.
7 Untidy gardens were identified	Following our untidy garden procedure letters were sent to the 7 identified tenants. As a result of this, all gardens have now been attended too and greatly improved.
Rubbish identified in the play park area	A job was raised for our contractor to remove the rubbish. As a result of this the area has been improved.
Loose fencing was identified on one of our new developments	A job was raised for our contractor and the fence was fixed very quickly, leaving the area safe and secure.
Loose bricks were identified on Westfield Bridge Court	There are discussions to be had about how to address this.
Identified area of communal grass that hadn't been cut	These areas have now been cut and are now included on the grass cutting programme moving forward.



We are seeing a large increase in the number of reports relating to dog fouling and unaccompanied dogs wandering alone around the estate. Please ensure, if you have a dog, you always clean up after it and place the bag in the bins that have been provided around the estate or in your own general waste bin.

It has been brought to our attention that there is a lot of rubbish left around the estate after bin collections. Can you please only put your bin out the night before collection day and ensure it is brought back in on the day it is emptied. This will not only eradicate animals rummaging around in bins and reduce the attraction of vermin, but it will also help prevent rubbish blowing around the estate.

You said, we listened and we did

Based on lessons learnt from complaints and feedback from tenants, you said there was not enough parking spaces on the estate.	A small number of additional parking spaces have been created within our new development schemes. Other areas on the estate have been identified as possible sites to develop and accommodate parking. The cost of this is being looked into.
You said you were not happy that the grass was not picked after being cut by our ground maintenance team. Leaving it to blow around the estate and making a mess of the green areas.	We invited 5 local contractors to tender a price for both collection and non-collection of grass. Tivoli submitted a competitive tender for the contract which meant we could deliver what residents had requested and have the grass collected on each cut. Feedback from this has been positive.
Based on feedback about the trees around the estate being overgrown.	A tree specialist carried out a survey of the trees around the estate, resulting in some trees being cut back and others being removed. This work will continue in the Autumn.
Based on dissatisfaction feedback from tenants receiving energy efficiency work as part of our SHDF project. Tenants were unhappy with the level of upheaval, disruption and the time it takes for some measures to be carried out.	We have therefore revisited our SHDF programme and agreed alternative, less disruptive measures with our Contractor to avoid this level of disruption for any future tenants benefiting from these works.

Customer engagement

Our vision is a collaborative relationship with customers, built on honest, open and trusting relationships, that shapes our services and future direction. Our key aim is to ensure that the customer voice is heard and that the homes and services provided are shaped around customer needs and views.

Building involvement, responsiveness and accountability requires in the first instance, effective engagement of tenants and residents.

We recognise that not everyone has the time or inclination to be involved and can be put off by many things including:

- a belief that being involved won't change anything.
- uncertainty about what will be involved, and the level of commitment required.
- a belief that being involved will be boring (e.g. attending lots of meetings) and time consuming.
- individual barriers such as work, childcare/caring responsibilities, finances, lack of transport.
- a lack of knowledge about Westfield.

To help tackle these barriers it is important that in the first instance we have effective relationships with tenants and residents and an understanding of individual needs and desires. Our small size and local presence have enabled us to develop good levels of contact and a personal service that can be responsive to individual needs and circumstances.

We currently have a Customer Panel and a Resident's Group and are always looking for new members to join these groups to ensure your voice is heard. To give you an idea of what our groups do, take a look at the initial menu of engagement.

Please get in touch if you could spare the time to get involved and make a difference 01900 602906 or email enquiries@westfieldha.org.uk



Initial Menu of Engagement	
Opportunity	Detail
Customer Panel Meet Quarterly	Consider performance in agreed service areas. Review compliments and complaints. Look at selected services and provide recommendations for improvement. Monitor progress on improvements. Review and develop the Customer Offer. Consider and approve grant applications to Westfields Neighbourhood Investment Fund. Review the fund and how it can support tenants and the local community.
Residents Group Meet Quarterly	Consider/discuss any project/service development on the Westfield estate. Project ideas to review and develop from 2024 are an estate play area and a programme of annual events and community activities.
Estate Walkabouts Twice yearly	Resident led neighbourhood walkabouts with Officers from various services, to highlight issues and agree actions for improvement.
Perception Surveys Annual (TSM survey)	Help conduct tenant surveys.
Transactional surveys Monthly	Complete survey over the phone, by email or text.
Online Surveys As and when	Provide feedback online as part of a consultation into new services we are developing or proposed changes to those we already have.
Armchair Consultation As and when	Provide feedback from home, in person, via email or telephone.
Focus Groups As and when	Help us develop policies and procedures, implement legislation or respond to government proposals by being a member of a focus group.

Celebrations and farewells



On 5th July 2024 we celebrated 20 years' service from Rebecca O'Loughlin in Footsteps Nursery. I am sure you will agree, what an amazing achievement this is.

Footsteps Nursery Manager Linda said "Rebecca joined Footsteps Nursery when it first opened and has cared for lots of children in her time here. She is a valued member of staff who has seen many changes to our Nursery during her 20 years. She joined us as a Childcare Practitioner working her way to being the current deputy manager and is still as dedicated today as she was on day one.



Farewell and Thank You to Westfield's first T Level Management & Administration Student from Lakes College.

In January 2024, the Association welcomed Charlie to the team on weekly work placement, a requirement of the T Level Management & Administration qualification he is studying at Lakes College. Charlie became part of the Team really quickly, working on a number of key tasks and projects enabling him to develop his knowledge, experience, skills and most importantly confidence in the workplace.

Heather Wilson, Corporate Services/HR Officer and Charlie's placement supervisor said "it's been great to have Charlie join us and offer a local student the opportunity. The feedback from Charlie has been really positive", echoed by Charlie, who agreed, "I've really enjoyed the placement and felt part of the team here. The work has been interesting and varied and my skills using Excel spreadsheets have really improved as well as my confidence".



Good luck Charlie with Year 2 and your future studies and career.



We also wanted to say good luck to Joe, who completed a week of work experience with us in July. Joe spent each day with a difference contractor gaining an insight into all trades involved with Social Housing repairs services. Joe said he enjoyed his time with every contractor and this has given him something to think about for his future.

Good luck Joe you were a pleasure to work with and we are sure you will have an amazing career ahead of you.

Talk to us

If you have any compliments, concerns, complaints, feedback or questions, please talk to us.

You can contact us in whichever way is easiest for you;

Email; enquiries@westfieldha.org.uk, by telephone 01900 602906, in person by visiting the office, in writing or via your tenants portal.

Difficulty Reading this Newsletter

If you have difficulty reading this newsletter and would like it in large print or in another format please contact Julie on 01900 602906