



You matter | Ti'n cyfri



Croeso / Welcome
32nd TPAS Cymru AGM



Cyfarfod Cyffredinol Blynyddol

11am: Dydd Mawrth 14 Tachwedd

Gweminar Zoom Ar-lein



AGENDA



- 1. Croeso Agoriadol ac Anerchiad**
Bill Hunt, (Cadeirydd, TPAS Cymru)



- 2. Adroddiad Blynyddol ac Adroddiad Cyllid 2020 – 2021**
David Wilton (Prif Weithredwr, TPAS Cymru)
+ David Lloyd (Cyfarwyddwr Rhaglen, TPAS Cymru)



- 3. Diweddariad Gwasanaethau a blaenoriaethau'r flwyddyn nesaf**
David Lloyd (Cyfarwyddwr Rhaglen, TPAS Cymru)



4. Diweddariad y Bwrdd
Bill Hunt (Cadeirydd, TPAS Cymru)



5. Sesiwn Cwestiwn ac Ateb
Vicki Miller, Is-Gadeirydd, TPAS Cymru)



6. Cau'n Ffurfiol a Diolch



Annual General Meeting

11am: Tuesday 14th November
Online Zoom Webinar



AGENDA



- 1. Opening welcome and address**
Bill Hunt, (Chair, TPAS Cymru)



- 2. The 2020 – 2021 Annual Report and Finance Report**
David Wilton (Chief Executive, TPAS Cymru)
David Lloyd (Programme Director, TPAS Cymru)



- 3. Delivery Update and your views on next year's priorities**
David Lloyd (Programme Director, TPAS Cymru)



4. Board Update

Bill Hunt (Chair, TPAS Cymru)



5. Questions and Answers

Vicki Miller, Vice Chair, TPAS Cymru)



6. Formal Close and Thanks



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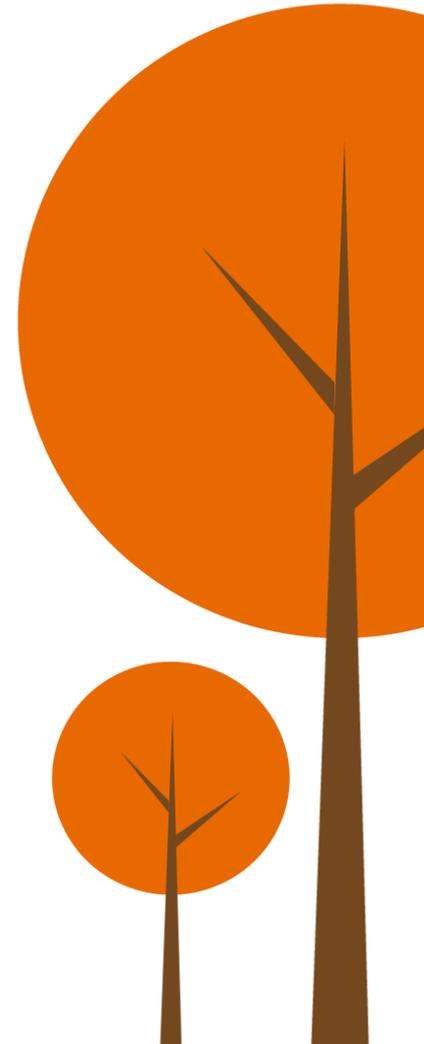
TPAS Cymru Annual Report

April 2020 – March 2021

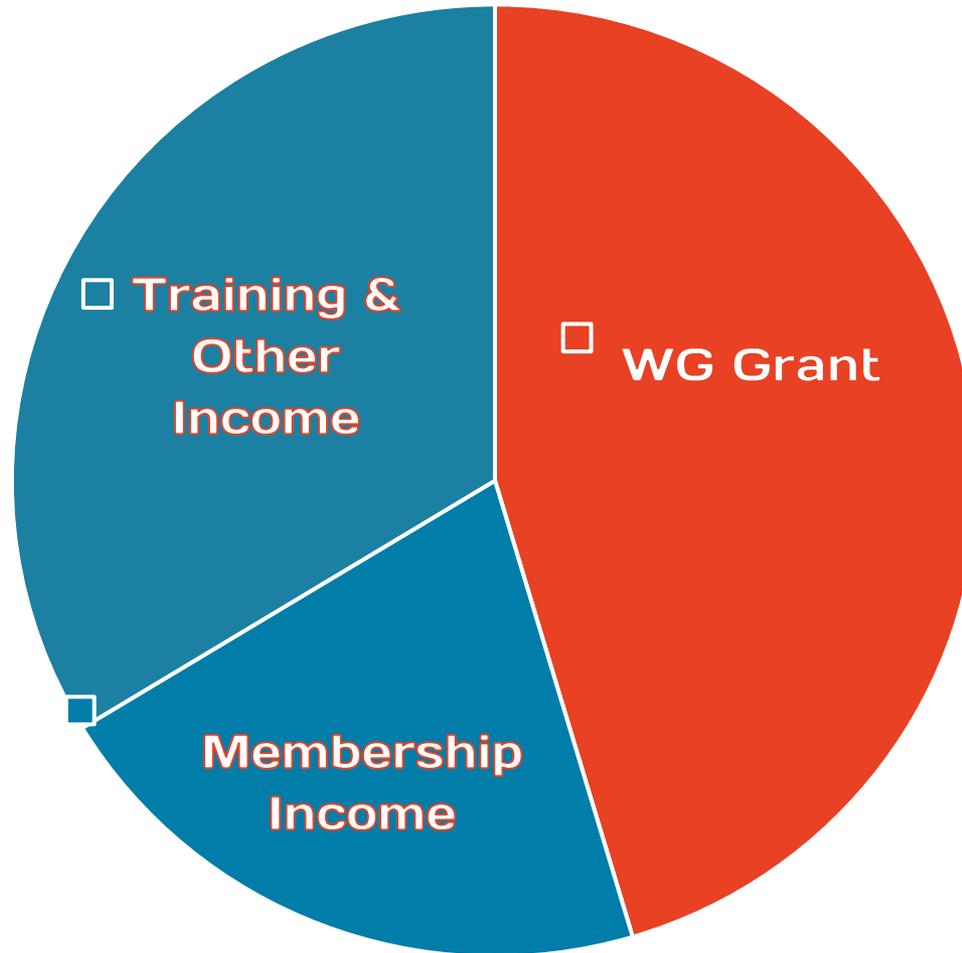


A challenging year.

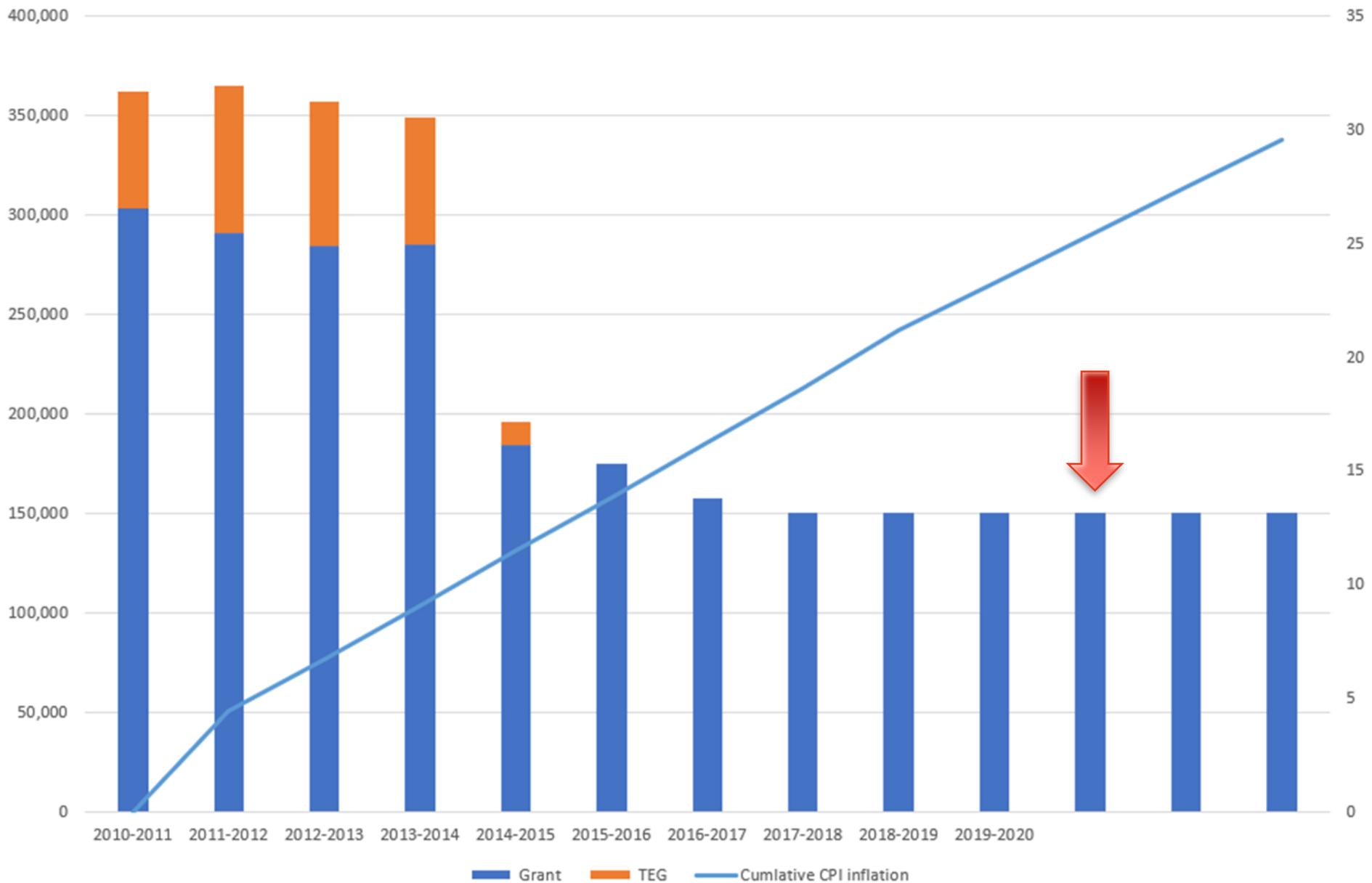
1. We were excited to start year 1 of our new 3 year funding with WG.
2. The Pandemic changed our work immediately in terms of workload, objectives, staffing. Its was really challenging for the Team and Board.
3. We were better position than many due to our existing digital capabilities .
4. We are proud of what we delivered and how we supported the sector.



How TPAS Cymru was traditionally funded

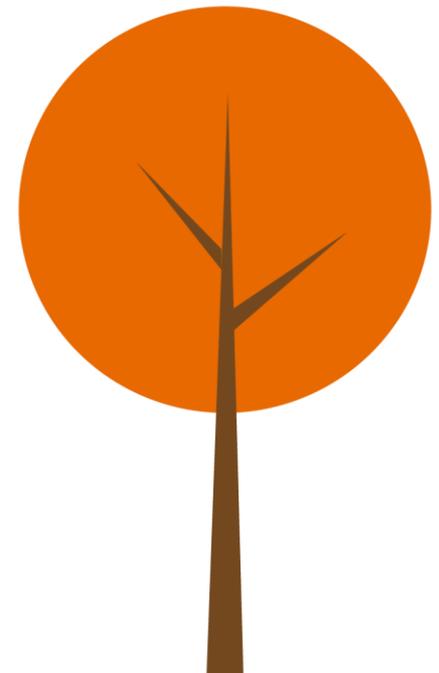


WG funding to TPAS Cymru



Membership & Tenders

- 👍 All members re-joined
- ✓ New Member: Wrexham Council
- ✓ We won/delivered tenders at Taff Housing, Trivallis, Carmarthenshire Council
- ✓ Challenge remains being considered for some work we would love to do. Not all TP/Community work is tendered.



Videos



Behind the scenes at Shelter Cymru



Keeping warm and safe for less this Winter



Young people as change creators in Wales. Interview...



Bevan Foundation's Research into One Welsh Benefit...



Help with Rent Arrears for Private Renters



Solving homelessness? Cornerstone set out their...



What Health & Safety factors does the Welsh Gov...



Fire Safety Update - What Does It Mean For Tenants?



Get the latest on Student Renting? Interview with...



What was Stock Transfer? 33 views · 2 months ago



Love Nature? Bryn has an app for you: iNaturalist



Hoffi Natur? Mae Bryn yn argymhell Ap i chi: iNaturalist



Exclusive: Innovative Housing development explained



10min summary: White Paper on Safer Buildings

102 views • 10 months ago



White Paper on Safer Buildings - have your say!

12 views • 10 months ago





Keith Edwards



David, TPAS Cymru

That got people thinking about how they were going to raise the cash

▶ ⏪ 🔊 1:51 / 15:59 ⏩ ⌵ ⚙️ 📺 🖥️ 🗉

Board departures



New Board members



TPAS Cymru's Summer Signings



**"The Magnificent
7" have joined our
Board of Directors!**





Ariennir yn Rhannol gan
Lywodraeth Cymru

Part Funded by
Welsh Government

Thank you to our sponsors



Main Sponsor



**Tenant Voice
Sponsor**



A photograph of a row of colorful terraced houses in a residential street. The houses are painted in various colors including blue, yellow, and white. The scene is set against a clear blue sky. A semi-transparent orange banner is overlaid on the image, containing the text.

Activities & Events: some highlights

2020 - 2021

Slide from last year's AGM!

Moving into webinars



- The Right Stuff: Hearing the Tenants' Voice webinar week after launch
- Rent Policy Webinar
- Tap to Donate Webinar

12 webinar subjects delivered, many repeated due to demand





David Wilton - TRAS Cymru

Elizabeth Taylor

Emma Parcel

Widi Miller

David Lloyd

Joe Frampton

Mute Stop Video

Participants Q&A Chat Share Screen Record

Leave

Over the last 12 months:



We have delivered

40

events for tenants
and officers



We have hosted

30

tenant, officers, LA's,
disability networks



We have welcomed over

1,500

attendees at our sessions



80

at our highly successful
Recognition Awards

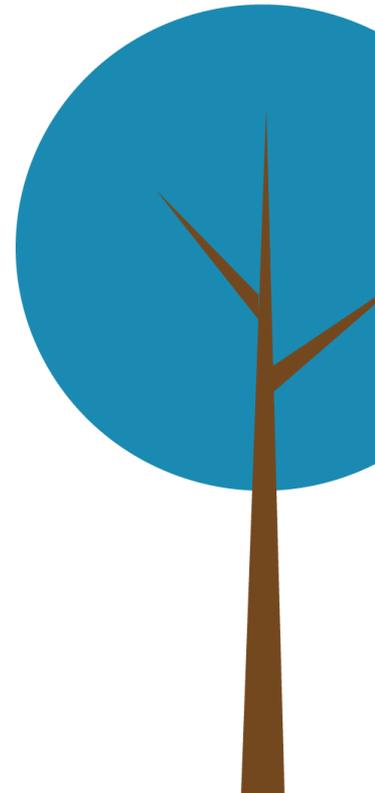
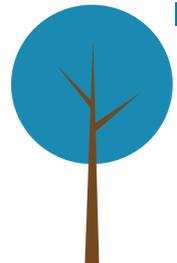


95

attended our popular
'Comms Club'

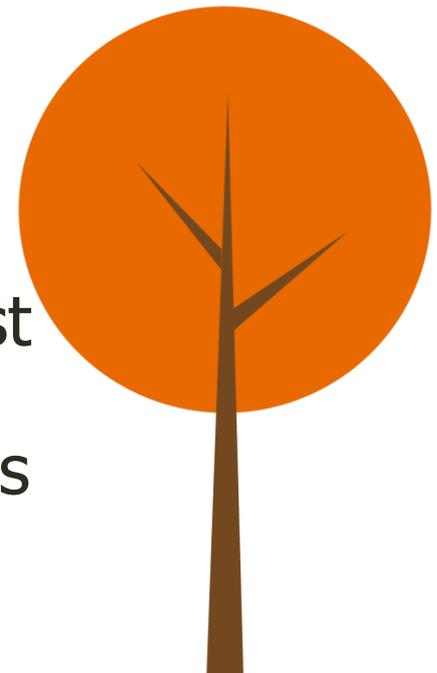
Topical webinars:

- Communicating with tenants during a crisis: 10 things to think about
- Managing anti-social behaviour during lock down: how to support tenants
- Tenant Scrutiny: can it be done remotely?
- Reintroducing landlord services
- Moving Tenants Activities Online
- How to Rock at Webinars



Networking Events

- Regular **Officers' Network** via Zoom – an opportunity to ask for advice and share good practice
- **Local Authority Housing Networks** via Zoom including a breakfast networking event focusing on the new Satisfaction Surveys for LAs
- Monthly **Tenants Networks** – with new tenants now able to join online
- Six monthly **Disability Networks** – guest speakers and updates from other organisations in relation to disability issues generally, and engaging with tenants



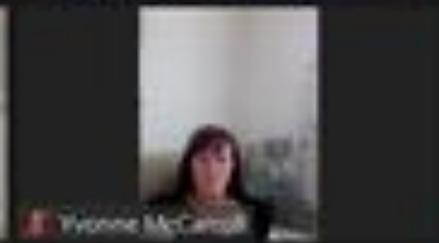


**With
Elizabeth & Helen**



Join us and other tenants from across Wales!

See you online!





John Roberts



Elizabeth - TPAS Cymru



Lynn Rowlands



Trudy Edwards



Amanda Lawrence



Margaret Baron



Helen - TPAS Cymru



John Gunn



Suzy Cunningham



Kirsty Mitchell



Burnie Clutton



Mel Rayner - Family Housing

What do tenants need during this pandemic?

350+ tenants gave us their thoughts in our latest pulse report



www.tpas.cymru/pulse



THE 'COMMS CLUB'

TPAS Cymru's online communications forum

This online forum will be a Q&A session with Holly McAnoy from Taff Housing on how she created a new website through consulting with tenants AND experienced several unintended outcomes

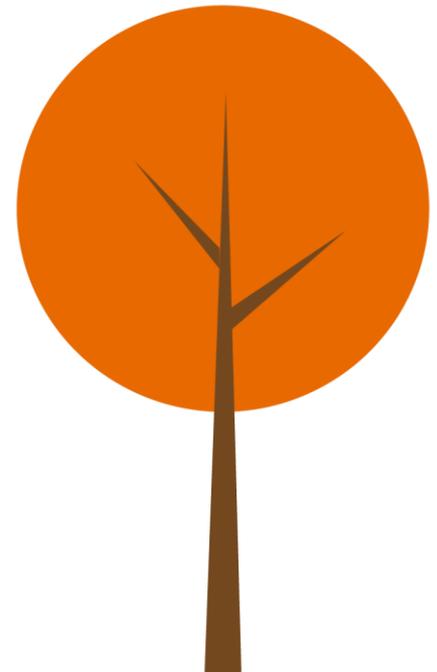


www.tpas.cymru/events/the-comms-club-2

NEW - 'Comms Club'

Online **Comms Club** was set up during the initial lock-down and attracts staff involved in creating communications for Tenants/Residents.

- Guest speaker from Taff talking about engagement/consultation on their new website
- Guest speakers from Grwp Cynefin sharing their experiences of Communicating during the pandemic crisis



CAN DIGITAL TOOLS BE USED TO IMPROVE COMMUNITY RESILIENCE?



Back by popular demand!!!

There are lots of amazing tools for supporting and building great communities - join David at this week's event who will take you through some examples.

24th September @ 10.45am

Book online: www.tpas.cymru/events





CLILC • WLGA



Llywodraeth Cymru
Welsh Government



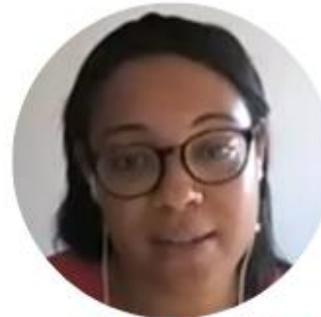


Thank You!!

www.tpas.cymru/events



**Bethan Proctor
(CHC)**



**Alex Smith
(WG)**

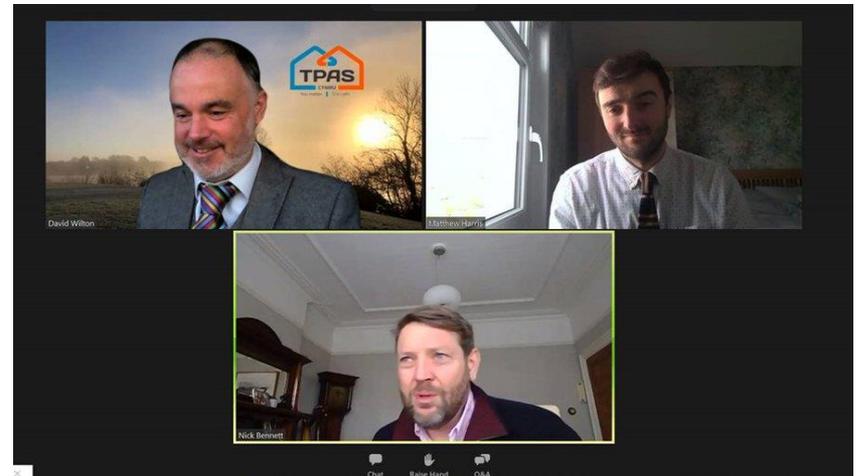
A huge thank you to our guest speakers at today's H&S Webinar - if you missed it go to our website to view the recording.....

Diolch!!!

www.tpas.cymru/digwyddiadau

Ombudsman Ombwdsmon

PUBLIC SERVICES OMBUDSMAN FOR WALES
OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU





'RECOGNITION AWARDS' 2020

Recognising achievements & sharing good practise

Sponsored by:





Floored: Provision of appropriate flooring in social housing



Since the launch

- WHQ Magazine – multiple press releases
- Inside Housing
- Bevan Foundation
- Single Parents Well-being charity
- Tenant Networks
- Welsh Government WHQS 2
- Charities in England – committed funding to develop further work
- Landlords gathering evidence
- Implementation group

“This was so informative from a tenants point of view. Many positive outcomes to take back to our scrutiny committee. ...will help to dispel any concerns raised about leaving carpets down for new tenants”.

“The sessions have given us a really useful insight in to the progress being made by social landlords on the provision of flooring.”





Forthcoming Online Training, Webinars and Events

March 2021

- Supported Housing Network - 10 March
- Intro to Housing Policy Training - 16 March
- Tenant Satisfaction Survey Forum - 17 March
- Tenant Networks x 2 - 18 March
- Digital Engagement Research Findings - 22 March
- Officers Network - 23 March
- Senedd Elections Info Session x 2 - 24 March
- Senedd Elections Info Session - 25 March
- PRS Tenant Network North Wales - 25 March

Vote 1: *Accept the General Report*



**PLEIDLEISIWCH
NAWR**

VOTE NOW

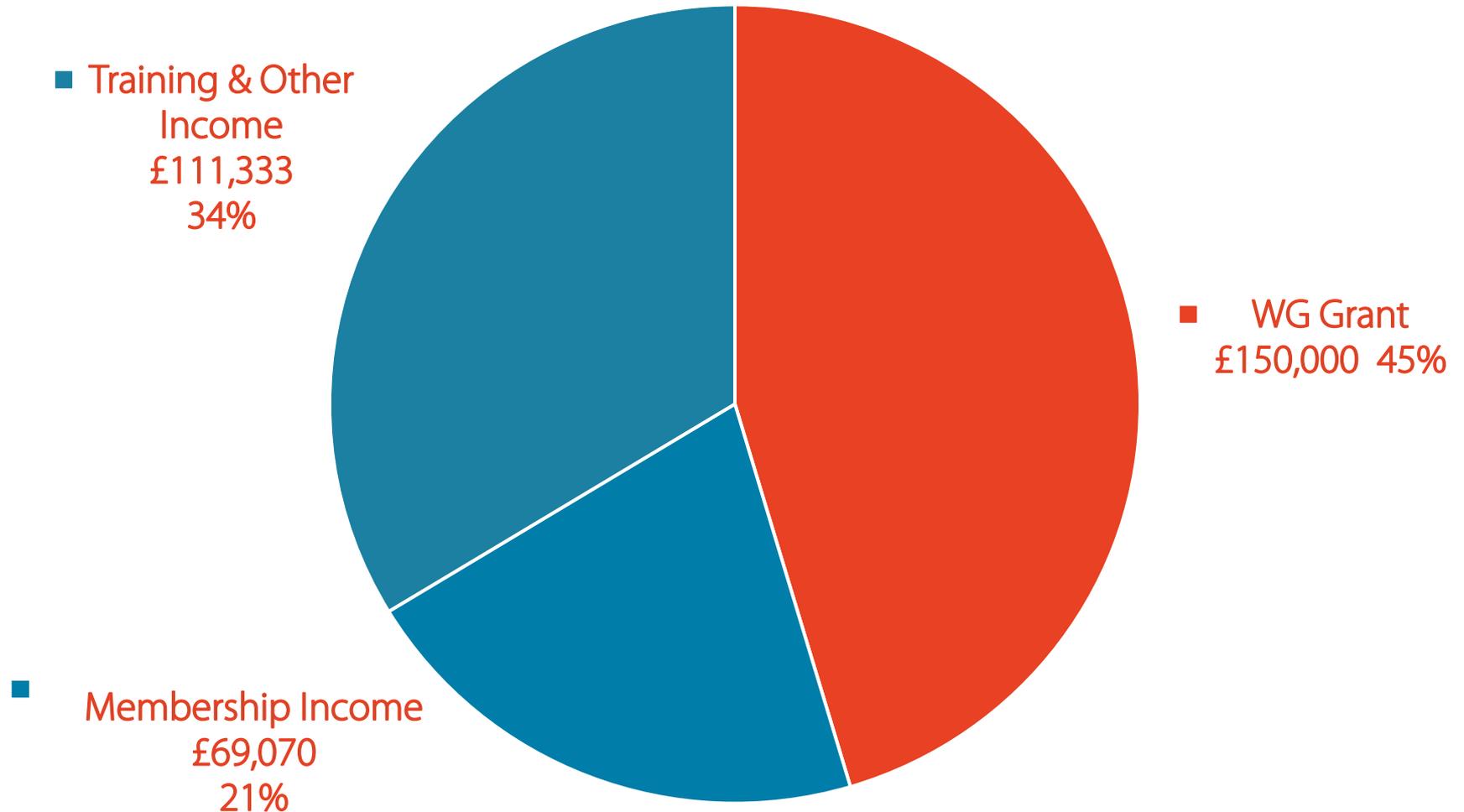


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Financial Report

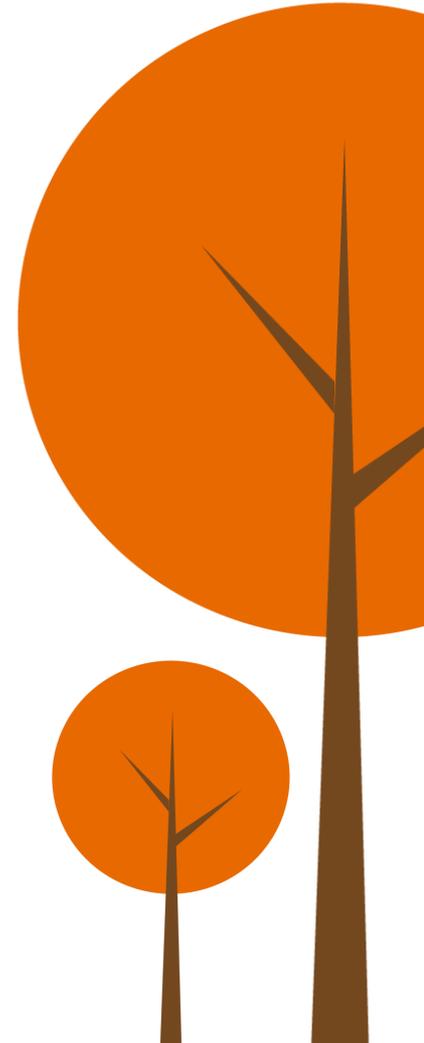
April 2019 – March 2020

A typical year TPAS Cymru year would look like this

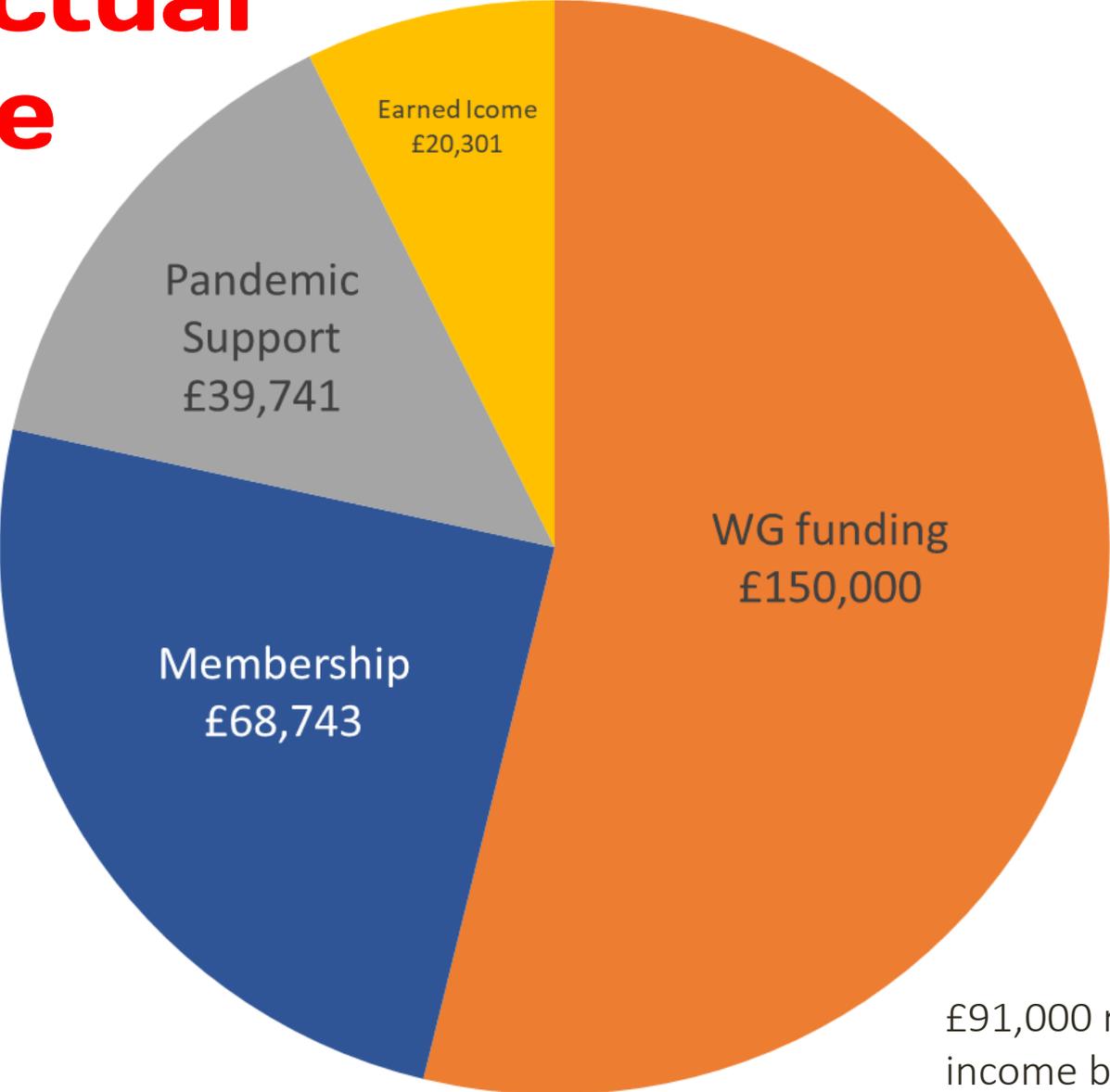


Re-adjustment

- We were significant facing uncertainty. Our £115k (34%) earned income is from face to face events like Conference, Best Practice & Awards.
- Membership c£70k (23%) was uncertain with tenant events stopped, tenant facing staff being redeployed or furloughed
- Without a programme of events, we would not meet WG and membership expectations.
- We didn't qualify for some 3rd sector or commercial support, and others only partially.
- We had to make some tough calls

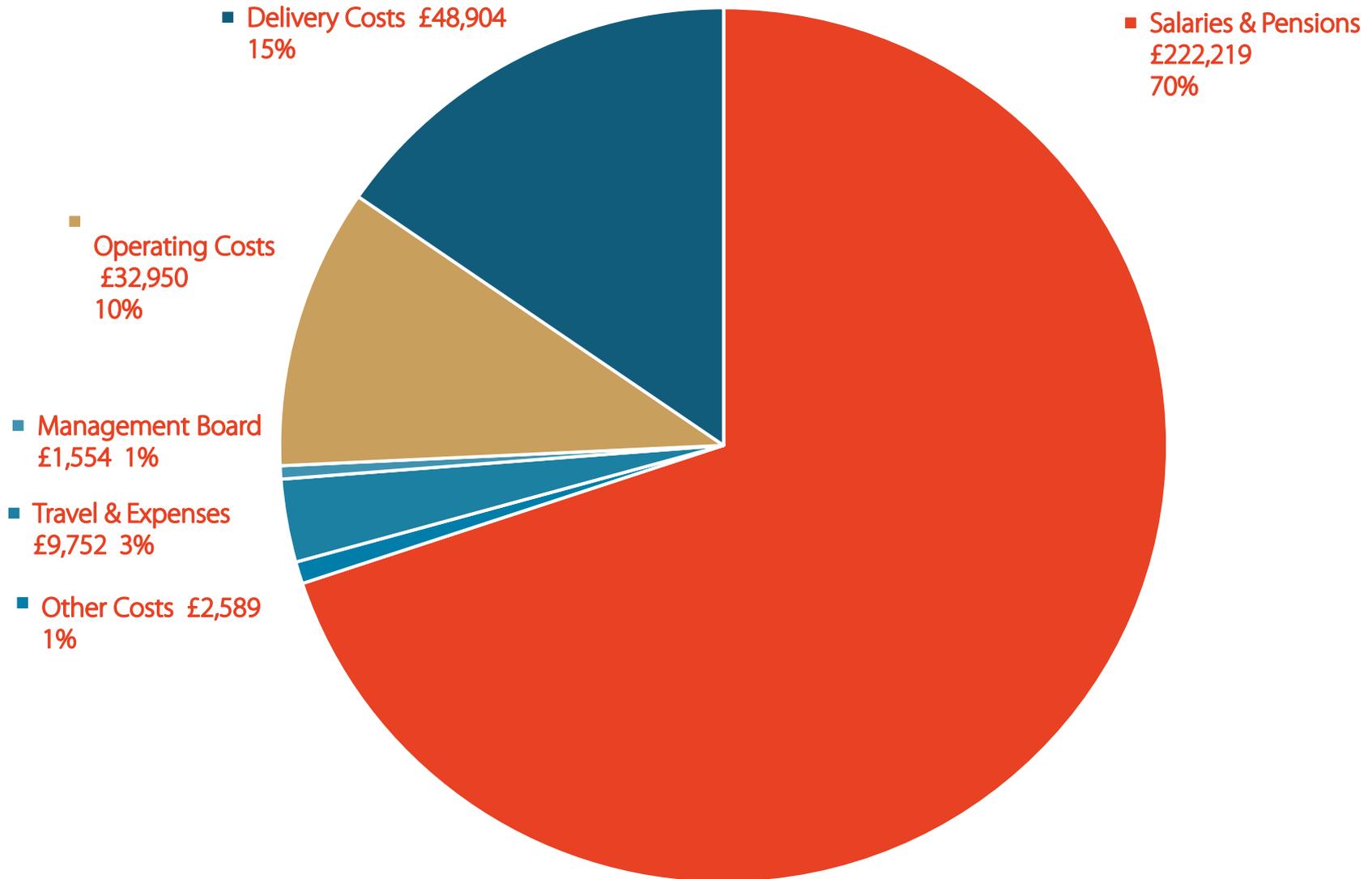


Our Actual Income

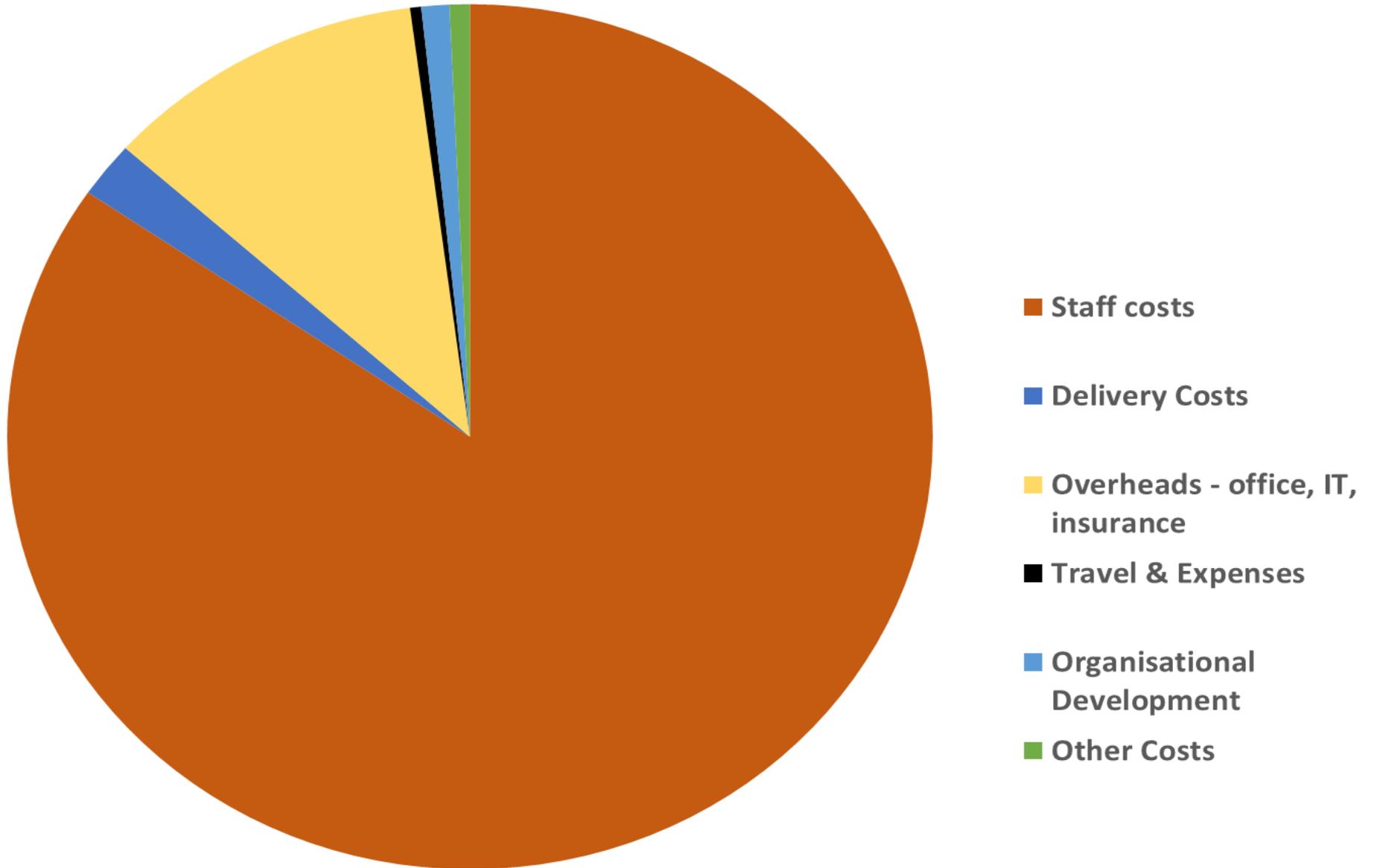


£91,000 reduction in income before one-off pandemic support

Our previous cost model



What costs turned out as:



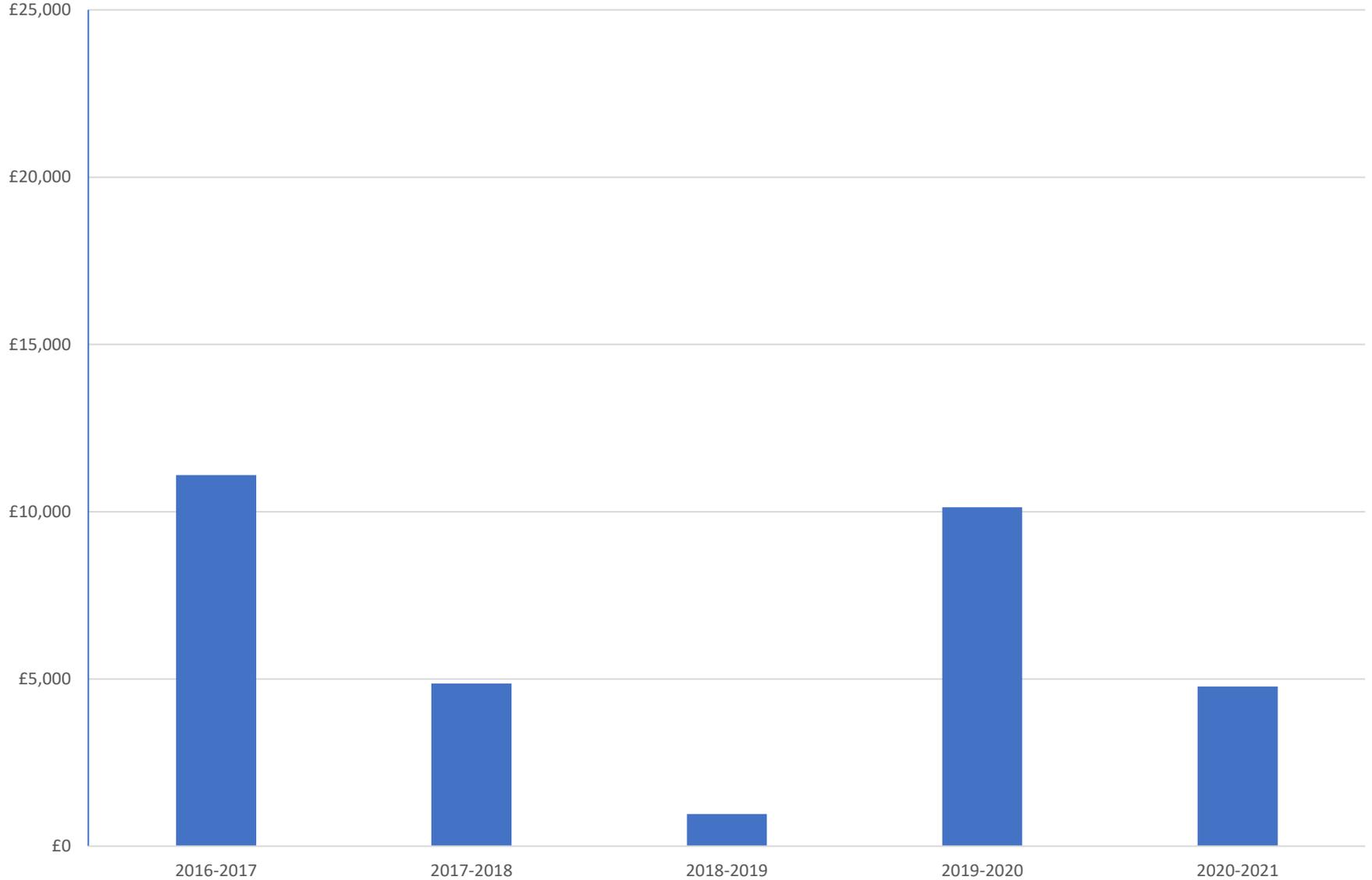
That meant

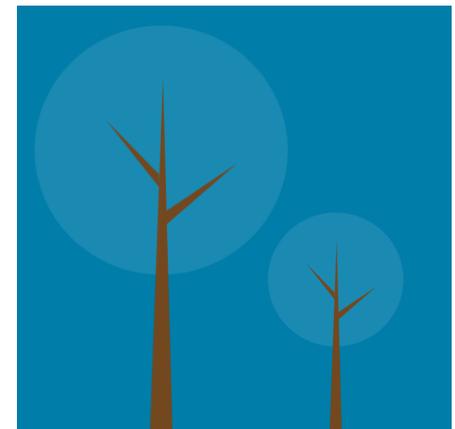
Income was £239,044 (down 28%)

Costs were £234,268 (down 27%)

Surplus was £4,776 (down 61%)

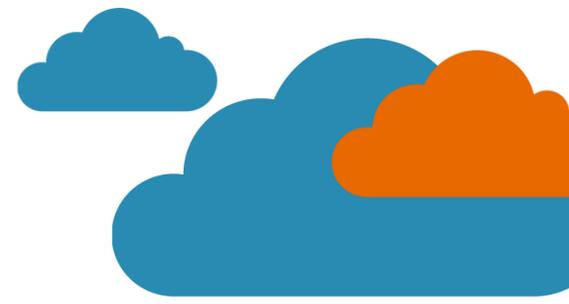
Our Annual Surplus





So what did the Auditor say?

Our Auditor is Haines Watts
Findings discussed with CEO & Finance lead.
Audit pack discussed by full Board
Members of the Board's Finance committee also met with Auditor



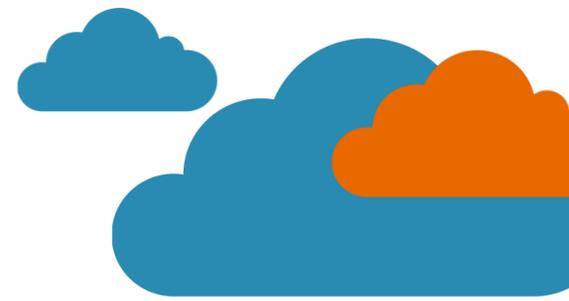
The Auditor's recommendations...

Risk Assessment	Definition	Number
High	Significant weaknesses which require urgent attention	0
Medium	Weakness identified which needs to be rectified but where there is no material impact on the achievement of the control objectives	2
Low	Minor weaknesses which merit attention within an agreed timescale	2



High	Significant weaknesses which require urgent attention
Medium	Weakness identified which needs to be rectified but where there is no material impact on the achievement of the control objectives
Low	Minor weaknesses which merit attention within an agreed timescale

Area	AUDIT FINDINGS	RECOMMENDATIONS	PRIORITY	MANAGEMENT RESPONSE
Purchases	During our testing of purchases, we identified that copies of 3 purchase invoices were unable to be provided to us from our original sample. However, no additional issues were identified from our extended sampling within this area and we therefore believe these to be isolated cases due to recent change in Finance Officer.	We would recommend that all company records are appropriately maintained either in electronic or paper form. We would also recommend downloading and chronologically filing all invoices currently stored on the previous Finance Officers email archive as soon as possible.		<p>This was an internal mix up due to change in Finance lead. An invoice file was there, but not picked in handover and therefore wasn't used for Audit.</p> <p>We agreed to label/signpost the file clearer going forward to allow future handover.</p>
Accruals	During our audit testing we identified that a prior year accrual had not been included within the financial statements in relation to March 2020 wages which were paid on 19 April 2020.	As this adjustment is material to the financial statements, a prior year adjustment has been recognised within the financial statements. We would recommend that post year end transactions are reviewed in detail to ensure that all transactions relating to the year end are appropriately accounted for..		<p>We accept that what we were trying do regarding Year End should have considered in more detail.</p> <p>We understand and agree with Auditor's finding.</p> <p>We will to return to this subject in future</p>



Low	Minor weaknesses which merit attention within an agreed timescale
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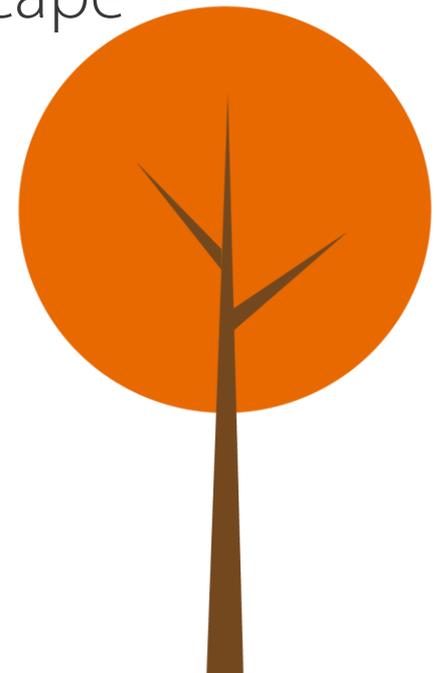
Area	AUDIT FINDINGS	RECOMMENDATIONS	PRIORITY	MANAGEMENT RESPONSE
VAT	During our audit testing of the VAT section, we identified that grant income, bank transfers and refunds had been included within box 6 of the VAT returns in the year.	Even though no VAT was claimed/declared on these transactions, as they are outside of the scope of VAT they should not be included within box 6 of the VAT returns going forwards.		Accept this recommendation and we will ensure we follow it.
Fixed assets	During our audit testing of fixed assets, we identified that assets have been capitalised that were under the capitalisation threshold of £1k for the company.	Even though the difference is not material to our audit, we recommend that only assets above a capitalisation threshold are capitalised as agreed with the Board		We've few fixed assets. We normally depreciate assets faster than other organisations. Our new Finance lead reverted to standard accounting practice. We accept the finding.

In Summary

- Like many, we had a challenging year, but we adapted fast and came through it with a small surplus
- Audit did not identify anything significant or cause for concern.
- We are adapting well to the changing landscape

**PLEIDLESIWCH
NAWR**

VOTE NOW



Finally

- The 2021/2022 Auditors are Haines Watts. They have served us well and we have no concerns.
- We are exploring alternative structures for TPAS Cymru going forward and we might need a different type of Auditor.
- We ask the AGM to defer the appointment auditors to the Board to select the auditors that best suit us for next financial year only.

**PLEIDLEISIWCH
NAWR**

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