

RouPELL Park

Resident Management Organisation Ltd

Working together to provide high quality homes and create a fair, strong and sustainable community



annual report 2021/22 ●

rouPELL park rmo

01 Chairs Report

Welcome to the annual report 2022.

I know that the last 2 years have been very stressful for all of us as we have coped with the impact of the Covid pandemic. The services that we provide are now back to normal, although we continue to take precautions to ensure your safety and those of our staff. Thank you for your patience with us over this difficult time.

The pandemic has of course changed the way in which many of us live and work. A number of the Roupell Park staff now work from home on a regular basis with some of our staff coming in no more than once a week. However we continue to keep the office open as we know how important this is to many of you. We are providing more and more of our services online and we expect this to become the main way in which we communicate with our residents in the future. We are therefore collecting as many email addresses as we can. If you have not already provided your email address to the office, please can you do so.

This year, we have continued to develop as an organisation and have had some notable successes.

Firstly, we ran our continuation ballot, to ask you whether you wanted RPRMO to continue to deliver your key housing



management and repair functions. We had the best ever response and I am delighted to report that 96% of you said that you wanted us to continue to do so. In addition, the same survey showed that 86% of you said that we provided either a good or an excellent service, up from 74% last time we did a survey. Thank you for your vote of confidence in us.

The next great piece of news and a massive achievement for the organisation is the opening of our new sports pitch (MUGA). The upgrading of our old pitch has

been one of our long term ambitions but providing the facility that you deserve and can be used by everyone and for a variety of sports, was always going to be expensive and beyond the amount that we would be able to fund on our own.

We have therefore been working to find partners who would be willing to contribute to the funding for the new pitch. Fulham FCF, who are our key partner in delivering football sessions on the estate, put us in touch with the Football Foundation who are funded by The Premier league, The FA and government (via Sport England) who provided us with £92,000. Additionally, Veolia Environmental Trust donated £75,000. We have worked with Veolia before when they funded the community garden at Hyperion House.

This meant that of a total cost of £209,000 Roupell Park had to contribute only £42,000 from our surplus fund.

In order to get the funding, we needed to show that we will deliver new activities for people who do not already use the MUGA. I would particularly like to thank the St Matthews Project who focus on providing football for girls. This could not be better timing with the victory of the Lionesses at Euro 2022 and we hope that we will be able to play an active role in building on their achievements.

We held a great opening back in April which attracted local and national interest. There is more on the MUGA project elsewhere in this report but I would like to give my particular thanks to Eva Christmas, without



whom this project would never have been delivered.

RPRMO has continued to be recognised nationally in terms of the innovative way in which we deliver services. We have been given another award by the National Federation of Tenant Management Organisations (NFTMO) and also ran two workshops at their most recent conference. We are also regularly asked for help and advice from other TMO's and our staff are asked to provide national training. This is a real tribute to the way we have developed over the last few years into the flagship TMO we had always strived to become.

We have been engaging actively with the Council over a number of issues over the last year. Whilst we have had a number of frustrations, in particular around defects arising from the external works done by the Council, we have had a number of successes.

The Council have at last agreed to put more double yellow lines round the estate. There are too many cases where bin lorries and even more worryingly emergency vehicles have not been able to get to some parts of the estate because of inconsiderate parking

so that roads are blocked. At least if drivers do this in the future, they can expect a parking fine.

We have also been working with the Council to deal with some of the anti-social behaviour on Rush Common. It has taken a long time and a lot of hard work to get the Council even to acknowledge that there is a problem, but with the help of local Councillors and the Police at last something is being done. The Council have cut back trees and bushes across the common so as to make offenders more visible. They have also committed to improve the lighting on the common and install CCTV. There is still a long way to go and we are pressing the Council to take legal powers to prevent people drinking and causing other nuisance by playing loud music etc. In the meantime, if you see a problem report it to the Police and via the Council website. The more pressure we all apply the more likely something will be done.

It may sound boring but the Government is changing the way in which it regulates social landlords such as Councils, Housing Associations and TMO's like us. This arises from the Grenfell Tower tragedy and the aim is to put residents at the heart of what landlords do. I think that is a good thing and is something we can already say that we do. Even so we can still get better and the new regulations mean that we will have to prove it and that means by finding out what you, our residents think about the services we provide.

In October of this year we will be sending out a survey to all of our residents to get

your views. There are only 12 multiple choice questions, so it won't take long to complete but it is really important that you fill it in, either on paper or online. After that we can look at what we don't do so well and work out how to improve our services to you.

Which brings me to the bit where I look forward and talk about our ambitions for the future. We know we can get better at what we do and we want to. To do that, we need more and more people involved. You could join the Board, become a block rep, come out and do estate inspections with us, join our email group, or just reply to questionnaires.

We want to get the Council to finally resolve the issues around major works defects. We want them take action to deal with anti-social behaviour around the estate. We want to continue to build a strong and healthy community on the estate, but also one that looks out into the wider area and which invites people to join in our success. And we want to continue to be recognised as one of the best, if not the best run TMO in the Country putting you our residents at the heart of everything we do.

Finally, I would like to thank the rest of the Board and all the Staff for their hard work and support over the last year and for playing their part in the journey we have been on over the last few years.

Most importantly I want to thank you, our residents, for keeping faith with us so that we can deliver an even better Roupell Park in the future.

02 Continuation Ballot



Thank you for a massive vote of confidence.

Every 5 years the management agreement between RPRMO and the Council says that we must hold a ballot of all the residents on the estate to see if you want us to continue to manage it on your behalf.

In June and July we ran a secret ballot of all our tenants and leaseholders that asked:

- How effective do you think Roupell Park RMO is at managing the Roupell Park Estate?
- Do you want Roupell Park resident Management Organisation to continue to manage the Roupell Park Estate?

We received 222 responses of which 40 were made online. Of the 222 received 214 were in favour of RPRMO (96%) continuing to manage the estate and only 8 against (4%).

The Table below sets out more details in relation to the outcome of the ballot. Members will note not all figures add up to 100% This is because of rounding errors and that 2 two people not replying to all questions.

Continue?	Quality of service?
Votes Yes 96%	Excellent 50%
Votes No 4%	Good 36%
	Fair 10%
	Poor 3%

Overall, 86% of residents consider our service to be good or excellent. This compares with 74% at the time of our last survey in 2018.

This is all a massive vote of confidence and we are really proud and grateful for your ongoing support and your faith in us.

03 Achievements

What have we achieved over the last year? Since the last Annual Report we have:

- Opened our new Multi Use Games Area (MUGA)
- Developed a wider health and wellbeing strategy to ensure that we reach out to all our community
- Continued to ensure that we put our residents at the centre of everything that we do and make sure that we get everything right first time
- Achieved 96% support for RPRMO to continue to manage the estate
- Delivered a strong financial performance despite increasing utility costs
- Received an excellent audit report showing how strong our financial management systems are.
- Continued to develop the Board to further improve our governance standards
- Further developed the staff team and Board to create a better integrated organisation
- Won another national award for 'Effective Partnership Working' at the NFTMO Conference, demonstrating our strengths in a wider national context.
- Built more partnerships to allow us to deliver new and innovative services so we can reach people who do not currently use them
- Continued to signpost anyone needing specialist help to established organisations
- Continued to pressure the Council to make good the defects
- Worked with the Council to ensure that water tanks to several blocks are replaced with the minimum impact on residents
- Ensured that we met with the requirements set out in fire risk assessments to keep our residents safe
- Worked with the police and Council to reduce the level of anti-social behaviour on Rush Common and agreed a strategy to achieve further reductions.

04 Annual performance

Performance has improved this year, particularly in relation to arrears of rent and service charges.

We met the Lambeth standards as well as those that we have set for ourselves, except for current areas as a percentage of rent role. Even here there was a significant improvement over the previous year.

In relation to relet times we again missed our target although we did improve our performance. The problem related to delays in receiving a nomination from the Council on one property although we did meet our internal targets for making the property ready to let.

The most concerning area where we did not meet our targets was in relation to responding to complaints. Given that this will be a key target in the new regulatory framework from April 2023. We have carefully looked at our systems to ensure that we hit our targets going forward.

DESCRIPTION	LAMBETH STANDARD	OUTTURN 2020/21	TARGET 2021/22	OUTTURN 2021/22	TARGET 2022/23
Rent Collected as % of annual rent role	99.5	99.6	100	105.2	100
Current Arrears as % of rent role	NA	5.9	4.8	4.9	4
% Service Charge Collected	102	99	105	107	105
Average relet time (days)	25	28.6	20	26	20
% gas services within 12 months of previous service	100	100	100	100	100
% satisfied with repairs	95	100	100	96	100
% repairs completed on time	97	98.6	100	100	100
% complaints dealt with on target	95	100	100	86	100
% tenancy checks completed	10	65	15	77	15

05 Financial performance

The Audited accounts for 2021/22 have been circulated with the agenda and further copies will be available at the AGM.

We received a management allowance of £1,384,260 from the Council and generated £207,101 in other income. This gave a total income of £1,591,361 as compared with £1,353,436 in 2020/21.

In summary the accounts show that

- A deficit of £2,907 was made in 2021/22
- Total reserves are £712,063 (£714,970 in 2020/21)
- Our surplus fund is £378,397 (£481,304 in 2020/21)
- Designated reserves of £333,354 (£233,354 in 2020/21). This is 24% of allowances, against a target of 25%.

Whilst an operational loss of £2,907 has been reported, £33,661 was transferred from surplus to fund planned expenditure on the MUGA and the renewal of bin store doors. Without this expenditure being met from reserves, there was an underlying surplus made of £30,754.

The budget approved by the Board for 2021/22 forecasted a surplus of £17,422. Our underlying surplus is therefore slightly ahead of that expectation.

The Key Audit Findings (KAF) sets out any issues that the Auditor has noted in relation to the auditing process and highlights any issues relating to the production on this year's accounts.

06 Objectives for next year

However much we have achieved this year, we always want to get better. This is not about winning or awards (although that is always nice), or about boasting how good we are.

Rather it is about giving the best service we possibly can to you, our tenants and leaseholders. We have therefore set a series of challenging objectives for the following year, so that we continue to repay the trust in us that you have shown in voting so overwhelmingly for us to continue to manage Roupell Park. Over the next year we therefore plan to –

- Ensure that we put our residents at the centre of everything that we do and make sure that we get things right first time
- Improve our level of performance against all our performance indicators
- Prepare for the Government’s new regulatory framework which will focus on what residents think about the services they receive
- Deliver surpluses despite cuts in our funding and increasing demands on our services by careful budgeting and focussing our services on what is most important
- Complete the review of the RPRMO business plan



- Complete the upgrade of our website and increase the number of services and the amount of information we provide online and through targeted emails
- Continue to ensure that community

development is part of the core business of RPRMO because we know having a strong community is important to the way that people feel about their homes.

- Deliver a wide ranging and inclusive sports programme on our new MUGA
- Increase the bio-diversity of the estate and support green initiatives brought to us by residents, the Council and other partners.
- Bring in new grant funding to allow us to deliver new services



- Build more partnerships to allow us to deliver new and innovative services so we can reach people who do not currently use them
- Continue to signpost anyone with needs for specialist help with established organisations
- Recruit new Board members with the necessary skills sets to ensure our performance continues to improve
- Continue to train our staff and board members so they can continue to grow with the organisation

07 Community development

MUGA

One of the biggest achievements this year, without a doubt, has been the launch of our new MUGA (multi-use games area). Last year, we reported on the success of our funding applications, and this year has seen completion of the construction of the MUGA, the opening event and the launch of our new activities programme.



All this is down to a range of collaborative partnerships, some who we have been working with for some time, such as Fulham FCF, and some with whom we have forged links specifically for this purpose, to strengthen our applications, and to be able to deliver the wider programme.

We cannot overstate just how grateful we are to the funders for trusting that we had all it takes to deliver on the

promise and come up with this new and modern sports facility. Without either funder, this project would never have been possible: The Football Foundation (a charitable trust jointly set up by the Premier League, the Football Association, and central government) funded 44% (£92k) of the overall cost of the project, and Veolia Environmental Trust awarded their maximum allowance of £75k. This left RPRMO to fund the remaining cost

of £42k, which came out of our surplus fund. The funding package was approved, and the project was given the go-ahead by RPRMO's Board, in September 2021, with construction works starting later that month. Construction completed in late November 2021. As we were approaching Christmas, and a few minor defects had to be taken care of, the date for running the sports programme was postponed until early February 2022.

Our construction company, 'Chiltern Sports', delivered an outstanding service, as did our consultant, Neil McHugh, appointed to guide us safely through the project. Let's not forget that the land belongs to Lambeth Council. We are very grateful and fortunate that the Council, via its Active Lambeth programme, recognises the importance of outdoor play facilities, so they gave us their full support, which was instrumental in securing the grant aid. Lambeth's planning team and client team were outstandingly helpful and on-hand.

The new MUGA has given us an opportunity to introduce projects that will challenge inequality of access to physical activity. and deliver the greatest possible impact for our children, young people, and groups we know that are less likely to be active, such as women and girls, BAME communities, people from lower socio-economic groups, older people, and people with disabilities.

Our ambition has been to run a much wider programme, in which not only our residents will benefit, but also those from surrounding areas. We offer a range

of organised sessions on court, free of charge, so that all who want to take part can do so. The rest of the time is all about free play; we have witnessed groups of young people and families making use of this new facility, particularly in the warmer summer months.



We have been launching the new programme incrementally, to ensure a good take up, and to allow our residents to develop a flavour for the sessions. The programme is aimed at all age groups, although we currently do not run sessions for the under-8s. We aim to expand the programme to target this age group too, before the end of this year.

Integral to each funding application has been our ambition to broaden and support the growth of our programmes:

Fulham FC Foundation

Fulham FCF remain our key partner in delivering sports sessions on the MUGA. They have introduced sessions for adults such, as Walking Football, which benefits older participants. So far, this has meant that the coffee morning group, most with

their walking aids, come to the MUGA to play football. It's so nice that our elderly residents feel the court is for them too, and they make it their own. Going around the pitch is tiring, and it inevitably involves quite a few social breaks. They then proceed onto the community centre where, after refreshments, the Fulham coaches guide them through seated chair exercises and a game of 'boccie'. It can get very competitive. These sessions have an average of 8 to 10 attendees.

Fulham FC Foundation also run another session for younger adults, 'More Than a Game of Football' which has a greater focus on mental health; this has been designed specifically for the post pandemic environment, to place a greater awareness on this area of increasing need. These sessions don't attract a lot of interest at the moment, although quite a few residents had said they would join in. This is a reminder to do so.

Kicks football sessions are now separated into two groups: younger (10-14 years) and older children (15-18 years), both operating to full capacity, on Thursday evenings. Since its launch, in February, the sessions have been constant during the summer weeks and the numbers have grown, with an average of 25 young people taking part. Young people are thrilled that they are finally able to go out and play on a new surface, particularly after the long Covid period, which for most were not happy times. We took a decision to close the pitch on the hottest of summer days, as advised by the Met Police and the Council. Our young people were unhappy that we had taken this decision, and perhaps for

good reason; sport allows us to cope with difficult situations in a more positive way.



St Matthew's Project

We are fully committed to ensuring that sport and physical activity is relevant and motivating for girls. We have partnered with the St. Matthew's Project, which has been highly successful in developing girls' football in Lambeth, to deliver regular girls-only football sessions on the MUGA. The sessions, launched in February 2022, started with low numbers of 4 - 5 girls, but which soon expanded to between 8 and 10 participants. In recent months, the numbers have surged to 20 - 25 girls taking part in one session, which is an incredibly high number. St Matthew's runs trials for the London Youth Games. With the 'Lionesses' winning the European Championship this summer, girls' sports is now gaining in popularity. There is a new momentum and a real opportunity for our girls to take part. With this in mind, we might be running an additional session, if the take-up continues in the weeks to come.

We are also in conversation with Netball England, with a view to introducing netball sessions for women and girls (16+) this

autumn, 2022. Our primary conversation is around the 'Back to Netball' game, which encourages women and girls to play irrespective of their playing ability, so it has a more recreational base, and is a great way to keep fit.

Others:

We have a local primary school, Holy Trinity, who use the pitch on a weekly basis. Their young people (year 5 and year 6) say that this is the best time of the week. They have taken a summer break but will be back in September for the new school term. Their coach reported that this year, they nearly won the schools' league, as they felt more motivated whilst playing on this new facility. In recent years, they have been at the bottom, so next year we expect a trophy!

CEF Lyncx and Fulham FC Foundation
We are committed to further develop our work with local SEND groups. With Fulham FC Foundation's disability arm, we have launched two separate sessions: one for adults and one for young people with disabilities. The disability sessions only took-off when CEF Lyncx, who already engage with SEND young people through their half term activities, started sign posting their young people to these sessions. SEND children especially rely upon those who they know and trust. As our partnerships evolve, there is scope for new collaborations.

There is sufficient time for free play; the MUGA is open from 9am until 9pm, after which caretaking staff lock it up for the

night. Young people from the estate are taking pride in the facility which is evident by the great take-up in both organised sessions and free play, and no evidence of vandalism.

The official launch event, in April this year, was an opportunity to thank the funders and it was a real showcase for so many different partners who contributed to the success of this project. Our local MP, Bell Ribeiro- Ady was present, and she acknowledged the significance of the facility on health and wellbeing in the wider community, and how this fits in with the



wider Active Lambeth agenda.

It was greatly appreciated, especially by our young people, that Nathaniel Chalobah, a midfield player with Fulham FC, made a guest appearance and remarked that this new facility makes him feel "jealous", as growing up nearby in Gipsy Hill he didn't have the privilege of playing on such a fine surface. In addition, he signed numerous autographs and posed for many 'selfies' with our youngsters, adding to their excitement. All this was down to our good partner links with Fulham's key staff who wanted to make this event very special for all.

A sad memory connected with this otherwise very positive project was the revealing of a memorial plaque, commemorating the sad loss of a dear colleague, Paul Smithers, partnership manager for Fulham FC Foundation. I had worked with Paul from the very start of our fruitful collaboration. He very sadly died of Covid earlier this year. We worked very closely to make this new MUGA a reality, and he helped me to navigate the numerous forms requiring Fulham's direct input in the project. This facility remains his tangible legacy, too.

In summary, we have built over 30 effective partnerships which have helped us develop and evolve our community programme beyond the scope of our staff capacity and skills base, and beyond the scope of what we could have achieved otherwise. They have taken us to unexpected places and have enabled us to achieve and share numerous successes. The new MUGA is one of the most recent ones, which possibly surpasses everything else we have previously achieved.

The unique success of this project has also been recognised nationally at this year's NFTMO Conference in which we won the award for the 'Effective Partnership Working' – this application which was centred around the MUGA project. Our opening event had coverage on the Premier League's website; the video was produced by our funders, the Football Foundation. Young people remain at the heart of our programme, and we are fully committed to offering a programme that will help them

develop the best version of themselves. With our key partners, we provide free access to a wide range of activities, largely aimed at confidence building, learning and academic attainment, social skills, ensuring that sport is accessible to all whilst developing a positive and healthy self-image. Many of our residents have commented how much more positive they feel since the MUGA's opening; from both the improved visual amenity and the optimism generated by the number of new activities now on offer to them.

The whole of our programme is overseen by the MUGA Steering Group, in which all key partners are represented. The role of the Steering Group is to ensure that use of the space is maximised to the benefit of all parties involved, and that it meets the funding conditions.

The MUGA partnership has delivered more than a sports facility – it's a platform for young people where they can learn about things such as respect, and where responsibility and integration are taught through play. The things the children and young people experience on the MUGA and in our community centre, through the diversity of our community development activities, will make a positive contribution to their general development, reflecting Roupell Park RMO Board's aims of stimulating learning, responsible living, cultivating respect, personal development, and social integration. Our new MUGA is using sport as a vehicle for change. It's about improving people's lives, which in the end is the only thing that really matters.

Community Activities

Greening the estate

Our pocket park is in full bloom. Although Clement, our estate volunteer, has been given less time to spend in the garden, it is still beautifully maintained. Now that the MUGA, one of our biggest projects ever, has been completed we will concentrate more on greening the estate, which includes nurturing wild life and encouraging bees to pollinate.



This year, we have worked with Social Landscapes and their director, Michel. They've held a series of planting workshops throughout the year, in the community centre, on the subject of Permaculture. The attendees are from various parts of London. We have given Social Landscapes use of the community centre free of charge, so in return they've used their funds to buy soil and plants and are using their time and effort to do the planting, with the idea that they help us develop other pocket gardens on the estate. The next two workshops are planned for September and October this year, with planting taking place next to our

office area and at the end of Brockham Drive. Our idea is to transform this area into a low maintenance Mediterranean garden with plants and herbs, and to also give the existing garden next to Hyperion House a boost! We know that gardening and just being out in the open in green spaces boosts health and well-being, which is so much needed in this period after Covid.

Coffee Morning Group

Nothing seems to phase our older generation of residents. Such as the Coffee morning group. They do not just keep calm and carry on, but they also embrace the new. So, they are now active on the new MUGA on Mondays, they enjoy the chair exercise with Fulham FCF. Molly is still as enthusiastic about hosting the coffee morning as she was some 15 years ago. Bingo doesn't seem to feature very much anymore. Members have become even closer during the pandemic as they know how important it is to look after one another. Linda, a younger pensioner, is leading an online yoga session on Fridays, via her Ipad. They love this session just as they used to love that previously guided by our yoga teacher, Gurpreet. Some members in their 90s are regularly connected online with their family members. Outside organised activities, they meet up in the pocket park and daily call to check if all are well.

Molly says, "We all support one another, we do, and we keep in touch with one another during the week, if someone has a problem, at least it is someone to talk too. I always phone all of them during the week, or we meet in the garden. We do the games now in the garden, on Wednesday evenings.

I just live outside the door, and this is so convenient for me. It is nice sitting out there playing the games. It opens it up for other things”.



This might be the year in which you will join the group too. Just turn up, very satisfying times are awaiting you.

The After School Club

One of our great successes remains the After School Club, run by CEF Lyncx. This is now in its seventh year, and its second year since it's gone digital. Clearly the reason being for the transformation from the classroom to an online form of delivery has been the outbreak of Covid 19 and the lockdown phase, but this model seems to be working very well. This has allowed children to attend supported learning classes, which are available Monday to Thursday from 5 – 7pm, in the comfort of their own homes. Subjects cover literacy (English) and numeracy (Maths) for key stage 1 – 3, with a core aim to help young people improve and achieve beyond their personal attainment level in these core curricular subjects.

Since the sessions have gone digital, the

numbers have kept increasing - this year has seen a further surge in the number of beneficiaries: Roupell Park has had 58 registrations, in comparison to 25 last year. As this model has no geographical limitations, young people from other estates can attend these sessions at the same time, so CEF Lyncx has reported more than 300 registrations in total. Young people work from their own virtual breakout rooms, so this means that they can work on their own subject, in their own peer group and at their own pace. The attendance has been impressive, too. All children achieved a 95% attendance score, in comparison to 90% last year and 68% the year before, when sessions were in a normal classroom environment, pre-Covid.

All this gives more than enough reason to think that the digital model is here to stay for the long haul: it enables more efficient delivery for both staff, young people and their respective families. It cuts down travel time, enables other family members to take part, and it allows greater numbers of young people to take part.

After a long summer break for all parties involved, the project reopens again from 12 September for the 2022/23 academic year and will run during school term times only.

School Holiday Activities

Over the past year, thanks to our wider partnership with CEF Lyncx, we ran ac-

tivities during the Easter, May, and summer holidays. On average, each camp recruited over 250 young people. The summer camp is when most young people come out to play. We had more than 450 applications, out of which 50 were our Roupell Park young people, aged 7 to 16 years. The activities included: multi sports dance, music workshops, arts and crafts, bicycle workshop, youth leadership workshops and more. Healthy, cooked meals was provided every day for the duration of the provision, which means for 24 days in total.



This is the seventh year in which we have received £12K from Lambeth Council to run the summer activities, thanks to CEF Lyncx, our wider partnership with other estates, and our track record over the previous years. The summer camp was based at the Windmill, in the vicinity but still away from our estate, which aligns with our wider vision for young people, to reach out to other areas, forge friendships with young people from other estates and to break out of post code wars. Apart from fun and skill-based activities, each camp created employment and volunteering opportunities for the older children, in which eight young Roupell Park residents were paid staff or volunteers. Many have commented that this has made their summer very special and that they

look forward to the next summer camp in 2023.

SEND Young People

CEF Lyncx, with Navlet as the creative head behind the programme, ran an all-day, Monday to Friday, 3-week Summer programme, using our community centre as their hub. They have engaged a group of 30 young people, with a daily average of 25, through a range of activities. Each morning has been about communication, which included code of conduct, the 'dos and don'ts' of how to communicate when you go to the shops, or when you are in unknown settings. A range of sports activities were on offer: Mondays started with swimming lessons, Tuesdays were all about multi-games on the MUGA, and on Thursdays they attended a cycling workshop, 'Wheels for Wellbeing', at the Hippodrome. There was dancing every day, and discussions about boundaries and how to establish them. There were plenty of games such as tabletop games, group games such as bingo. They also went to Battersea Park and to the South Bank.

The end of the 3-week period concluded with a talent show, in creative performances such as poetry and even playing basketball; hair and nails workshops were available as a special treat. 90% of youth workers have mild special needs themselves, so this was a great way to bring another strand to their CV. Going forward, RPRMO is fully committed to maintain its focus on people with disabilities as this does not affect just the individual, but the whole family, and ultimately our wider society.

Joy Miles



Joy has worked for Roupell Park for 13 years as Finance Manager. She says that the reason she is here today is because there was a vacancy for a finance officer. Although this is a factual statement, her role has been much more than merely filling a vacancy. She has been instrumental in driving improvements in the way Roupell Park's finances are managed, matching the Board's ambition to become the flagship organisation it is today. Therefore, her creative thinking and dedication went into making this happen. Joy is also known to us in the office as a smart dresser and a person of good taste. Apart from finance related qualifications, Joy has studied anthropology, and was awarded her PhD in 2012. Joy is fascinated by people and cultures and their interrelationships.

A little bit about myself:

I am very much into a healthy mind and body. I have exercised regularly for years. I keep a watch on what I eat, although I love food; when I go out, a dessert is a must-have. I also love clothes and fashion, so exercise helps me stay the size and shape I am, and I feel comfortable.

I'm a passionate gardener; my garden is my pride and joy. When I get home from work, I always have flowers to greet me, so the work pays off. I love music and dancing; I'm always up for going to a party or a concert. I listen to any music that has the right beat for me. I very much appreciate comedy, the British sense of humour- it's about irony and I love it, I understand it. I have also

enjoyed going to the theatre, ballet, opera, and travelling. My multi-cultural background has enabled me to enjoy these experiences in life in all its richness.

About my role:

As Finance Manager, I undertake responsibility for all day-to-day financial operations. My role functions in accordance the finance policies and procedures and systems I set up as best practice and good governance. Therefore, checks and balances are in place to supply an audit trail, manage risk and budget pressure points. In doing so, I produce quarterly financial reports for staff team managers, the Board and Lambeth Council. In addition, I facilitate the annual

external audit as well as the internal audit that takes place every 3 years.

When I started in 2009, Roupell Park's accounting system was a smaller package. My role was not just about routine but very much about making improvements. My recommendations resulted in the implementation of a more advanced accounting system that I felt could manage a greater volume of financial administrative functions, for a medium size company like Roupell Park. After years of various upgrades to the system, we now have a very efficient accounting system that recently became cloud based. The system now produces real-time reports that inform decision-making at all levels by the staff team and the Board. As such, I think Roupell Park is now operating in a more robust financial environment, confident with the decisions we make in the best interests of all residents.

Perks of my role:

I have enjoyed the journey so far and I am proud of my contribution to the organisational improvements, to the extent that we now have a strong business approach and are recognised for being professionally managed and a well-run TMO.

What has been instrumental on this journey is that I have been given the freedom to build my own relationships with individuals within all the organisations related to the running of our business. I can make contacts and have meetings on my own initiative to get my work done to meet

deadlines. I have my own authority standing in for Roupell Park within Lambeth, I have a good rapport with individuals to help me with anything I do not understand. Roupell Park's team and managers are confident that they can rely on me to do a good job. It has been a unique opportunity for me, to learn about housing and local authority finance. Therefore, being free to create my own systems of work gives me great personal satisfaction.

Something memorable:

When I was first appointed at Roupell Park. I have a vivid memory of going with a housing officer on home visits to an elderly tenant as part of my first introduction into a social housing sector organisation. Throughout my working life I had previously worked mainly in the private sector and briefly in the charitable sector. On the visit, we met the tenant's social worker. When the visit was over, the social worker thanked us for being there because she said we helped her to understand the elderly resident's answers to her questions. The social worker and the tenant were from distinct cultural and linguistic backgrounds, so much of the answers to the social worker's question from the elderly person were lost in translation. Therefore, the housing officer and I became cultural interpreters in the sense that we both understood the meaning of what the resident was saying. This encounter reminds me at once of my PhD research with social workers. It was a particularly enlightening experience, although in a completely different context to my PhD research.

10 Simon Oelman

Simon has worked for Roupell Park for some 9 years now as Estate Director. Along with the Board, Simon has led the team in driving improvements for Roupell Park estate in the way that we provide services to the residents and in the way that community development has become an integral part what RPRMO does. Simon has encouraged the team to come up with innovative solutions and then ensures that they have the freedom to implement their ideas. Because of this, Roupell Park has become a beacon TMO and is well recognised for its governance and its community profile.

A little bit about myself:

I am married to Gill; we live with our cat who loves to bring in mice. I am a keen gardener, and I grow vegetables and flowers on our allotment which I am very proud of and this is where I spend a lot of my free time. As I love cooking, having home-grown veg' brings a great deal of pride and joy to the table.

Sport has always been a huge part of my life. I used to play rugby, which at least in part is why now I have arthritis! I would have still played even if I had known, though. I love the competitive spirit of sport and I watch all types of sport on TV. I'd like to think that I am still relatively fit, as I cycle to work most days and I go to the gym. As I



love food and enjoy a few beers or glasses of wine, the exercise helps keep the weight down. I have a keen interest in music with a wide range of tastes. I have months of various downloads from things written 500 years ago to things produced last week. I have also always loved history, and I have visited many National Trust houses and gardens, and art galleries, which I continue to do.

About my role:

I have worked in housing since 1998, including several Councils and Housing Associations, all largely in London. I started as a Housing Officer for Southwark managing property at the Elephant and Castle.

I have worked for RPRMO since October 2013, and it is by far the best job I have had. When I joined, I said I would stay until I retire, and I still will. It is exciting working so closely with residents and being accountable to them. This is what housing should be all about. In my view, too many housing organisations hide behind remote call centres and are accountable to no one. Every TMO across the country has the same direct accountability and I fundamentally believe that we should have more TMO's. This is why I have chosen to be an active committee member for the NFTMO, as it represents all TMO's nationally.

My biggest achievement is what we have done outside of the normal housing management function, as part of community development, culminating in the new MUGA. Although important, housing is much more than doing repairs and collecting the rent. The residents are much more



important than the buildings but, obviously, buildings should provide a safe space to live in. Another area is finance, in which we are now cloud based and operate with greater transparency and accountability.

Perks of my role:

I am very proud of what we have achieved together. I feel there is a real partnership of Board members, staff, and residents. I helped to take RPRMO from an organisation with significant issues, to one that is leading the way nationally. I am very proud of all our staff, in every role, who have helped achieve this success.

Something memorable:

I hate dancing, but Rosaleen convinced me to go on the dance floor with one of the ABBA songs at the NFTMO conference in 2019. I still love ABBA but the experience nearly ruined it for me!

Roupell Park

Resident Management Organisation Ltd

Working together to provide high quality homes
and create a fair, strong and sustainable community



If you would like this information in large print, Braille, another format or another language, contact us on 020 7926 0214.

ESPAÑOL: Si desdesa esta information en otro idioma, rogamos nos llame al 020 7926 0214.

FRANÇAIS: Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0214.

PORTUGUES: Se desejar esta informacao noutro idioma e favor telefonar para 020 7926 0214.

YORUBA: Ti e ba fe imoran yll, ni ede omiran, ejo e kan wa l agogo 020 7926 0214.

TWI: Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0214.