ANNUAL ACTIVITIES REPORT 2015-2016

CARTREFI CONWY
creu cymunedau i fod yn falch ohonynt
creating communities to be proud of

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Audio copies of this document are also available on request

FOREWORD FROM THE CHAIR OF THE BOARD

It gives me great pleasure on behalf of the Board of Management to present the Annual Activities Report which gives an overview of our achievements and financial information for 1st April 2015 to 31st March 2016.

This year has truly been one of great successes for Cartrefi Conwy and I would like to take this opportunity to thank all the colleagues at Cartrefi Conwy that have worked so hard to make this a reality.

Additionally I would like to personally thank all the Cartrefi Conwy Board members who volunteer their time to ensure we continue to flourish. We are very lucky to have such a range of invaluable skills and knowledge around the Cartrefi Conwy table which has enabled us to go from 'good' to 'great' over the past 12 months.

This report summarises our activity for 2015-16 but I would just like to briefly touch upon the biggest highlight for me. Our ambitious development plans are well under way with 55 new homes built during this financial year. But this is not just about creating much needed affordable housing. We work very hard to ensure all our developments support the local economy and I'm delighted to see that just across 2 of our development programmes this year we have generated a total economic impact of £7,825,000,00 with 94.5% of the workforce involved with these programmes having a North Wales postcode. In fact, Cartrefi Conwy were finalists in the CIH UK Housing Awards in the 'OUTSTANDING NEW DEVELOPER OF THE YEAR' category this year.

Cartrefi Conwy will continue to 'create communities to be proud of' but we now need to look to the future, embrace new technology and grow as a business. In order to do this effectively we have developed a new Business Plan which will underpin everything we do up to 2020. This is a truly exciting time for us and I look forward to celebrating more successes over the coming years.

DOUGLAS LEECH

INCREASING THE SUPPLY OF AFFORDABLE HOMES IN THE COUNTY OF CONWY

Ensure our key objective of creating communities to be proud of continues to be realised.

CHIEF EXECUTIVE'S SUMMARY

It has been a year of **'firsts'** for Cartrefi Conwy during 2015/16 and I am delighted to share with you the many achievements we have celebrated.

For the **first** time Cartrefi Conwy is a Times 100 'Not for Profit' organisation to work for. This is such a huge achievement for us and is a real testament to the commitment at Cartrefi Conwy to investing in our staff.

Our **first** subsidiary company, Creating Enterprise, which was launched in April 2015, has really taken off this year. By bringing key work streams such as gas servicing, painting, property cleaning and handyman services in-house, we have created 23 new jobs in the local area, including 4 new jobs that are ring-fenced for our tenants who are struggling to get into work. This social enterprise has created a turnover of over £1 million in just the first year of trading and recently won the Social Enterprise of the Year Award at Conwy Business Awards.

We continue to honour our commitment to create 300 new homes over the next 4 years and we recently completed our **first** brand new, state of the art 'extra care light' scheme, Cysgod y Gogarth, which has created 26 new 'homes for life' for our older tenants. We have also worked in partnership with Conwy County Borough Council to bring an old building back to life in Colwyn Bay. We saw the completion of 94 Conway Road which offers intermediate / affordable rents to key workers across the county with rents 20% cheaper than the private rented sector.

And last but not least, we are also delighted to have received a Green Flag Award for our £1.1 million environmental improvement project at Parc Peulwys. This is the **first** ever housing estate to win this prestigious award.

Cartrefi Conwy continues to work tremendously hard to realise our vision of creating 'communities to be proud of' and our innovative approach along with the dedication and hard work of all our colleagues will, I'm sure, ensure we have many more **'firsts'** to look forward to over the coming years.

ANDREW BOWDEN

VISION AND VALUES

Our vision is to provide sustainable, affordable, quality homes and services for communities actively encouraging the participation of everyone and respecting the needs of all. Integral to delivering this vision is making a real contribution to housing led regeneration in Wales, "creating communities to be proud of".

THE LYNCHPIN OF OUR BUSINESS PLAN COMPRISES THREE COMPONENTS:

- Investing in people.
- Excellence and enterprising governance.
- Financial strength and commercial acumen.

The 2010 – 2015 Business Plan included objectives for delivery against each of these three components. With the lynchpin in place, the Board gave three 'pledges' to Cartrefi Conwy's tenants.

- Involvement for all tenants.
- Service and property excellence.
- Sustainable growth for our communities.

SUPPORTING OUR VISION CARTREFI CONWY VALUES ARE:

- Treating people fairly with honesty and integrity.
- Committed to and being positive about providing excellent standards of service.
- Being an open and forward thinking organisation which provides the services that tenants need.
- Listening to customers and consulting tenants on policy and service issues.
- A culture of openness, honesty and accountability.
- Creating an environment where its employees are valued and realise their full potential.
- Advocate sustainability in all our business and service delivery arrangements.
- Embracing the diversity of our communities.

This report focuses on our activities during the last year of the 2010-2015 Business plan (i.e. to 31 March 2016).

In April 2016 the Board approved a new Business Plan which builds on the existing lynchpin and pledges and will drive the business forward through to 2020. We will report on progress against the new business plan in future years.

OUR JOURNEY 2015-2016

JULY 2015

GREEN FLAG AWARD FOR PEULWYS

Peulwys was the first housing estate in Wales to win a Green Flag award for it's Environmental improvement programme.

CYSGOD Y GOGARTH OPENING

We celebrated the completion of 39 new homes in Llandudno this year. Cysgod y Gogarth (a development of 26, 1 and 2 bedroom apartments specifically designed for the over 55's), Tan y Gogarth (4 intermediate rent family homes) and last but not least Llwyn Rhianedd (9 new family homes).

AUG 2015

BIG DAY OUT AWARD

Nearly 900 tenants joined us at the BIG day out this year and we were delighted to win the 'Event of the Year' Award at the CHC PR and Communications Awards in 2015.

SEPT 2015

GAS SERVICING AND INTRODUCTION OF THE HOME PARTNER

We brought our gas servicing in-house and the money we saved has been used to employ our new Home Partners who will visit each tenant during their gas safety inspections to find out what their needs are in order for us to create a more personalised service for all our tenants.

NOV 2015

OLDER PERSON'S DAY

Our annual Older Person's Day celebrations were even bigger and better this year and there was hardly a dry eye in the room when the Male Voice Choir kindly entertained our guests!

FEB 2016

CARTREFI CONWY - A TIMES 100 COMPANY

We were delighted to gain the coveted Times 100 award this year.

LLANFAIRFECHAN DEVELOPMENT BEGINS

We also began an ambitious development of 28 new homes in Llanfairfechan. The development is a mix of 1 & 2 bedroom apartments, 2 & 3 bedroom houses and 2 bedroom cottage flats.

LAUNCH OF CREATING ENTERPRISE

We were joined by Lesley Griffiths AM (Minister for Communities and Tackling Poverty) in celebration of the launch of our new social enterprise subsidiary, Creating Enterprise.

ROSPA GOLD MEDAL AWARD FOR FIFTH CONSECUTIVE YEAR

Our commitment to health and safety was recognised yet again this year as we won the ROSPA Gold award for the fifth consecutive year.

INVOLVEMENT FOR ALL TENANTS

IMPROVING HOUSING SERVICES THROUGH GREATER INVOLVEMENT OF TENANTS AND RESIDENTS

ACTIVITY / EVENT PURPOSE 2015 - 2016	NUMBER OF ENGAGEMENT ACTIVITIES	NUMBER OF ATTENDEES ENGAGING IN ACTIVITIES
CONSULTATION	18	287
FOCUS GROUP	5	24
HEALTH AND SAFETY EVENT	4	40
IMPROVE HEALTH AND WELLBEING	164	2101
INFORMATION SHARING	12	58
PARTNERSHIP/NETWORKING MEETING	1	7
SUPPORTING AN EVENT SPONSORED BY CARTREFI CONWY	2	8
TENANT & RESIDENT GROUP EVENT/MEETING	70	896
TRAINING / SKILLS BUILDING	6	55
GRAND TOTAL	282	3476

NUMBER OF CONSULTATION EVENTS / ACTIVITIES
282

NUMBER OF ATTENDEES WHO GOT INVOLVED 2015-16
3476

TENANTS AND RESIDENTS ARE SUPPORTED WHEN WORKING TO IMPROVE THEIR COMMUNITY

GIVE WHERE YOU LIVE

In March 2015 Cartrefi Conwy embarked on an exciting new time-banking project known as 'Give Where You Live' (GWYL) within our Independent Living Schemes in Llandudno. Time-banking is a means of exchange where time is the currency. For every hour a participant 'deposits' in a time-bank, perhaps by giving practical help and support to others, they are able to 'withdraw' equivalent support in time when they themselves are in need. In each case the participant decides what they can offer.

GWYL has the potential to strengthen communities by building social networks and enabling people from different backgrounds, who may not otherwise meet to come together and form connections and friendships.

The project has gone from strength to strength during the last year and we now have an active membership of 50 having shared a total of 567 volunteer hours supporting each other to live independently.

IMPROVE THE WAY TENANTS AND RESIDENTS PARTICIPATE IN INFLUENCING AND SHAPING SERVICES

DECORATING VOUCHERS CONSULTATION

What was the aim of the consultation?

To support our new tenants moving into empty properties, we have historically issued decoration vouchers. Monetary vouchers were issued for specific stores, however, due to the closure of these stores within the local area, we wanted to reassess the procedure.

How was it done?

Three focus group sessions were held where tenants analysed the current processes, helped interview potential new decorating voucher suppliers and provided their own opinions and recommendations.

What happened next?

A report was drawn up with recommendations and approved by the Assistant Director of Property Services and the Head of Neighbourhood Services. The selected company Johnstone's now supply the new decorating vouchers.

YOU SAID, WE DID...

We asked: We asked our tenants to help us design a new tenant incentive scheme which would encourage tenants to pay their rent on time, get involved in shaping our services, looking after their home and accessing services online.

You said: A monthly draw was a great idea and that the prize should be cash.

We did: we launched the new Home Rewards Scheme which includes a monthly cash prize draw.

VOICES@CARTREFI

DONATIONS AND SPONSORSHIP - WHERE THE MONEY WAS SPENT:

Our donations and sponsorship funding offers support to a range of projects and initiatives to support the local communities in which we live. During 2015/16 we have provided a total of £50,454.88 to support a range of community focussed activities.

DONATIONS AND SPONSORSHIP TOP 10

CONWY YOUTH SERVICE
Conwy celebration of Achievement Event 2016

RGC
RGC sponsorship over 3 years

ST KENTIGERN HOSPICE
To purchase bedside cabinets for the inpatient unit

ACCESS ALL EIRIAS

RHYL FC
Rhyl FC corporate sponsorship

HTC ENTERTAINMENT & EVENTS
Conwy Pirate Weekend

ARTS & BUSINESS AWARDS
Sponsorship of Arts and Business Cymru Awards 01/07/2015

CONWY RIVER FESTIVAL

NWIMF
North Wales International Music Festival

LLANDUDNO JUNCTION TRAKZ
Llandudno Junction 'Trakz' event

CONWY ARTS TRUST
Focus on Photography

TOTAL: £50,454.88

TRAKZ BUSKING FESTIVAL

The family friendly event brought local businesses and visitors together and was inspired by the Edinburgh Fringe festival.

Bryn Gwilym who helped organise Trakz said: **"The event was organised in such a way that it engaged with all the people who attended and encouraged participation through workshops and interactive artists. Local people were encouraged to volunteer to take part in every aspect of the day and Cartrefi Conwy's generous funding was imperative to the success of the event."**

Total amount awarded to community groups through Community Chest Grant:

£45,518

CLWB YR EFAIL

The Community Chest Grant from Cartrefi Conwy helped this local club refurbish and enhance its facilities. The club initially began as a 'drop in' centre and it's mission is 'providing a space where all are welcomed and respected, regardless of age, gender or ethnic background'.

Feedback received from Terence James, Chairperson of Clwb Yr Efail:

"By enhancing the working conditions and provision of attractive dining arrangements, the members have spread the word with the result we have new members and have built an environment which others now wish to emulate!"

BIG DAY OUT

Over 900 tenants joined in the celebrations at the BIG day out in August 2015 in Eiras Park and we were delighted to welcome Joe Woolford, the Voice Finalist, at this year's event.

In fact, the event went so well we won a national award (Event of the year at the Community Housing Cymru's Public Relations and Communications Award 2015).

SCHOOL IS 'BUZZING'

Cartrefi Conwy's Community Chest fund has enabled an eco-friendly school, Ysgol San Sior in Llandudno, to set up a colony of bees and is producing honey which is due to go on sale later this year.

Headteacher Ian Jones:

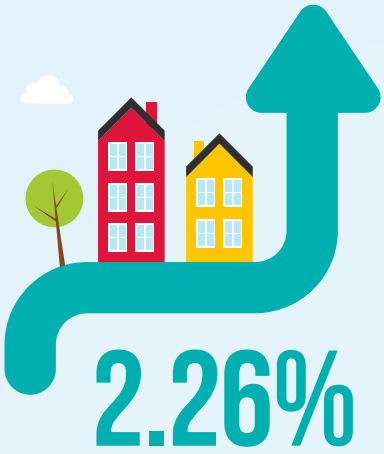
'The grant from the Cartrefi Conwy Community Chest Fund was a huge help in starting up the bee project which the school has been working on for several months. It started off last summer with one bee hive and now has five, including active and seed hives".

SUSTAINABLE GROWTH FOR OUR COMMUNITIES

GROWING THE BUSINESS IN A SUSTAINABLE WAY

The arrears management this year has shown an improvement in comparison to the end of 2014/15 where it was 2.33%.

2.26% = Total arrears of current tenants as a percentage of the annual gross debit at 31st March 2016.



The reduction in current arrears represents good performance by our Income Recovery team. We continue to see the impact of the UK Government's welfare reforms on our tenants and have put processes in place to try to mitigate this, such as our Take Control campaign and support available from our Financial Inclusion team.

TAKE CONTROL CAMPAIGN LAUNCHED

Our new Take Control Campaign aims to encourage our tenants to 'take control' of their finances and come to us for support when they are facing financial difficulty. It includes a dedicated website where tenants can find out how to open a bank account, debt advice as well as a budget calculator. We have also developed a range of new resources for tenants to use.

CYMRYD RHEOLAETH TAK£ CONTROL

INCREASE THE SUPPLY OF NEW HOUSING IN THE COUNTY OF CONWY

Cartrefi Conwy continues to seek opportunities to increase it's housing stock; through new build developments and bringing empty properties back into use. This year has again been a busy year for us with several exciting new developments completed and new ones starting.

EMPTY HOMES SCHEME

This scheme aims to deliver a local and national government objective of bringing empty homes back into use. Five properties in Colwyn Bay have been purchased and are now being renovated with works due to be completed in September 2016.

94 CONWAY ROAD

This property was bought from Conwy County Borough Council as part of its office rationalisation programme and has now been transformed into 6 new homes that are offered on an intermediate tenure. These much needed affordable homes offer key workers the opportunity to rent a quality home at 20% less than the private rented sector.

CYSGOD Y GOGARTH

We celebrated the completion of 39 new homes in Llandudno this year. Cysgod y Gogarth (a development of 26, 1 and 2 bedroom apartments specifically designed for the over 55's), Tan y Gogarth (4 intermediate rent family homes) and last but not least Llwyn Rhianedd (9 new family homes).

LLANFAIRFECHAN DEVELOPMENT BEGINS

We have also begun a new development of 28 new homes in Llanfairfechan. The development is a mix of 1 & 2 bedroom apartments, 2 & 3 bedroom houses and 2 bedroom cottage flats and will be completed early 2017.

8
Number acquired

47
Number new build

55
Total new units of accommodation provided

ENGAGE WITH COMMUNITIES TO ACHIEVE ECONOMIC DEVELOPMENT AND SOCIAL GAIN THROUGH PROCUREMENT PROCESSES AND SOCIAL ENTERPRISE

CREATING ENTERPRISE GOES FROM STRENGTH TO STRENGTH

This ground-breaking initiative came about from our need at Cartrefi Conwy to continue to maintain our properties to an excellent standard, whilst recognising the real need to provide skills, training and employment opportunities to our unemployed tenants and the wider community.

The company has gone from strength to strength in just one year and now employs 23 people including 4 new posts specifically designed for our unemployed tenants.

We were delighted to win the Social Enterprise of the Year Award at the Conwy Business Awards in 2016 – a great achievement in such a short time.

4 unemployed tenants recruited

288 tonnes of waste collected

728 void properties cleared

131 houses painted

768 jobs completed by our handyman service

CREU MENTER CREATING ENTERPRISE

A unique aspect to Creating Enterprise is it's Employment Academy. All contracts carried out through Creating Enterprise have jobs 'ring fenced' so that they are only available to unemployed tenants. These jobs are offered on a 12 month contract, with the support of a Mentor to help them with any barriers they may have to employment. During the 12 months they are supported to find sustainable work in the local area and their job then becomes available for another tenant to benefit from.

DARREN HUNTER - 30

One of the first to benefit from the Creating Enterprise employment academy was 30 year old Darren Hunter of Conwy.

After leaving school without qualifications Darren went on to study car mechanics at Llandrillo College but didn't finish the course. After some support from the local job centre he now works with our voids team.

"This is the first real job I've ever had since leaving school and education and I'm really enjoying it. In fact, you could say it's turned my life around. I've had training in all sorts of things, like health and safety, handling heavy weights and first aid. When I finish my contract I'm hoping to do Class 2 training and then get a job as an HGV driver. That's my big ambition. I'd recommend the contract with Creating Enterprise to other people as it's certainly changed my whole outlook."

SERVICE AND PROPERTY EXCELLENCE

23.84 DAYS
Average re-let time for a standard void property

98.24%
of emergency repairs completed within target as of 31st March 2016

100%
Gas Safety compliance achieved as of 31st March 2016

3,790
Number of homes owned by Cartrefi Conwy at 31st March 2016

11,943
Total number of repair jobs carried out in 2015/16

FINANCIAL INCLUSION TEAM SUCCESS

286 tenants received some form of financial inclusion support in 2015/16 through our dedicated Financial Inclusion team. Our welfare rights officer visited a tenant's home (after being referred by our incomes team) and completed a full benefits check which showed she may qualify for a Personal Independence Payment (PIP). Her PIP application was refused. However, with the help of our Welfare Rights Officer, she appealed the decision and was ultimately successful. Following the decision, this also affected her Housing Benefit and Council Tax Reduction claims and is now receiving increased help towards her rent and Council Tax.

This has provided a stable tenancy without the worry of not being able to afford her rent along with the extra income from PIP to support her daily needs.

WORKING IN PARTNERSHIP

WORKING IN PARTNERSHIP WITH BANGOR UNIVERSITY

Following a successful Knowledge Transfer Partnership with Bangor University, Liz Shepherd has been seconded as our Corporate Sustainability Officer at Cartrefi Conwy. This partnership helps to use the expertise of Liz as well as Bangor University to support us in becoming a more sustainable organisation. Work is being done to help reduce energy costs for our tenants as well as Cartrefi Conwy as a whole. Improving our waste management is an additional aim of the partnership to help reduce the environmental impact and associated costs. A major part of Liz's role has been to develop a Sustainability Strategy that incorporates these improvements and will provide focus for future plans.

NORTH WALES TOGETHER

North Wales Together is an exciting new collaborative initiative (with Cartrefi Conwy, CAIS and North Wales Housing) which has been developed to support ex-offenders in North Wales return to work, integrate more quickly back into the local community and reduce the risk of re-offending.

Through residential and commercial property maintenance and refurbishment, work streams will provide paid employment and meaningful training, in order to achieve the following outcomes:

- Reduction in re-offending
- Bringing buildings back into use
- Increase provision of social / affordable and private housing
- Improve ex-offenders lives
- Create substantial and sustainable employment
- Support economic development in North Wales

INVESTING IN PEOPLE

CARTREFI CONWY IS ONE OF THE BEST PLACES TO WORK IN THE UK - AND THAT'S OFFICIAL

We were delighted to be honoured in the prestigious Sunday Times Top 100 competition in the category for not for profit organisations this year. The award came after colleagues filled in an anonymous online survey, giving their thoughts on a range of questions from leadership, to terms and conditions to fair pay to promotion opportunities.

THE SUNDAY TIMES 100 BEST NOT-FOR-PROFIT ORGANISATIONS TO WORK FOR 2016

"Cartrefi Conwy has invested in me. I started out as a warden but they supported me and financed my diploma and helped me develop. Senior managers identified I could do better and supported me.

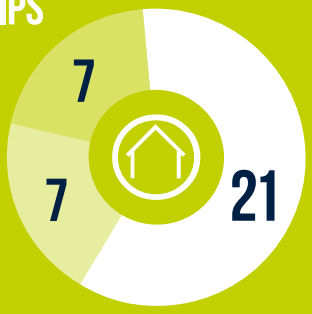
"I'm allowed to be creative and to shape and develop my role. It's all about listening but more than that, it's about actually hearing what's been said and acting upon it."

Nerys Veldhuizen - Older Person's Engagement Co-ordinator

TRAINING AND DEVELOPMENT

Cartrefi Conwy continues to invest in training and development opportunities for colleagues, with 1,380 training and development opportunities met between April 2015 and March 2016. 36 colleagues attended lessons through Bangor University to improve their Welsh language skills ranging from Beginner up to Conversational standard. Other qualifications gained by colleagues in 2015/16 include Level 3 Award in Management of Volunteers, ILM Level 5 in Coaching and Mentoring as well as Apprenticeships in Administration and Plumbing and Heating.

APPRENTICESHIPS



DIRECT WORK EXPERIENCE PLACEMENTS

JOB OPPORTUNITIES FILLED EXTERNALLY

ANOTHER AWARD WINNING APPRENTICE

Well done to Emily Jones, our Business Administration Apprentice, who beat off competition from nearly 2,000 apprentices to win the main Grwyp Coleg Llandrillo Menai Apprentice of the Year 2016 title. She then went on to secure the Chartered Institute of Housing Wales Apprentice of the Year trophy, presented at its annual conference in Cardiff.

HANNAH'S STORY

Hannah Owens was given a special recognition 'Rising Star' award for her commitment and leadership in gas safety at the Association of Gas Safety Management Awards. We also received a highly commended recognition at the same awards for our initiative of extending gas servicing appointments to allow the trades to carry out quick repairs.

CARTREFI CONWY IS WELL RECOGNISED WITHIN THE COMMUNITY AND SUCCESS IS CELEBRATED AND SHARED

Cartrefi Conwy uses a number of different channels of communication to get their message out there. We continue to receive regular coverage in the local press and host a number of high profile events to engage with our tenants. This year has seen a significant increase in our social media presence:

Our Facebook likes and Twitter followers continue to increase. We now have 908 Facebook likes **(an increase of 60% over the last year)** and 1,140 Twitter followers **(an increase of almost 63%).**

The number of new visitors to the website has increased from 1655 to 2,331 during the year; this is an **increase of nearly 34%.**

STOCK DETAILS

	GENERAL NEEDS	% OF ALL STOCK
BEDSIT	8	0.2%
1	480	12.7%
2	898	23.7%
3	1347	35.5%
4	67	1.8%
5+	3	0.1%
TOTAL	2803	74.0%

	SHELTERED	% OF ALL STOCK
BEDSIT	40	1.1%
1	658	17.4%
2+	289	7.6%
TOTAL	987	26.0%

IN ADDITION WE ALSO HAVE:

602 Garages

13 Non-dwelling commercial units

157 Leaseholders, who have purchased their properties under the right to buy scheme and pay an annual service charge

SUMMARY OF FINANCIAL PERFORMANCE

WHERE THE MONEY COMES FROM

2015-16 £000'S		2014-15 £000'S
£15,893	RENT & SERVICE CHARGES	£15,154
£530	SUPPORT PEOPLE GRANT	£650
£1,741	CAPITAL GRANTS	£1,485
£2,600	WELSH GOVERNMENT GRANT	£2,600
£3	OTHER GRANTS	£35
£496	SALE OF HOUSING PROPERTIES	£197
£2,000	LOANS FROM PRIVATE LENDERS	£3,000
£9	INTEREST RECEIVED	£367
£866	OTHER INCOME	£837

WHERE THE MONEY GOES

£000'S		£000'S
£5,565	HOUSING MANAGEMENT	£4,856
£1,330	PROPERTY & SCHEME SERVICES	£1,214
£3,765	PROPERTY ACQUISITIONS & DEVELOPMENT	£4,731
£1,710	PROPERTY IMPROVEMENTS	£1,264
£2,979	ROUTINE MAINTENANCE	£3,011
£6,277	PLANNED MAINTENANCE AND MAJOR REPAIRS	£6,444
£267	PURCHASES OF OTHER FIXED ASSETS	£149
£1,614	INTEREST PAID & OTHER SIMILAR CHARGES	£1,448
£1,442	OTHER COSTS	£1,134

PERFORMANCE: LETTINGS

LETTINGS	HOUSED FROM WAITING LIST	HOMELESS	TRANSFERS	EXCHANGES	TOTAL LETTINGS
2015/16 (APRIL - MARCH)	241	51	90	7	382

VOID LOSS AS A PERCENTAGE OF RENT CHARGED

At March 2016 1.54%
At March 2015 1.08%
At March 2014 1.73%
At March 2013 1.49%

RENT ARREARS

At March 2016 2.26%
At March 2015 2.33%
At March 2014 2.27%
At March 2013 2.17%

BOARD OF MANAGEMENT

AS AT 31 AUGUST 2016

Douglas Leech – Chair of Board

Huw Evans – Vice Chair of Board & Chair of Remuneration & Nominations Committee

William Darwin

Chris Hughes

Bill Hunt – Chair of Operations Committee

Jim Illidge – Chair of Creating Enterprise Board

Ian Jenkins

Gareth Jones – Chair of Development Committee

Colin Matthews

Robert Redhead

Dave Roberts

Elwen Roberts

Clifton Robinson – Chair of Audit and Risk Committee

Susan Shotter

Profiles of all current Board Members and the Executive Leadership Team can be found on our website:

WWW.CARTREFICONWY.ORG

CO-OPTED BOARD & COMMITTEE MEMBERS

Neil Ashbridge – Board and Audit & Risk Management Committee

Peter Parry – Development Committee

Fiona Portlock – Audit & Risk Management Committee

EXECUTIVE LEADERSHIP TEAM

Andrew Bowden – Chief Executive

Gwynne Jones – Director of Operations

Tony Deakin – Director of Finance

COMPANY SECRETARY

Sandra Lee