Tuntum

building brighter futures

ANNUAL REPORT 2025/26



Shaping Better Outcomes Together

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Cover Image: Official Opening Ceremony of Housing Development in Stapleford October 2025.
Picture: Customer, Tuntum Vice Chair Nick Murphy & Broxtowe Mayor Robert Bullock

WELCOME FROM OUR CEO



Charmaine Simei
Chief Executive
Tuntum Housing Association

The past year has been one of significant progress for Tuntum. Following the Regulator of Social Housing inspection in June 2025, we committed to listening more closely to our customers, strengthening the safety and quality of our homes, and improving the services we provide every day.

I am pleased to say that we have now completed all actions within our regulatory improvement programme, and as such Customer satisfaction has increased, engagement levels have reached record highs, and more customers than ever are helping to shape the services they receive.

Keeping customers safe remains our highest priority. We have made significant progress in home safety, stock condition, repairs and maintenance, while also strengthening our approach to complaints and anti-social behaviour.

Perhaps our greatest achievement has been the cultural shift across Tuntum. We are becoming a stronger, more customer-focused organisation, where every voice matters and continuous improvement is embedded in everything we do. Building on this progress, we will continue investing in our homes and delivering better outcomes for our customers.

Finally, my sincere thanks go to our customers, colleagues, Board members and partners for their continued support and commitment. Together, we are creating better homes, stronger communities and brighter futures for everyone who calls Tuntum home.

Charmaine



At the AGM, Danielle Oum stepped down as Chair after two years of dedicated service. We extend our sincere thanks for her outstanding leadership, commitment and support during a pivotal period for Tuntum. Her stewardship has been instrumental in guiding the organisation through its inspection and improvement journey and in helping to position Tuntum strongly for the future.

Danielle Oum
Chair, September 2024 - September 2026

As with all endings, they mark new beginnings and we are delighted to welcome **Deirdre LaBassiere** as our new Chair. Deirdre brings extensive experience in governance and strategic leadership,

"I am delighted to become Tuntum's Chair and look forward to working alongside residents, Board colleagues and the Leadership Team to build on Tuntum's strong foundations, delivering more and better homes and ensuring that current and future customers feel proud to call Tuntum home."



Deirdre LaBassiere
New Chair September 2026



OUR CUSTOMERS

During 2025/26, we continued to strengthen our understanding of our customers and improve the services we provide.

GETTING TO KNOW YOU BETTER

A major customer census exercise was conducted in September 2025 and resulted in almost 50% of customer records being updated, significantly improving the quality of information held on customer demographics, communication preferences, and support needs. This has ensured that we can provide customers with the services they need in a more efficient and tailored way and improve and develop services for tomorrow.

Moving forward, we will be automating the census on an annual basis to make sure we can keep our records up to date.

Results of the Census included:

EMAIL ADDRESSES:
90 new contacts gained, enabling more effective digital communication.

ECONOMIC STATUS:
618 updates, providing better insight into tenants' financial circumstances, enabling us to support tenancy sustainment and prevent hardship.

ETHNICITY:
116 new entries, supporting diversity monitoring and equality initiatives.

COMMUNICATION PREFERENCES:
782 tenants updated their preferences, allowing us to tailor engagement to individual needs.

NEXT OF KIN:
324 new entries, improving our ability to respond in emergencies and ensure tenant safety.





CUSTOMER ENGAGEMENT

Our Customer Engagement Strategy was launched in November 2024 and we are pleased to report that our engagement levels are now at a record high, and whilst there is always work to do, customer voice is far more audible at decision making tables across the organisation than ever before.

The adoption of our CX feedback platform has seen engagement levels reaching **91%**, enabling us to gather and publish timely information and respond more effectively to customer priorities. The success that the platform has had on our TSM results around listening, and communications has been significant.

Improved communications have enabled:

- Increased policy consultations – We received over 500 pieces of feedback following policy consultations during 2025/26 – Ensuring the customer voice helps shape our policy and practice.
- More timely communications around ASB case management which has improved satisfaction levels.
- More effective communications around estate management and walkabouts – following up in a timely manner with actions taken.
- A significant reduction in the number of No – Access cases which support greater value for money.
- More timely and effective communication through the CX platform has seen a reduction in call volumes and an improvement in call handling times- ensuring officers have more time to spend speaking with customers who really need someone to speak to.

During 2025/26 we have also successfully delivered our Tenant Satisfaction Measures (TSM) improvement plan, and complaints improvement programme. These improvements have translated into stronger customer outcomes.



"Being involved as a tenant has given me the opportunity to have my voice heard and to represent the views and experiences of other tenants. Over the time I've been involved with the CEC and scrutiny work, I've been able to raise issues that matter to residents, listen to different perspectives and work alongside Tuntum to help make positive changes. I'm proud to play a part in making sure tenants' voices are heard and taken into consideration."



Darren, Involved Tenant and Member of the Customer Experience Committee

CUSTOMER SERVICE STANDARDS

In March 2026, colleagues from across **Tuntum** came together for our Full Staff Briefing – a day dedicated to listening, reflecting, and shaping the future of how Tuntum delivers great customer service. Through a series of interactive workshops, staff shared honest insights about what we do well, reviewing customer feedback on where we can improve, and understanding how our values can guide every interaction we have with customers and with one another. The result was a refresh of our Customer Service standards – Our Values in Practice (VIP) Customer service standards.





Customer Involvement Panel

CUSTOMER SATISFACTION

DURING 2025/26

In order to lift Customer satisfaction levels, Tuntum committed to undertaking the TSM survey more frequently throughout 2025/26. That being the case Tuntum carried out its 2025/26 survey using a phased approach across three collection periods between September 2025 and February 2026. This phased approach was decided upon to ensure that we could be more responsive to feedback on an ongoing basis rather than taking a temperature check once a year and then ultimately taking 12 months to put in place improvements. This 'continuous improvement' cycle seems to have worked well, with an improvement shown in 10 of the 12 of the metrics

The measures focus on five key themes

1. **Keeping properties in good repair**
2. **Maintaining building safety**
3. **Respectful and helpful engagement**
4. **Effective handling of complaints**
5. **Responsible neighbourhood management**

The first year of mandatory collection was 2023-24.

To ensure that we can clearly demonstrate that we have listened and responded to feedback we have developed an Action Plan following the 2025/26 results and will report on our progress to the Customer Experience Committee throughout the year.

There are 22 measures in total and 12 of these measures come directly from one of our customer feedback surveys and are shown below.

10 measures come from information we hold in our systems on our operational activity and are detailed later in this report.

All measures have been designed to drive up standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to customers.

RECOGNISED BY THOSE WE SERVE



During the year, our tenant, Sandra took the time to personally thank colleagues for the support she had received, with the gift of some homemade food. Her gesture highlighted the positive difference our teams make every day and reflect the care, commitment and customer focus at the heart of Tuntum's services.

TSM QUESTIONS

2023/24 2024/25 2025/26

TP01 (Q1)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tuntum as your housing landlord?

78.1% 71% 68%

TP02 (Q2)

How satisfied or dissatisfied are you with the overall repairs service from Tuntum over the last 12 months?

74.7% 78% 72%

TP03 (Q3)

How satisfied or dissatisfied are you with the time taken to complete the most recent repair after you reported it?

71.7% 70% 67%

TP04 (Q4)

How satisfied or dissatisfied are you that Tuntum provides a home that is well maintained?

76.6% 69% 68%

TP05 (Q5)

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tuntum provides a home that is safe?

82% 74% 73%

TP06 (Q6)

How satisfied or dissatisfied are you that Tuntum listens to your views and acts6 upon them?

69.8% 58% 60%

TP07 (Q7)

How satisfied or dissatisfied are you that Tuntum keeps you informed about things that matter to you?

77.9% 66% 68%

TP08 (Q8)

To what extent do you agree or disagree with the following *'Tuntum treats me fairly and with respect'?*

81.5% 76% 80%

TP09 (Q9)

How satisfied or dissatisfied are you with Tuntum's approach to complaints handling?

45.9% 37% 46%

TP10 (Q10)

How satisfied or dissatisfied are you that Tuntum keeps the communal areas clean and well maintained?

66.9% 67% 58%

TP11 (Q11)

How satisfied or dissatisfied are you that Tuntum makes a positive contribution to your neighbourhood?

68.1% 55% 50%

TP12 (Q12)

How satisfied or dissatisfied are you with Tuntum's approach to handling anti-social behaviour?

71.5% 60% 53%

CUSTOMER COMPLAINTS



Complaints relative to the size of the landlord: Number of **Stage one** complaints received per 1,000 homes. **72.1**

Complaints relative to the size of the landlord: Number of **Stage two** complaints received per 1,000 homes. **18.3**

Proportion of **Stage one** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. **97.3%**

Proportion of **Stage two** complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. **100%**

A summary of the key drivers of complaints received during 2025/26 is detailed below.





LESSONS LEARNT

We continue to hold a Lessons Learnt session with our Management Team. We also ensure that our contractors are given real-time feedback when we receive complaints so that we can address any areas of poor performance at the earliest possible opportunity.

At each meeting of the Customer Experience Committee (a sub-committee of the Board) we report the learnings we have taken from our complaints. Below are some of the core themes of complaints received in 2025/26.

Complaint Handling and Customer Experience

- Complaints awareness training has been delivered to all staff to improve understanding of what constitutes a complaint under the Housing Ombudsman Complaint Handling Code. The training focused on ensuring complaints are recognised and logged appropriately, and that customers expressing dissatisfaction are made aware of their right to raise a formal complaint.
- Customer feedback gathered through our Tenant Satisfaction Measures (TSMs) perception survey highlighted the importance of empathetic communication, effective follow-up, listening to customer concerns and recognising the needs of vulnerable households. This feedback has been used to reinforce customer service expectations and inform ongoing service improvement discussions across teams.
- Complaint responses continue to be reviewed by managers to improve consistency, identify learning opportunities and support improvements in customer communication.

Repairs and Property Services

- Following complaint trends relating to delays in repairs and follow-on works, increased monitoring arrangements have been introduced for overdue repairs and outstanding contractor actions. Contractor performance is now more closely scrutinised through regular contractor performance meetings to improve accountability and reduce delays for customers.
- During 2025/26, additional resources were introduced to strengthen service oversight and improve service delivery. This included the recruitment of a Customer Service Officer, Property Services Manager and an additional Surveyor to improve monitoring of repairs, surveyor activity and direct trades operative works.

Pest Infestation and Property Defects

- Following customer feedback and complaints relating to pest infestation concerns, the approach to handling pest-related reports has been reviewed. Surveyor inspections are now arranged where appropriate to identify whether infestations are linked to property defects or structural issues, ensuring that underlying causes are identified and addressed where landlord responsibility applies.



OUR PEOPLE

Our colleagues have been central to the progress achieved throughout 2025/26. A strong, happy workforce delivers excellent customer service outcomes.

Colleagues from across the organisation came together for the Annual Staff Conference on **7th July 2026** , a day dedicated to reflecting on our journey, celebrating achievements and looking ahead with confidence.

A particularly special moment was the recognition of **Delores Vassell**, who is retiring in October after an incredible **35 years of service**. A passionate advocate for our values and a trusted member of the team, Delores was presented with a Lifetime Achievement Award from The High Sheriff of Nottingham, Merlita Bryan in recognition of her outstanding dedication and contribution over more than three decades.

Throughout her career, Delores has made a lasting impact on colleagues, residents and communities, embodying the organisation's values through her commitment, professionalism and care.





During a year of significant regulatory focus and organisational change, staff demonstrated exceptional commitment, professionalism and resilience in delivering improvements across every area of the business.

We launched a new People and Culture Strategy during 2025/26, introduced a refreshed and modern Staff Handbook and continued to invest in staff engagement, learning and development.

Staff engagement and satisfaction continued to improve, with employee satisfaction increasing to **74.3%**, representing positive progress on previous years.

Staff survey results demonstrated notable improvements across several key measures, including understanding organisational objectives, confidence in leadership and overall engagement.

In July 2026, we launched the Values Champions Awards to recognise colleagues who had made outstanding contributions during 2025/26. Staff nominated peers who consistently demonstrated our values in their everyday roles.



We remain immensely grateful to all colleagues for their dedication, hard work and unwavering focus on serving our customers and communities. Their contribution has been instrumental in delivering the improvements achieved during the year and in positioning Tuntum strongly for the future.

STAFF SURVEY RESULTS

2023/24 2024/25 2025/26



My role is an excellent fit with my strengths

81% 83% 84%

I receive adequate training to perform my job effectively

47% 63% 66%

I understand what is expected of me in my role

73% 80% 87%

I have the equipment I need to perform my job effectively

58% 67% 79%

I am kept informed of what is happening within the Association

58% 69% 73%



I feel satisfied with the recognition or praise I receive for my work

47% 52% 59%

The communication within my team is effective

61% 63% 83%

I feel a sense of belonging at the Association

63% 67% 67%

My direct manager provides me with feedback that helps me improve my performance

55% 73% 78%

I am able to successfully balance my work and personal life

75% 67% 73%

The communication between my team and others is effective

49% 50% 51%

I understand the Association's aims and objectives

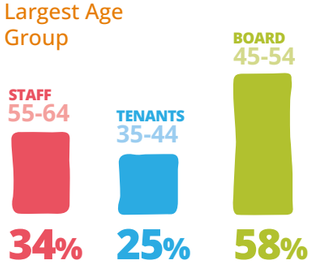
64% 82% 91%

EQUALITY, DIVERSITY & INCLUSION PROFILE 2025/26

Tuntum's workforce, customers and Board bring together a broad range of backgrounds, perspectives and lived experiences. This diversity strengthens decision-making, improves customer understanding and supports our commitment to building an inclusive organisation that reflects the communities we serve.

AGE PROFILE

Largest Age Group

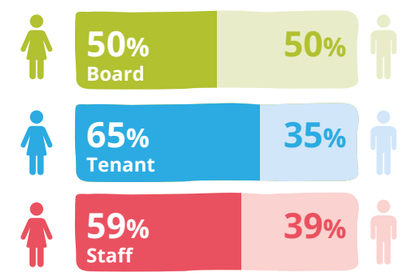




Insight: Our workforce and Board are slightly older in age than the largest age cohort represented in our tenant population. This is why we are making clear plans to ensure that we can open up pathways to hear more consistently from younger customers.

GENDER

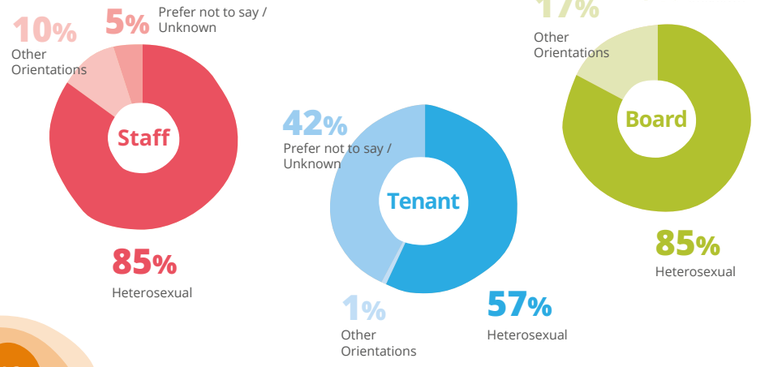






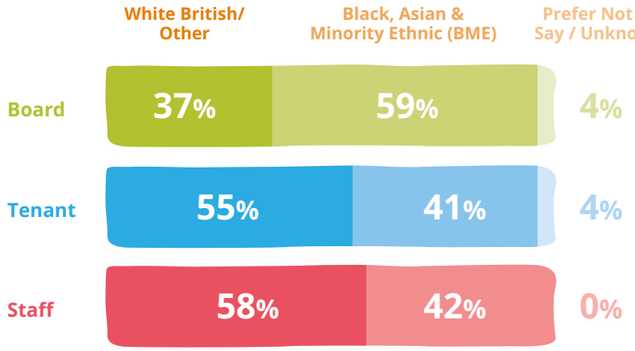
Insight: Female representation is strong across our workforce and customer base, while gender balance has been achieved at Board level.

SEXUAL ORIENTATION



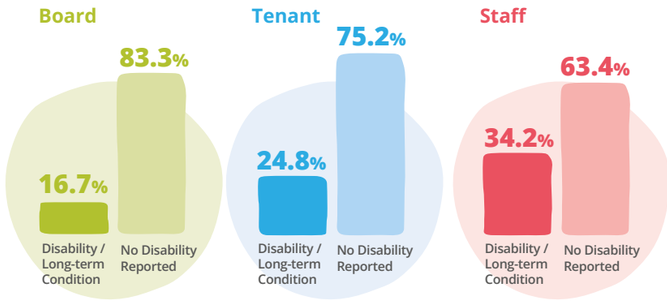
Insight: The high proportion of unknown tenant data here may well represent an opportunity to further improve data completeness as we had not previously collected this data from our customer base.

ETHNICITY PROFILE



Insight: Diversity remains central to who we are. The varied ethnic and cultural backgrounds represented across our customers, workforce and Board enrich our understanding of community needs and support more inclusive outcomes for all.

DISABILITY



Insight: Disability and long-term health conditions are represented across all groups and reinforce the importance of accessible homes, services and workplaces.





Our Director of Operations and Chair of BME National, Barrington Billings, with Sufina Ahmad MBE from The John Ellerman Foundation pictured at the NHF EDI Conference.



Board Tour 2025

OUR HOMES

At Tuntum, we understand that a home is more than just a place to live; it is the foundation for a healthy, secure, and fulfilling life.

Over the past year, we have continued to invest in and improve our homes to ensure that our customers have access to safe, comfortable, and affordable housing. Through targeted investment in repairs, maintenance, and energy efficiency improvements, we have enhanced the quality of our housing stock while supporting our commitment to sustainability and long-term value.

Despite ongoing economic pressures and rising costs across the sector, we have remained focused on delivering high-quality homes and services that meet the diverse needs of our communities. By maintaining and improving our existing homes, we are helping to create places where individuals and families can thrive, build stability, and achieve their aspirations.

SAFETY AND DECENCY PERFORMANCE

TENANT SATISFACTION MEASURES DATA AS AT 31ST MARCH 2026

BUILDING SAFETY

BS01 Proportion of homes for which all required gas safety checks have been carried out. **99.1%**

BS02 Proportion of homes for which all required fire risk assessments have been carried out. **100%**

BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. **100%**

BS04 Proportion of homes for which all required legionella risk assessments have been carried out. **100%**

BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out. **100%**

DECENT HOME STANDARDS AND REPAIRS

RP01 Proportion of homes that **do not** meet the Decent Homes Standard. **0.4%**

RP02 (1) Proportion of **non-emergency** responsive repairs completed within the landlord's target timescale. **92.2%**

RP02 (2) Proportion of **emergency** responsive repairs completed within the landlord's target timescale. **98.7%**



MENDING, FIXING AND REPLACING

MONEY SPENT ON OUR HOMES DURING 2025/26

Over the past year, we have continued to invest in and enhance our housing stock to ensure that our customers have access to safe, comfortable, and affordable homes.



This year we have invested over **£223,231** in 2025/6 (£155k in 2024/5) in estates.

We spent over **£4.89 million** in **2025/6** (£4.7 million in 2024/25) on our properties in the following areas:

	2023/24	2024/25	2025/26
Re-let improvements - voids	7%	7%	566,200 (**11.6%**)
Cyclical upgrades	17%	18%	921,895 (**18.9%**)
Planned capital improvements	45%	39%	2,048,462 (**41.9%**)
Responsive repairs (unplanned)	31%	36%	1,349,297 (**27.6%**)



Spent over **£89,162** in 2025/26 (£67k in 2024/25) on safety and security measures to communal areas.

94.9% of all repairs were completed on time. (94.6% in 2024/25)

THIS IS WHAT OUR MAINTENANCE TEAM HAVE BEEN UP TO IN 2025/6:

We replaced the roof coverings for **37 properties** as part of the Planned Roof Replacements programme. (12 in 2024/25)

We have replaced **42 boilers**. (73 in 2024/25)

We have upgraded **36 bathrooms**. (21 in 2024/25)

We have upgraded **53 Kitchens**. (46 in 2024/25)

We replaced the windows and external doors to **89 properties** as part of our windows and door replacement programme. (67 in 2024/25)

We completed and undertook external wall work to **12 properties** as part of our external work programme. (20 in 2024/25)

We carried out critical fire safety works across all **52** of our schemes requiring a Fire Risk Assessment (FRA), including fire stopping, fire door upgrades and fire door maintenance and improvement works.

We carried out EPC upgrading works to **44 properties** (72 in 2024/25)

NEW HOMES

DURING 2025/26

	2024/25	2025/26
Homes started:	13	**20**
Homes completed:	13	**24**
New homes approved (not yet started):	20	**N/A**



Former Galaxy Row site in Long Eaton. This site is being developed into new homes and commercial units as part of the Government funded Long Eaton Town Deal.



OUR HOUSING SERVICES

At Tuntum, we remain committed to providing high-quality, accessible housing services that respond to the diverse needs of our customers.

Throughout 2025/26, we listened carefully to customer feedback and used it to strengthen our approach, improve service delivery and make it easier for customers to access the support they need. Our focus remains on helping customers sustain their tenancies and feel safe, secure and supported in their homes and communities.

	2024/25	2025/26
1.15% less people are ending their tenancy, decreasing stock turnover to 4.76% in 2025/26.	5.91%	**4.76%**
Rent loss due to voids has decreased to 1.75% from 1.99% in 2024/25.	1.99%	**1.75%**



	2024/25	2025/26
Number of **anti-social behaviour cases dealt with** during the year 57 (40 in 2024/25).	40	**57**
Number of **anti-social behaviour cases resolved** during the year 49 (31 in 2024/25).	31	**49**
Breakdown of the issues we resolved:		
Grade 1 Crime = 12 (12 in 2024/25).	12	**12**
Grade 2 Noise = 13 (13 in 2024/25).	13	**13**
Grade 3 Other ASB issues (incl. fly tipping, drinking and intimidation: 24 (15 in 2024/25).	15	**24**

TSM RESULTS 2025/26

ANTI-SOCIAL BEHAVIOUR

Number of anti-social behaviour cases, opened per 1,000 homes.

36.21

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes

1.91

	2024/25	2025/26
Our rent collection has **decreased** to 99.15 from 100.2% in 2024-25.	100.2%	**99.15%**
Rent arrears for general needs housing has increased to **3.22%** from 3.08% in 2024-25.	3.08%	**3.22%**
There are **33.56 days** on average, between tenancies, where our properties are empty. (39.14 days in 2024/25).	39.14	**33.56**
55 properties let. (54 in 2024/25).	54	**55**
12 mutual exchanges supported. (9 in 2024/25).	9	**12**
24 customers moved into new developments. (3 in 2024/25).	3	**24**
3 Newly accommodated residents in Sheltered Accommodation. (7 in 2024/25).	7	**3**

THE BOARD GO WALKABOUT

Ahead of our Annual General Meeting, our senior management team had the pleasure of taking board members on a tour of some of Tuntum's properties across Nottingham. The visit showcased a mix of long-standing homes and exciting new developments that reflect our commitment to quality, community, and innovation.

SITES VISITED:

Lyn Gilzean – A well-established independent living scheme in St Ann's, offering comfort and support for older residents.

Des Wilson Mews & Tony Robinson Close – Opened in 2023, this £4.7 million development honours two trailblazing Black city councillors from the Windrush Generation. Located off Woodborough Road, it includes 17 houses and 11 flats, providing affordable homes for individuals and families.

Outcrop Road & Tarporley Court, Stapleford – Our newest development, completed in June 2025, is our first to achieve an impressive EPC Band A rating for energy efficiency. This £5.26 million scheme includes 24 affordable homes.

Our Chair, **Danielle Oum**, said of the tour

"Seeing the breadth of Tuntum's housing was a powerful reminder of how far we've come. These homes tell the story of our commitment to quality, community, and cultural legacy. It was inspiring to witness the impact of our work and the pride our residents take in their neighbourhoods."



SUPPORTING INDEPENDENCE AND OPPORTUNITY

Tuntum's Supported Housing and Outreach services provide accommodation and tailored support to people facing challenging circumstances, helping them to achieve greater stability, independence and wellbeing.

Delivered through a combination of housing income, commissioned services, grant funding and valued partnerships with local authorities and specialist organisations, these services enable us to provide practical support that helps people rebuild their lives and create positive futures.

During 2025/26, demand for our homelessness services increased significantly, with 81 people accommodated through our temporary accommodation service, compared with 49 in the previous year.

Through our outreach services, we continued to support individuals and families to settle into their communities, access essential services and build greater independence.

Our support helped people engage in English language learning, further education and employment opportunities, while also providing assistance to vulnerable individuals at risk of homelessness or social exclusion. We worked closely with partners to ensure people could access safe accommodation, develop confidence and skills, and secure the support they needed to move forward.

This work reflects Tuntum's commitment to providing more than just a home. By working alongside customers, local authorities and community partners, we help people build stable foundations, realise their potential and become active participants in their communities.

KEY OUTCOMES 2025/26

81 people accommodated through our temporary accommodation service.

17 vulnerable individuals supported through our outreach service.

14 people supported to access English language classes.

12 people supported to engage in further education.

Ongoing support provided through a range of resettlement, integration and homelessness prevention activities.

OUR COMMUNITY IMPACT

Tuntum's contribution extends well beyond providing safe, secure and affordable homes. Through our partnerships, community programmes and supported services, we create additional social, economic and environmental value for customers and the wider communities we serve all year round.

This includes helping people to live independently, supporting refugees and vulnerable migrants to build skills and access employment, promoting wellbeing and inclusion, and investing in community events that strengthen local pride and cohesion.

April–May 2025



Customers meet the regulator during the inspection.



Groundbreaking ceremony at the former Erewash cinema site.

June 2025





Tuntum's CEO is invited to speak at various conferences.





Tuntum support various Windrush Commemorative events.

July 2025



Our energy efficiency programme of works is progressing at pace in partnership with Eveco.



Danielle Oum our Chair opened the event alongside the Windrush and Police and Crime Commissioners.

August 2025



Tuntum remains the lead community sponsor of the carnival.

September 2025



Board members hit the road and take a tour of Tuntum homes

October 2025



Tuntum sponsors the Culture and Arts award at the Black Achievers awards.

November 2025





Tuntum sponsor the Windrush Commissioners listening tour in Nottingham.

December 2025



The Board meet with the Customer Scrutiny Panel.





Christmas celebrations and fundraising events take place over December.



OUR FINANCIAL VIABILITY

INCOME AND EXPENDITURE

Year ended 31st March 2026 (£)

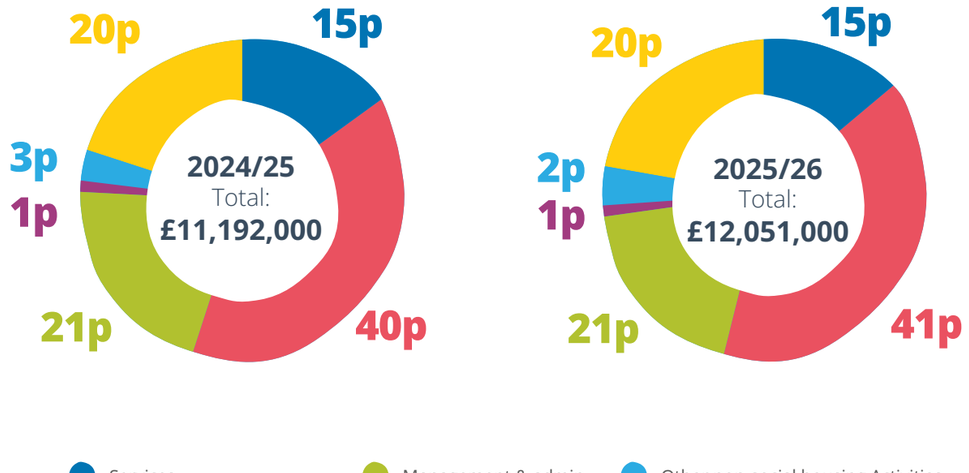
INCOME & EXPENDITURE	2024/25	2025/26
Total Income	£11,934,000	£12,609,000
Property Improvements	£1,777,000	£1,753,000
Routine Maintenance	£1,942,000	£2,450,000
Planned Maintenance	£813,000	£685,000
Interest & Financing Costs	£2,252,000	£2,448,000
Services	£1,683,000	£1,776,000
Management And Admin	£2,315,000	£2,538,000
Others	£148,000	£139,000
Other Non-Social Housing Activities	£262,000	£262,000
TOTAL EXPENDITURE	**£11,192,000**	**£12,051,000**

The above information excludes any non-cash adjustments.

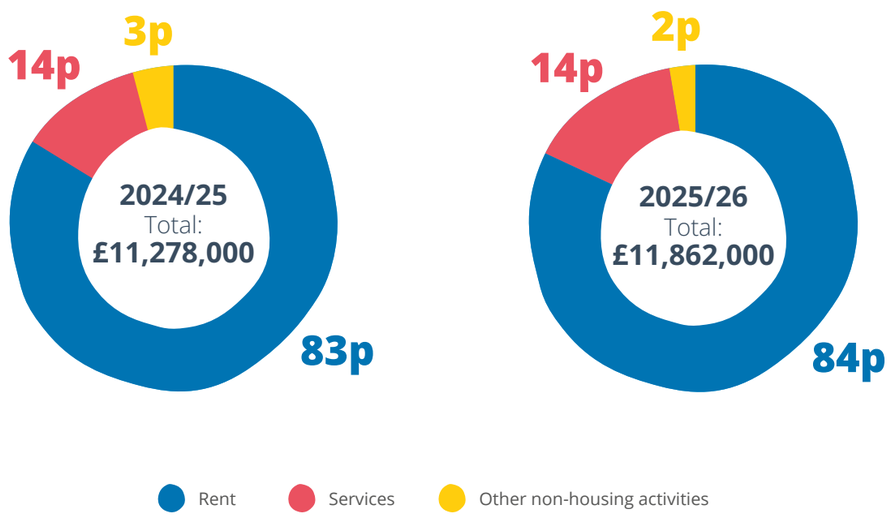
FINANCIAL POSITION On 31st March 2026 and 2025 (£)		
Fixed Assets	£112,273,000	£113,361,000
Current Assets	£3,082,000	£3,783,000
Current Liabilities	£3,280,000	£3,804,000
Long Term Loans	£66,160,000	£66,048,000
Pension Liability	£518,000	£300,000
Grants	£39,566,000	£40,713,000
RESERVES	**£5,831,000**	**£6,279,000**

HOW WE SPENT EACH POUND

Every pound we spent was on the following:



WHERE EACH POUND CAME FROM:



Tuntum
building brighter futures

MEMBERS OF TUNTUM BOARD

CHAIR

Danielle Oum
Chair (retires September 2026)

VICE

Nick Murphy
Chair of People & Governance Committee

BOARD MEMBERS

Olu Oloruntuyi – Chair of Finance, Audit & Risk Committee
Julian Beaney – Chair of Customer Experience Committee
Ayyaz Ahmed – (retired September 2025)
Fiona Bebington – (retires September 2026)
Jenny Brown – (appointed September 2025)
Tabu Chanda – (appointed September 2025)
Lisa Fairlie – (appointed September 2025)
Janet Glass – (retired September 2025)
Chris Jones – Chair of Customer Experience Com. (retired Dec 2025)
Louisa Matthews
Kwabena Osayande – (retired September 2025)
Tania Stevenson
Sam Webster
Winston Weir – (appointed September 2025)
Emrys Green – Co-opted Board Member (app. September 2025)

Tuntum

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/TuntumHA