



PROVIDERS OF AFFORDABLE HOUSING
ANNUAL REPORT 2005



Trust Local Authority Areas of Operation

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MISSION STATEMENT

"The Trust seeks to provide an effective, efficient and caring service to its Tenants"

CORPORATE OBJECTIVES

1. To enter the 21st Century as a medium sized Housing Association managed by enthusiastic volunteers contributing to housing need in Dorset.
2. To play a tangible part in the voluntary housing movement, ensuring continuity of suitable management and enhancing our charitable status.
3. To encourage everyone to share in the Trust's success.
4. To ensure that tenants are housed in comfort and in a satisfactory environment, encouraging a sense of community and mutual respect.
5. To maintain a financial balance between income based on affordable rents and the need to meet running costs and future development expenditure.
6. To strive for efficiency without undue bureaucracy maintaining close contact between Management and Tenants.

Trust Registration Details

*Housing Corporation - L0519
Industrial & Provident Society - 16946R*

*National Housing Federation - 533
Company Number - 242811*

The Trust is a Charitable Industrial & Provident Society and as a member of the National Housing Federation complies with the Federation Code of Governance 2000

Annual Report for the year ending 31st March 2005

Over the past year the Trust has continued to implement its policies of growth, where possible, together with change when necessary. During the year the Trust achieved its policy objective of exiting from providing accommodation in houses of multiple occupation (for general needs tenants) of which at one stage it had four such properties. The HMO properties the Trust owned were too small to permit any satisfactory form of on site supervision which meant we were unable to provide the high quality of environment for tenants in which we traditionally pride ourselves.

The Trust completed a new eight-unit development for sheltered elderly in the centre of Wimborne in Avenue Road. This has enabled two of our existing properties, Ashmore and Blake, to be linked by the new site. A new community room for use by tenants from all three sites has also been built to provide better facilities for meeting socially and will help to draw the three groups of tenants together.

The Trust has now joined the Peninsula Development Partnership. This partnership with three other RSL's offers the opportunity to enter into joint developments, where appropriate, and also to access Housing Corporation grant for our own independent developments. We also hope it will provide opportunities for cross-fertilisation of ideas and the promotion of good practice.

We have continued to work closely with the Housing Corporation and other small local Registered Social Landlords and will continue to do so in the future.

Under the able management of the Trust by our Chief Executive, we are continuing to develop our staff, providing them with access and support to good training opportunities which is essential to providing excellence in the delivery of support services and to enable the staff themselves to realise their own potential. It is a real joy to meet the staff and to see their achievements and the satisfaction they get in supporting our tenants.

The relationship between the Management Board and the Chief Executive remains excellent and is a productive one providing the Chief Executive with both the support and challenges he needs.

The Trust works as a real team with good internal relationships and has the trust and confidence of our tenants. I am grateful for all the good work which has been done during the last year by the staff and I look forward to the future with enthusiasm.

Fr Graham Smith - Chairman



Inside the Trust

This year has been a year of change, remodelling and inspection within the Trust. Changes have included the addition of a new Learning Disability Support Worker Team directly employed by the Trust to provide support services to twelve tenants who live at three different property locations within the Borough of Poole. Complete recruitment of a new team has seen seven new full and part time staff join the Trust workforce. The Direct Labour Team has also been joined by a further part time gardener to assist in managing the grounds throughout the Trust's estate. A further addition to operations has been a new response repair database. The new system allows all response repair requests to be processed efficiently with job tickets raised for the Direct Labour Team while completion information automatically forms a database for future reference and the management of records efficiently.



Kevin Hodder - Chief Executive

The remodelling of some of our former general needs houses of multiple occupation units and the extension of the Trust's support activities has enabled the Trust to further expand its partnerships with East Dorset District Council, the South East Dorset Primary Care Trust, the Borough of Poole, Dorset Healthcare Trust and Dorset County Council. The Trust is an active Registered Social Landlord and tries to work with its Local Authority, County Council and Health and Social Care partners to ensure that collectively we help to meet the strategic aims of the housing, health and social care economy within the areas of our operation. The furthering of our partnership has been extremely successful for the Trust during the past year and an extension down the partnership route has been the joining of the Peninsula Development Partnership Consortia. This sees the Trust linking with three other local Dorset based Registered Social Landlords in joining a Development Consortia ensuring that the Trust is well placed to work in partnership with our neighbours and the Housing Corporation into the future.

A considerable amount of time has also been dedicated to ensure that both the Trust sheltered housing warden service and our learning disability support teams deliver their services in line with the standards expected by the Local Authority Supporting People Teams. The Trust has been inspected in both Dorset and Poole during the pass year with "Quality Assessment Framework Reviews" carried out on the Trust's services by the Local Authority Supporting People Teams. The successful completion of the inspection visits has been satisfying for the staff involved but more importantly confirms that the Trust is providing the standard and level of support to its elderly sheltered and learning disability supported housing tenants that is required by the local Supporting People Team in line with the Government Supporting People legislation. A considerable amount of staff training both internally within the Trust and on a day release basis at local colleges has helped the staff team's collective knowledge improve and this will further stand the Trust in good stead as we approach the tasks in front of us in the future.

The Trust aims to meet the needs, wants and aspirations of its tenants. During the past year the Trust has shown that it is big enough to cope with these demands and the demands of delivering new scheme developments whilst ensuring that it knows all of its tenants personally by name. This truly shows that East Boro is "big enough to cope but small enough to care" and this is the approach we will continue to strive to apply at all times whilst delivering services to our tenants.

Kevin Hodder - Chief Executive



HOUSING SCHEMES – Sheltered Housing

The Trust provides sheltered housing accommodation for elderly persons who wish to live independently in self contained accommodation with a warden support service. The warden service provides unobtrusive support which can be tailored to meet individuals requirements at times of need.

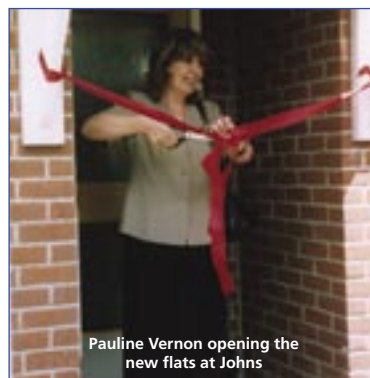
The Trust sheltered housing units are located in East Dorset, Purbeck and Poole. The accommodation includes studio flats, studio bungalows, one-bedroom flats, one-bedroom bungalows and two bedroom flats. The Trust is proud of the gardens at each scheme which are maintained to a high standard by the Trust Direct Labour Team. A number of the Trust sheltered elderly units are constructed to full mobility/disability standards with fully equipped “wet room” bathrooms and adjustable wheelchair friendly kitchens.

The Trust has entered into formal support contracts with both Dorset County Council and the Borough of Poole Supporting People Teams. Supporting People is the Government initiative which pays for and monitors the standard of support services provided to the sheltered housing tenants. The Trust has successfully completed its Dorset County Council Supporting People Quality Assessment Framework Review inspection for its warden services during the 2004/2005 year.



Tenants Christmas party at Canford Magna Golf Club

The Trust is committed to providing an effective warden service to its tenants. The Trust prides itself on the level of warden support provided. Personal support linked to Careline emergency services sees our tenants receiving the level of support required. Tele-care “smart” housing is being developed and piloted at the present time and this may help many tenants by providing another addition to the support services available in the future.



Pauline Vernon opening the new flats at Johns



Cecil Court - Cranborne

Bartley Court in bloom

The Trust has continued throughout the past year to provide general needs accommodation to single adults, couples and small families. The Trust has general needs housing stock in Poole and East Dorset at present. The Trust is committed to increasing its general needs stock numbers wherever possible.

The Trust's general needs housing consists of one and two bedroom units. All are fully self-contained with one-bedroom units being located in Wimborne, East Dorset, and the two bedroom units being located in Poole.



Boro Court - Lower Parkstone



Grove Road - Wimborne

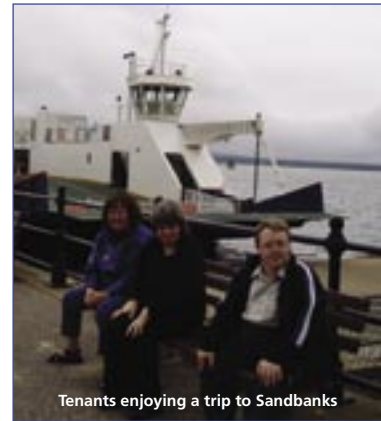
The Trust has an active waiting list for both one and two bedroom flats as pressure on the local housing market in both the owner occupation and private rented sectors continues to increase within Dorset which is making it difficult for people to obtain good quality affordable housing.

The Trust is actively exploring opportunities to add to its one/two bedroom general needs housing stock to help meet this local demand and will continue to do so in partnership with our Local Authority partners and Private Developers wherever possible.



Smith's Court - Wimborne

The Trust has now completed its second year in providing accommodation for people throughout Dorset and Poole who have a learning disability. Through our contracts with both Dorset County Council and the Borough of Poole Supporting People Teams, East Boro Housing Trust have enabled adults with a learning disability to live in individual self contained one bedroom housing, shared self contained flats and shared self contained houses within the local community. All tenants benefit from the granting of tenancies and the same security of tenure and legal rights as other tenants in the community.



Tenants enjoying a trip to Sandbanks

The second year of this area of operation has seen a further advancement to the improvement and modernisation programme of many of the properties. Further improvements to kitchens, bathrooms, internal fixtures and fittings, and decoration has been undertaken at many of the properties. All major works are now complete and a reduction in this programme will allow tenants to enjoy their environment without the further inconvenience of refurbishment work etc.

An addition to the Trust learning disability supported living stock during the year saw the remodelling and refurbishment of a six bedroom Trust owned property within the Borough of Poole. Called Boro House, the property was made available for tenants for a learning disability to live at the premises. The Trust subsequently recruited a team of Support Workers and now provides the direct daily support to this property and two further properties called the Willows and Wimborne House also located within the Borough of Poole.

The Trust has continued to build upon its accessible communication/total communication systems with newsletters, tenancies, surveys etc all being produced in accessible and audio format. This will be expanded upon in the future as good communication between the Trust and its tenants is essential.



New support staff receiving fire training



Boro House - Poole

The Trust has experienced a year of considerable progress and change as far as building and development activity is concerned, as a result of which I am pleased to report not only on new development but also redevelopment of some of the Trust's existing properties.

The new development achieved comprises eight one bedroom flats for the sheltered elderly on vacant land acquired at Avenue Road, Wimborne, adjoining the Trust's existing flats complex known as Blake. Two years ago in July 2003 the Trust was involved with protracted negotiations with the Local Planning Authority and the Housing Corporation, but six months later in April 2004, all formalities were in place and the timetable for design and build was set. Fortunately the Trust was awarded £462,000 by way of capital grant contribution from the Housing Corporation towards the total expenditure of over £900,000. The ground floor flats are built to full disability/mobility standards and are wheelchair friendly. One of these has been selected to include the installation of the very latest Tele-care equipment. The Trust is working closely with the manufacturers, Tunstall, in this experimental project in order to establish the extent and benefit that will accrue to frail and disabled tenants wishing to remain independent in their own homes. The flats were completed in March 2005 and the overall development included a community room and a direct footpath linked to the Trust's near by group of flats known as Ashmore.

The Trust change of policy in connection with general needs houses of multiple occupation was achieved by two conversions and one disposal. Primrose Corner in Wimborne has been converted into four self contained flats with a common room specifically for occupation by single parents/mothers with babies. The scheme was carried out with the support of and to meet the urgent requirements of East Dorset District Council and the South East Dorset Primary Care Trust. Work on the site started in February 2005 and was completed three months later. Boro House at Branksome was remodelled and completely refurbished for occupation by tenants with learning disabilities in February 2005 and the work was carried out by the Trust Direct Labour Team. Elizabeth House in Westbourne has been sold on a negotiated basis to Bournemouth Churches Housing Association.

In addition to the above achievements, solid progress has been made on improvements to the properties housing tenants with learning disabilities in both Poole and Dorset. I am also pleased to report that the Direct Labour Team have continued to achieve a high standard of performance in the matter of emergency and other classified repairs together with the approved annual programme of refurbishment. This work will continue, not only to comply with the Government's requirements as set out in the Decent Home policy, but more importantly to meet the Trust's own policy on meeting the tenants specific needs wherever practical and maintaining the value of all properties in the Trust's control.

The Trust's programme for new build includes a possible extension to the Christophers site at Merley and the possible construction of a number of units at two sites in Corfe Mullen and Poole. The Trust is ready and willing to explore every opportunity that may arise in order to fulfil the well stated corporate objective, namely to contribute to the housing needs of this part of Dorset.

Ray Faulkner - Chairman of the Building & Development Committee



To ensure that the Trust tenants receive a consistent and responsive maintenance service 24 hours a day the Trust uses a combination of directly employed labour within its Direct Labour Team and retain professional contractors in the provision of specific services. This combination of skills allows the Trust to respond to tenant's needs as they arise in a responsive cost effective manner.



Trust Direct Labour Team

The Trust Direct Labour Team provides a Monday to Friday 8 a.m. to 4:30 p.m. response maintenance service to all Trust owned properties for all repairs excluding gas and electrical work. Daytime response repairs in gas and electrical services are provided by two independent retained contractors. All out of hours emergency response repairs (from 4:30 p.m. to 8:00 a.m. Monday to Friday and 24 hours per day at weekend and bank holidays) are provided by Signpost Services.

Bathroom (before)



Bathroom (after)



This partnership with East Boro's neighbouring RSL is working well as Signpost tradesman, covering all trades, will attend an emergency and "make safe" the fault. If possible a permanent repair is undertaken immediately. If not the Trust Direct Labour Team respond to complete the repair during the working day. This is complemented by a full programme of fire alarm, lift, and disability adaptation equipment services and gas, electric, and portable appliance testing by retained professionals.



A remodeled kitchen

The Trust Direct Labour Team also provide proactive improvements in areas of planned maintenance and refurbishment wherever possible. New kitchens, bathrooms, and redecoration are all areas where the Direct Labour Team uses their skill to improve the Trust properties. The provision of caretaking and cleaning and a complete external grounds maintenance service completes the services provided by the Direct Labour Team.

An extremely successful Tenants Conference was held at Upton House during August 2004. This was a great success with tenants enjoying the conference setting of the house, an afternoon cream tea in the Peacock Tea Rooms and then had time to enjoy the grounds of this excellent venue. The 2005 Conference is planned for Kingston Lacey House and an equally enjoyable afternoon is hoped for.

Further events saw the Trust's sheltered elderly tenants enjoy a Christmas Lunch at the Canford Magna Golf Club and many of the Trust learning disability supported living tenants attending an evening disco at Holmes Place, Corfe Mullen. Both of these events were extremely well attended and will be repeated this year at appropriate venues.

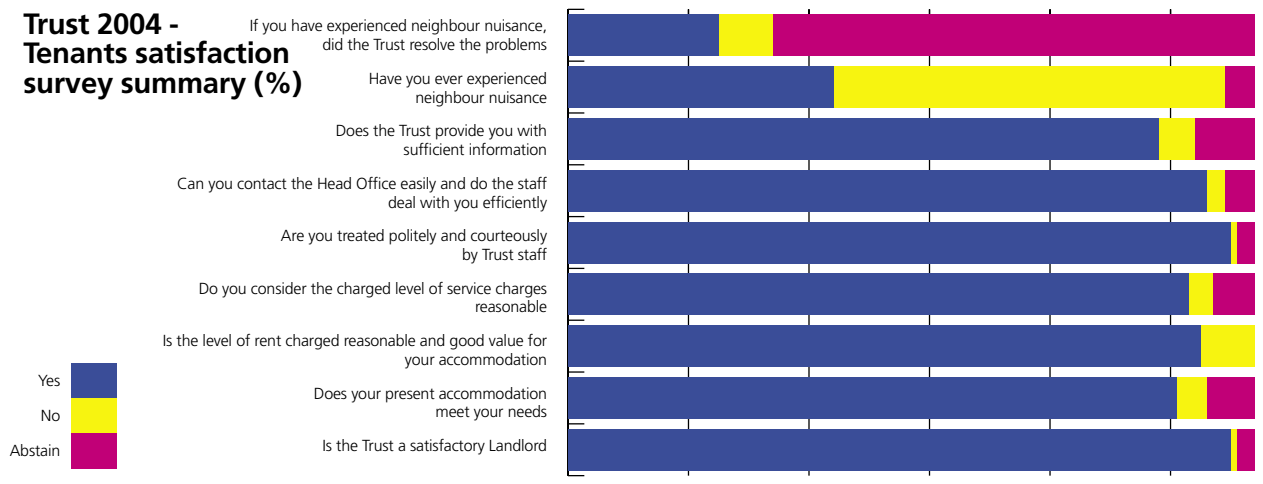
As in previous years the Trust carried out its Annual Scheme Forums during the month of August on a scheme by scheme basis. Most were attended well and afforded tenants the opportunity to meet with the Trust's Senior Staff and Board Members to discuss the future of the Trust and services provided to the tenants at their particular schemes. The Annual Forums are again planned for August 2005.

The Trust again carried out its annual Tenants Satisfaction Survey of all tenants within its housing units in the Autumn of 2004. Again a high level of returns from tenants communicating their views on the whole range of Trust services enables all to be reviewed to see if improvements can be made in areas where tenants make suggestions or have a concern. This is an extremely effective way of communicating with Trust tenants as all can respond personally and confidentially and comment on all or any aspect of the Trust's operations. This enables the Trust staff team and Board Members to review the way its services are provided.

A Considerable success during the year was the completing and passing of the Dorset Supporting People Team Quality Assessment Framework Review of the warden services provided to our sheltered elderly tenants. It was reassuring to be inspected by an external body and to successfully pass the inspection therefore confirming that the standard of services provided to the Trust tenants in the area of support and welfare to its sheltered elderly tenants is of a high quality. This has provided the Trust with a "point in time" inspection that can now be built upon to ensure that standards continue to move forward as we endeavour daily to support Trust tenants to the best of the organisation's ability.

Pat Pitkin - Chairman of the Tenants Working Group

Trust 2004 - Tenants satisfaction survey summary (%)



Another active year for the Trust in the area of events and Public Relations has seen a number of activities organised and attended. The Trust took its usual stall position at the 2004 Wimborne Folk festival. This year saw the Trust branch into the field of plant sales for the first time and I am pleased to confirm that this was extremely successful and attracted a considerable amount of people to the Trust stall. Thankfully the event was blessed with good weather and the Trust attendance at this now annual event continues to demonstrate our support to the local Wimborne Town community.

The Summer of 2004 also saw visits to the Trust by Local Authority elected Councillors to housing schemes within their Local Authority District. Councillors from Purbeck District Council, East Dorset District Council, and the Borough of Poole all visited Trust housing schemes with Members of the Trust Board and senior staff team before returning to the Trust offices in Wimborne. This event helped to show local publicly elected representatives exactly what the Trust provides to its tenants, how it operates within the community, and an internal look at the Trust structure showing how the organisation is managed and governed. All Councillors and Senior Officers from our partner Local Authorities found the visits extremely informative and useful.



Mrs Leverage of East Borough -
Presentation of Certificate of Excellence for
South & South East in Bloom



Trust Chairman with representatives of East Dorset
District Council and ROK visiting the Avenue Road
site prior to the start of development

The Trust Annual General Meeting was organised and held within the Council Chamber at East Dorset District Council, Furzehill, Wimborne. This was the first time that this venue had been used for the Trust AGM and proved to be an ideal venue. The guest speaker for the evening was Mrs Shirley Critchley, a member of the support team for expedition leader Col. Blashford Snell. Mrs Critchley gave an extremely interesting slide presentation and talk about her experiences in accompanying Col Blashford Snell on his expeditions in Peru and other parts of the world. A further event in Summer 2004 saw the formal opening of the four new sheltered housing units and community room constructed at Johns, West Moors. The opening of the scheme was attended by many of the invited guests from our Local Authority partners and the Housing Corporation. This was preceded by a tenants party to formally open the community room and mark the Trust's thanks to the tenants for their consideration throughout the construction phase of the new units.

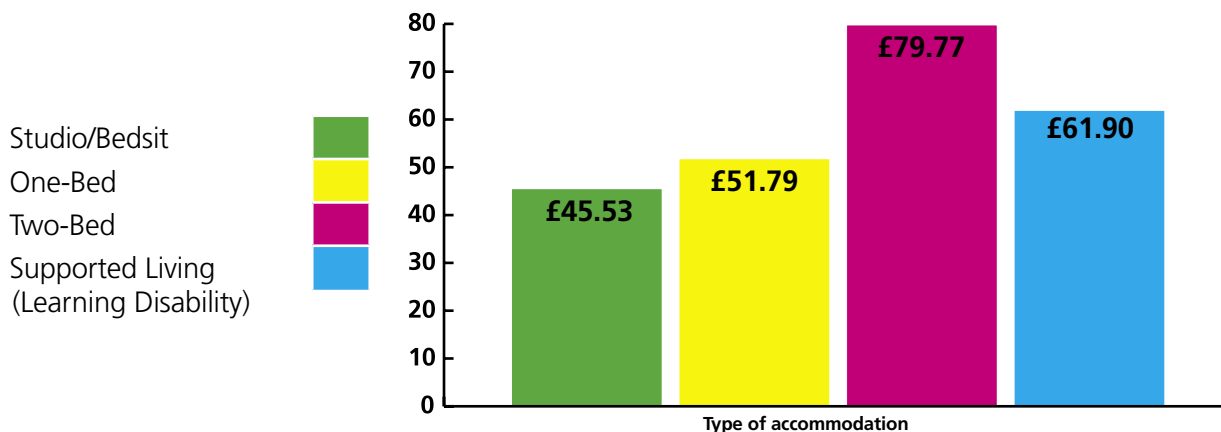
The Trust has also continued to be an active supporter of the Wimborne in Bloom Committee. The Trust donated the services for a day of Mr Chris Smith, Trust Gardener, to join with and help the Wimborne in Bloom Committee to plant all of the tubs and floral displays within the town centre. The Trust's own schemes have again been in full bloom throughout the year with the holding of the internal East Boro in Bloom competition which was entered by a higher number of Trust tenants than ever before. The above demonstrates again that the Trust has been involved with a variety of internal, community, and formal events and PR activities. As a locally focused community organisation this is the approach that we will continue to adopt.

Mike Butler - Chairman of the Publicity & Public Relations Committee

BALANCE SHEET AS AT 31st MARCH 2005

FIXED ASSETS	2004/2005	2003/2004
Housing Properties -		
Gross Cost Less Depreciation	4,167,381	3,351,914
Less Housing Association Grant	1,393,677	895,220
	<u>2,773,704</u>	<u>2,456,694</u>
Other Assets	135,190	154,858
	<u>2,908,894</u>	<u>2,611,552</u>
Current Assets	<u>507,114</u>	<u>597,114</u>
Creditors falling due within 1 Year	383,027	483,439
Net Current Assets	124,842	113,675
Net Assets Less Current Liabilities	<u>3,033,736</u>	<u>2,725,227</u>
CREDITORS		
Amounts falling due after more than 1 year	0	0
CAPITAL AND RESERVES		
Called up Share Capital	92	105
Future Projects Reserve	0	0
Income and Expenditure Account	2,843,620	2,587,720
Investment Revaluation Reserve	29,480	27,594
Designated Maintenance Reserve	160,544	109,808
Total Capital & Reserves	3,033,736	2,725,227
TOTAL FUNDS	<u>3,033,736</u>	<u>2,725,227</u>

Average weekly rents (£)



INCOME AND EXPENDITURE ACCOUNT (For the year ended 31st March 2005)

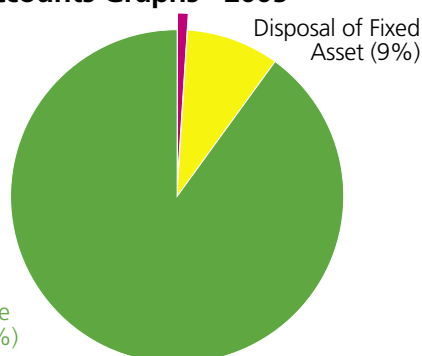
INCOME	2004/2005	2003/2004
Rental Income	618,690	613,062
Service Charges	196,043	192,278
Supporting People Grant	1,010,937	1,001,418
	<u>1,825,670</u>	<u>1,806,758</u>
Less Voids	19,275	6,770
Management Voids	19,982	3,851
	<u>1,786,413</u>	<u>1,796,137</u>
EXPENDITURE		
Repairs & Maintenance and Refurbishment Costs	184,912	230,628
Management Costs/Sundry Costs	463,035	398,402
Service Costs (Excluding Maintenance Services)	163,866	167,164
Supported Living Support Contracts	876,853	858,918
	<u>1,688,666</u>	<u>1,655,112</u>
OPERATING SURPLUS	<u>97,747</u>	<u>141,025</u>
OTHER INCOME		
Donations and Bequests	20	520
Sundry Income	10,745	13,758
Investments	1,240	1,286
Sale of Investments	929	0
Surplus on Disposal of Fixed Assets	178,958	0
	<u>191,892</u>	<u>15,564</u>
INTEREST		
Interest Receivable	14,675	16,230
Interest Payable	0	-2,983
TOTAL SURPLUS	<u>304,314</u>	<u>169,836</u>

Annual Accounts Graphs - 2005

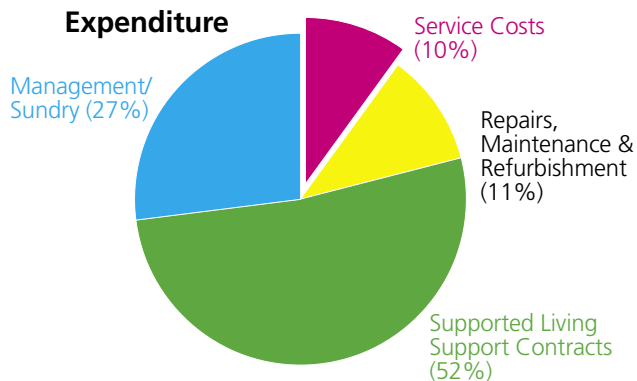
Income

Donations, Bequests, Sundry Income & Sale of Investments (1%)

Rent & Service Charges (90%)



Expenditure



As of the 31st March 2005

Arrears as a percentage of Gross Income	4.07%
Voids as a percentage of Gross Income	2.15%
Average Void Re let Time (Per letting inc. void and major refurbishment works)	26 Days
Percentage of Units Available for Letting	0.45%
Total Lettings Made	40
Lettings Made to Nominations from Local Authority	17

Lettings Made To;

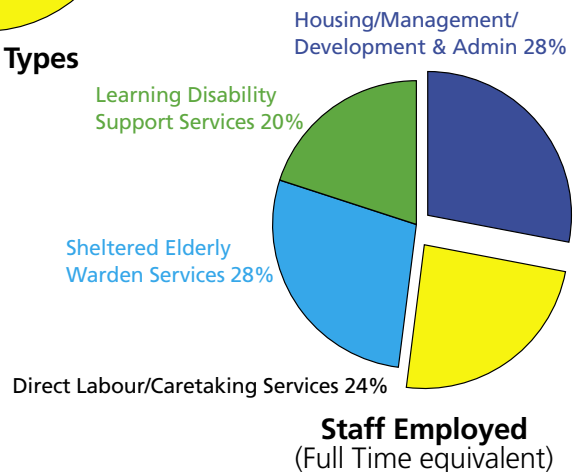
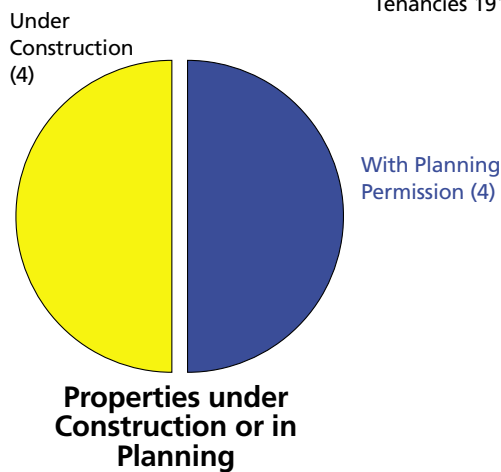
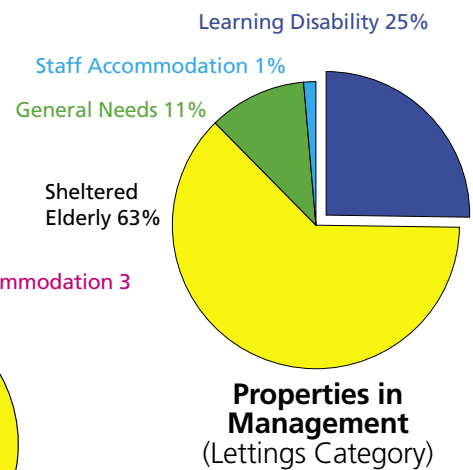
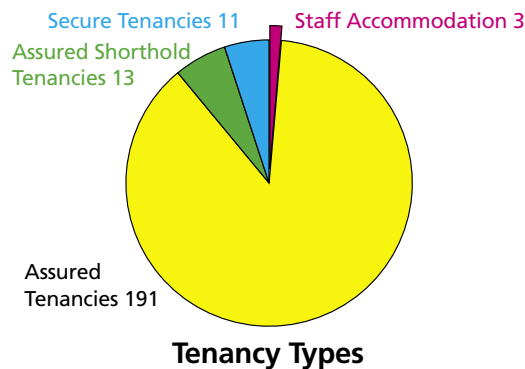
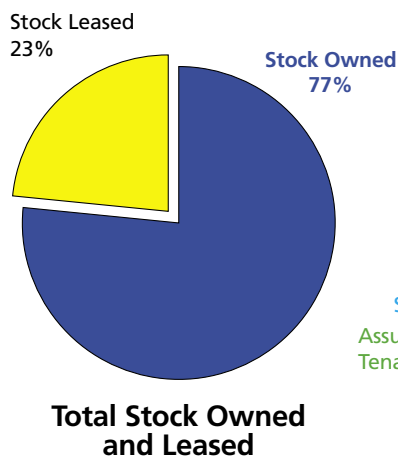
Adults with Learning Disabilities	12
Sheltered Elderly	20
General Needs	8

Households Which Were;

White British	39
Irish	1
Other	0

Repairs Performance Achieved;

Category 1 Emergency (24 hours)	99.57%
Category 2 Urgent (5 Working Days)	96.30%
Category 3 (4 Working Weeks)	99.75%
(Total jobs completed in above categories)	1614



Board of Management:



Back Row

Mr David L. F. Cawdery A.C.I.B. – IT Consultant – Co Opted to the Board in March 2003 – served the Board for 2 year. Member of the Finance Committee.

Mr John Garvin F.C.A. Chartered Accountant – served the Trust for 14 years. Vice Chairman of the Finance Committee.

Mr Malcolm Kell – Retired Local Government Officer – served the Trust for 6 years. Vice Chair of the Building & Development Committee.

Mr Raymond Faulkner FRICS, C.Eng, MICE Chartered Civil Engineer - served the Trust for 44 years. Vice Chairman of East Boro Housing Trust & Chairman of the Building & Development Committee, Member of the Executive Committee.

Mr Andrew Lanham B.Sc. M.R.I.C.S. Chartered Surveyor & Company Director – served the Trust for 8 years. Vice Chairman of the Publicity & Public Relations Committee and Member of the Building & Development Committee.

(Not Pictured)

Mrs Pamela Hoyle Dip.C.O.T., S.R.O.T. – Occupational Therapist - served the Trust for 17 years. Member of the Building & Development Committee and Tenants Working Group.

Mrs Patricia Pitkin – Public Sector Administrator (Retired) - served the Trust for 8 years. Chairman of the Tenants Working Group and Member of the Executive and Finance Committees.

Front Row

Mr Nigel Spencer B.A. (Hons) – Retired Managing Director of Care Home Company – Co Opted to the Board in June 2002 and elected to the Board in June 2003 – served the Board for 3 years. Chairman of the Finance Committee and Member of the Executive Committee.

Mr Michael Butler B.Sc. F.C.M.I., M.I.F.T – Company Director, Director of Rivermead House Ltd – served the Trust for 6 years. Chairman of the Publicity & Public Relations Committee and Member of the Building & Development and Executive Committees.

Father Graham Smith M.R.I.C.S., Dip.C.E. Priest and Chartered Surveyor – served the Trust for 14 years. Chairman of East Boro Housing Trust.

Mrs Margaret Turner B.A. Dip. Eur. Hum. (Open) M.C.S.P. Senior Physiotherapist (retired) – served the Trust for 14 years. Vice Chairman of the Tenants' Working Group and Member of the Publicity & Public Relations Committee.

Mrs Marilyn Osner – Retired Civil Servant and Elected Councillor – Co Opted to the Board in 2002 and elected to the Board in June 2003 – served the Board for 3 years. Member of the Public Relations Committee and Tenants Working Group.

(Not Pictured)

Mr David Lawes A.C.C.A. Certified Chartered Accountant – served the Trust for 26 years. Member of the Finance Committee.

Mr Richard Teather – Chartered Accountant and University Lecturer – Co Opted to the Board in December 2004. Member of the Finance Committee.



Kevin Hodder MCIH
Chief Executive
Appointed September 2000



Maggie Love Cert.CIH
Trust Services Manager
Appointed April 2003

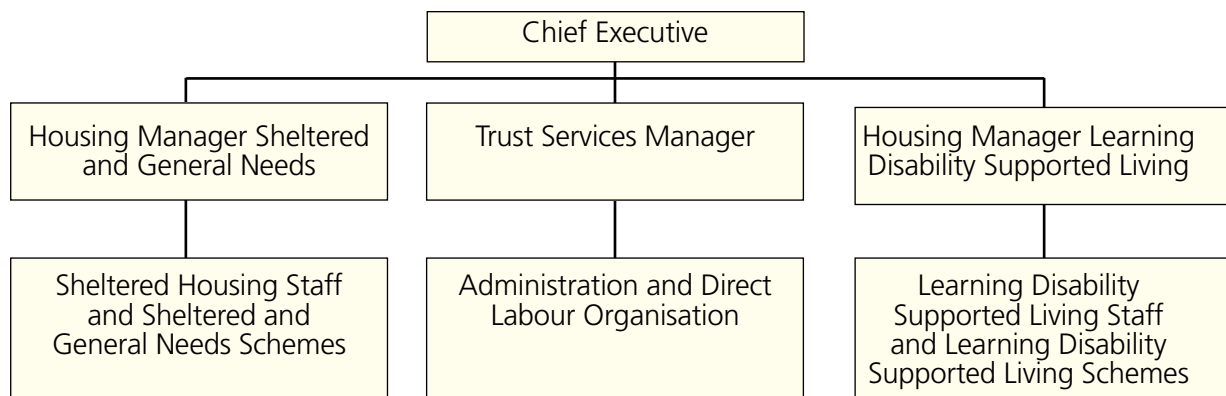


Mary Stepin LDAF
Housing Manager
Learning Disability Supported Living
Appointed April 2003



Jackie Wright
Housing Manager
Sheltered & General Needs Housing
Appointed July 2001

Organisation/Structure Chart





EAST BORO
HOUSING TRUST



62 West Borough - Wimborne - Dorset - BH21 1NQ Tel: 01202 883503 - Fax: 01202 848877
e-mail: info@eastborohousingtrust.org.uk website: www.eastborohousingtrust.org.uk