



SPECIALIST PROVIDERS OF AFFORDABLE
SUPPORTED HOUSING AND ASSOCIATED SUPPORT
AND CARE SERVICES

ANNUAL REPORT 2009

"Building a Brighter Future"





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MISSION STATEMENT

“The Trust seeks to provide an effective, efficient and caring service to its Customers”

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
 National Housing Federation - 533
 Industrial & Provident Society - 16946R
 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



*Cover photo: West Street office, Wimborne
 Inset: East Boro Staff Team*

Chairman's Report 2009

A Year of Growth and Diversity

There have been few, if any, years when East Boro Housing Trust has simply 'marked time'. The Trust has always tried to move forward and this last year has been no exception.

Following our successful move into our new Head Office, we were able to redevelop our old West Borough site into six units for sheltered elderly tenants, as an extension to our existing Bartley Court housing scheme, and this development was completed in February this year. We look forward to the official opening of this property in June. We have also completed the purchase of two existing properties in West Street and New Borough, Wimborne, to provide seven units of accommodation for young people. However our most significant purchase was that of Meadow Point in Wimborne which has provided us with 13 units of sheltered accommodation. Our strong financial position, together with the energetic efforts of our Chief Executive, enabled us to respond very quickly to an offer for sale of this property. This quick purchase, and the rapid completion of outstanding building works, enabled the Trust to work with East Dorset District Council to re-house elderly tenants of Shamrock Court, an Anchor Housing Trust scheme closing in Spring of 2009. The official opening of Meadow Point will take place in July.

All in all East Boro has had a net gain of 26 units this financial year and we will continue to use our financial strength and operational flexibility to pursue other opportunities in this coming year. We are very aware of the difficult financial times in which we operate and the need for the Trust to increase its non-rent income but this year has been one of diversification to improve our non rental income to make the Trust financially stronger. We are constrained by controlled rents yet face increasing costs in terms of maintenance and improvements to our properties. We are particularly pleased, therefore, with the success of the two new ventures reported last year – namely our Handy Van and Visiting Support contracts. We are looking to build on these successes by bidding for further such contracts this coming year. Indeed the Trust recently won a Housing Support Contract in Bournemouth to provide housing related support to people with physical disabilities. Working on bids for such contracts is time-consuming but, in focusing our bids on our areas of strength, skills and expertise, we have been successful with our bids giving us additional revenue and service streams. The Board very much appreciates the work of the staff at East Boro who have achieved these successes. To provide further revenue income we have also embarked on a joint business partnership with Agincare Group Limited to provide specialist Learning Disability Domiciliary Care services, setting up a subsidiary company called Agin Boro Care Limited. We are also aiming to establish another subsidiary company to offer repairs and maintenance services on a commercial basis.

I would like to thank all Board members for their invaluable contributions this year. In November 2008 the Board was very pleased to welcome Mr Desmond Fowler as a co-opted Member. Mr Fowler is an experienced Surveyor and brings valuable building knowledge. A great deal of voluntary work is carried out by Board members to advance the cause and work of the Trust. Without this contribution significant additional costs would have been incurred which, inevitably, would have constrained our progress.

In conclusion, the Board joins me in thanking most sincerely our Chief Executive and the entire work force for their outstanding commitment and high quality of work throughout this last year. It has been a year of growth in terms of units completed, thus continuing to satisfy the needs of affordable housing in our area.

David Cawdery, Chairman.



Maintenance and Investment

"Taking care of existing housing stock to invest in accommodation for the future"

Handy Van Repair Service

working in partnership with



April 2008 saw the start of this new contract which is funded by Supporting People Grant, in partnership with the Borough of Poole and Bournemouth Borough Council. The contract provides a repair service for people aged over 60, who live in the Boroughs of Poole or Bournemouth and who are in receipt of benefits. From general household repairs to more specialised jobs, customers only pay for the cost of the materials required for their repair.

The Handy Van Team provide a service which can be relied upon and the workforce have all undergone a Criminal Record Bureau check, CRB, thus giving additional security to its Service Users. In the first year of the service a total of 1362 enquiries have been received and a total of 1745 jobs carried out. Customer satisfaction of the service has been excellent.

Direct Labour Team and Planned Maintenance

East Boro continually strives to invest in its own properties by upgrading its housing stock. The bathroom refurbishment programme continues with ten bathrooms having been completely modernised and disabled adapted to help people with mobility needs improve their safety.

Boiler replacements and disability ramps have also been installed at difference schemes during the 2008/2009 year. In addition to the standard gas and electric tests at all Trust properties, all void properties are redecorated prior to re letting.

During the past 2008/2009 year East Boro's Direct Labour Team has undertaken a total of 2049 response repair jobs and £203,998 has been invested into repairs, maintenance and refurbishments. The Team consistently achieves the targets set for them and have also achieved high levels of customer satisfaction.

The Trust's Caretakers and Gardeners have continued to keep the schemes in good order throughout the year. Scheme risk assessments are carried out on a regular basis to ensure that all of the Trust's schemes provide a safe environment for its tenants.



Top: new flats at West Borough.
Below: new refurbished flats at West Street, Wimborne

Development

"Continuing the tradition of the Trust's founder providing affordable housing for local people"

Organisational Development

During 2008/2009 East Boro as an organisation has grown considerably. Property unit numbers have increased by 26, tenant numbers risen by over 30, and staff numbers have doubled due to the additional support service contracts. Despite this rapid growth East Boro is proud to maintain its attitude of "big enough to cope but small enough to care" in the commitment, attention to detail and dedication by staff to its customers and the services we provide, both old and new. The organisational growth over the past 12 months reflects the success of the Trust in its work. Whilst the Trust may become larger in size its existing tenant customer focus is not forgotten and is at the forefront of everything we do.

Source

East Boro is a member of the Source Development Partnership, a regional



Property Development

In the past year East Boro has continued to increase its levels of housing stock, namely with the completion of the West Borough flats, the addition of Meadow Point and the purchase of two other properties in Wimborne, located on New Borough and West Street. These additions see a further 26 units added, bringing East Boro's total property unit number to 277. Meanwhile, as Corporate Trustees of Cyril Wood Memorial Trust, East Boro has also begun its biggest re development yet. The complete modernisation will create a viable scheme for many years to come and includes the refurbishment of 18 flats, a new Community Room and six new build flats. This will also bring the scheme in line with the Government's Decent Homes Standard. The year has been a very busy one for development and the Trust will continue to seek opportunities wherever they may arise, especially in the current economic climate.

development consortia made up of 12 other housing associations. In effect Source is the funding vehicle by which East Boro obtains Government grant toward the cost of new build housing schemes and refurbishment of existing ones. The past year has been a successful one for Source in the amount of funding obtained and East Boro have contributed significantly to this. Trust Chairman David Cawdery reports: "We are asked to submit to the Partnership each year our targets for new properties and total spend. As a result of the hard work of our Chief Executive and his staff, EBHT achieved a 433% increase in the start of year target for new units completed, and a 1295% increase in our start of year target in respect of cash spend. This is an outstanding achievement that significantly enhances the reputation of the Trust with both our Source colleague partners and our Government funders, The Homes and Communities Agency, whose support has been much appreciated."

Support Services

"There when you need us for service you can rely on"

During 2008/2009 East Boro has continued to maintain Supporting People accreditation from Bournemouth Borough Council, the Borough of Poole and Dorset County Council. East Boro now has several support services to cater for the different client groups with which we engage:

also their entire circle of support. Personalised support plans are completed for every tenant and regularly reviewed under East Boro's ethos of "nothing about you without you." The individual is always put first and is at the centre of all support provision.

Sheltered Housing Support Team

East Boro's Sheltered Housing Support Team provide a daily support service to tenants at our sheltered housing schemes. The Service was recently restructured to ensure this seven day a week service could continue both efficiently in cost and effectively in the support provided. This restructure also included the introduction of a telephone reassurance service, in which tenants can contact a member of the Support Team out of hours. This means that in conjunction with the daily rounds tenants now have 24 hour access to support/advice from Trust staff. At present the Team provides support to over 180 tenants across 11 housing schemes.



Visiting Support Service

Established in 2008 in partnership with the Borough of Poole, East Boro's Visiting Support Service offers housing related support for people aged 55 years and over that own or rent their home within the Poole Borough. The service is free and support is tailored to meet individual's needs and is intended to provide short-term practical assistance to help those living at home to maintain their independence. Support ranges from advice and information on benefits, help dealing with correspondence, information about local community activities such as coffee mornings, lunch clubs, teas dances and computer lessons, and assistance to access specialist services like a doctor or hospital.

Housing Related Support Service

In December 2008 East Boro took on a contract with Bournemouth Borough Council to provide a Housing Related Support Service to people with physical disabilities. The service is delivered to individual's in their own homes across two supported living schemes in Bournemouth and is tailored to meet individual's needs. The service aims to help empower people, both within their personal lives and within the wider community. The service also involves working alongside a care provider, as well as other health professionals, demonstrating East Boro's ability to successfully work with partner organisations.

Supported Living Support Team

East Boro's Supported Living Support Team assists adults who have a learning disability to live independently at our supported living housing schemes. At present this team delivers support across 12 schemes to approximately 70 tenants. A person centred approach to support is adopted to ensure individual's needs are met, focusing not only on the individual but

Involvement

"Engaging with our customers and listening to their views"

Tenant Involvement, Participation and the Tenant Services Authority

Tenant involvement has always been central in the operational activities of the Trust and in 2008 its first official consultative committee was set up. The purpose of the Committee is to involve tenants in the way the organisation is run, engaging with them to find out their perceptions of the landlord tenant relationship as well as learning about their expectations to ensure we can strive to achieve the highest excellence in the services we provide. Tenant input ranges from helping to review policies and procedures to reviewing specific service areas.

The Committee is made up of Tenant Representatives from across East Boro's different client groups, Board Members, and when occasion demands, Senior Management and the Chief Executive. Discussions are often lively and varied but this gives the Trust the opportunity to listen to its customer and what they want. In addition to the Consultative Committee East Boro tries to involve tenants through regular scheme meetings, annual forums, one to one meetings and suggestion boxes, continuing to monitor customer satisfaction levels through satisfaction surveys, as presented later in this report. East Boro's annual satisfaction survey is a crucial tool in learning about tenants' perception and expectations and helps shape future direction. Crucially East Boro aim to be transparent in the decisions it makes so that even when customer views cannot be acted upon, reasons for this are made clear and are

justified to the satisfaction of the customer.

All communication with tenant customers, from an informal chat at a coffee morning to a formal forum situation, is powerful in the potential impact it can have on the direction of the Trust and its focus. Examples of changes or adaptations as a direct result of tenant involvement include the restructure of the Sheltered Housing Warden Service and by influencing planned maintenance budget priorities. Significantly during the past year the Tenant Services Authority was introduced as the new regulator for housing associations across the country, highlighting the importance of tenant customer involvement, participation and inclusion in the governance of an organisation. And as East Boro grows, so too will the involvement of both tenants and customers. Some tenants took part in the Tenant Services Authority's 'National Conversation' which was phase one of the process that the new regulator was undertaking to set the new regulatory framework for the future. The Trust will continue to engage with and support the Tenant Services Authority in its consultation processes and encourage tenant involvement with this and everything the Trust does across all of its services.



Above: Tenants with the Trust Services Manager at the 2008 Tenants Conference

Financial Statement

Balance sheet As at 31st March 2009

	2008/2009	2007/2008
FIXED ASSETS		
Housing Properties -		
Gross Cost Less Depreciation	9,873,507	6,882,298
Less Housing Association Grant	4,368,649	2,902,149
	5,504,858	3,980,149
Other Assets	76,001	77,374
	5,580,859	4,057,523
Current Assets	1,747,779	637,879
Creditors falling due within 1 Year	1,693,671	451,855
Net Current Assets	54,108	186,024
Net Assets Less Current Liabilities	5,634,967	4,243,547
CREDITORS		
Amounts falling due after more than 1 year	1,667,856	373,361
Net Assets	3,967,381	3,870,186
CAPITAL AND RESERVES		
Called up Share Capital	65	67
Future Projects Reserve	0	0
Income and Expenditure Account	3,867,316	3,770,119
Investment Revaluation Reserve	0	0
Designated Maintenance Reserve	100,000	100,000
Total Capital & Reserves	3,967,381	3,870,186
TOTAL FUNDS	3,967,381	3,870,186

A full copy of the Trust's Accounts are available from the Trust Offices on request.

INCOME	2008/2009	2007/2008
Rental Income	843,743	848,622
Service Charges	307,107	288,825
Supporting People Grant	997,717	1,045,484
	2,148,567	2,182,931
Less Voids	72,012	36,908
Management Voids	171,038	87,330
	1,905,517	2,058,693

OTHER INCOME

Donations and Bequests	4,105	1,631
Sundry Income	417,556	42,717
Investments	0	0
Sale of Investments	0	0
Surplus on Disposal of Fixed Assets	0	444,426
	421,661	488,774
TOTAL INCOME	2,327,178	2,547,467

Income and Expenditure Account for the year ended 31st March 2009

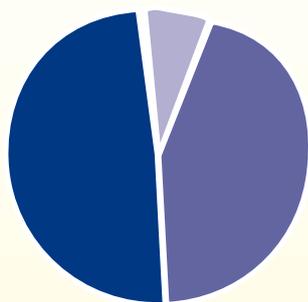
EXPENDITURE

Repairs & Maintenance & Refurbishment Costs	203,998	222,262
Management Costs/ Sundry Costs	1,202,641	764,278
Service Costs (Excluding Maintenance Services)	815,051	979,771
	2,221,690	1,966,311

INTEREST

Interest Receivable	10,607	22,266
Interest Payable	18,898	18,867
TOTAL SURPLUS	97,197	584,555

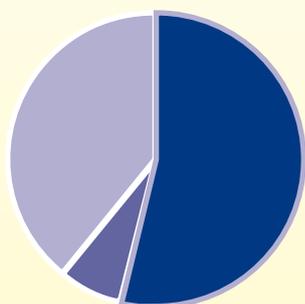
Annual Accounts Graphs - 2009



Income

Donations, Bequests, Interest, Sundry Income & Sale of Investments	421,661	16%
Supporting People Grant	997,717	39%
Rent & Service Charges	1,150,850	45%

2,570, 228



Expenditure

Services Costs	815,051	37%
Repairs, Maintenance & Refurbishment	203,998	9%
Management/Sundry	1,202,641	54%

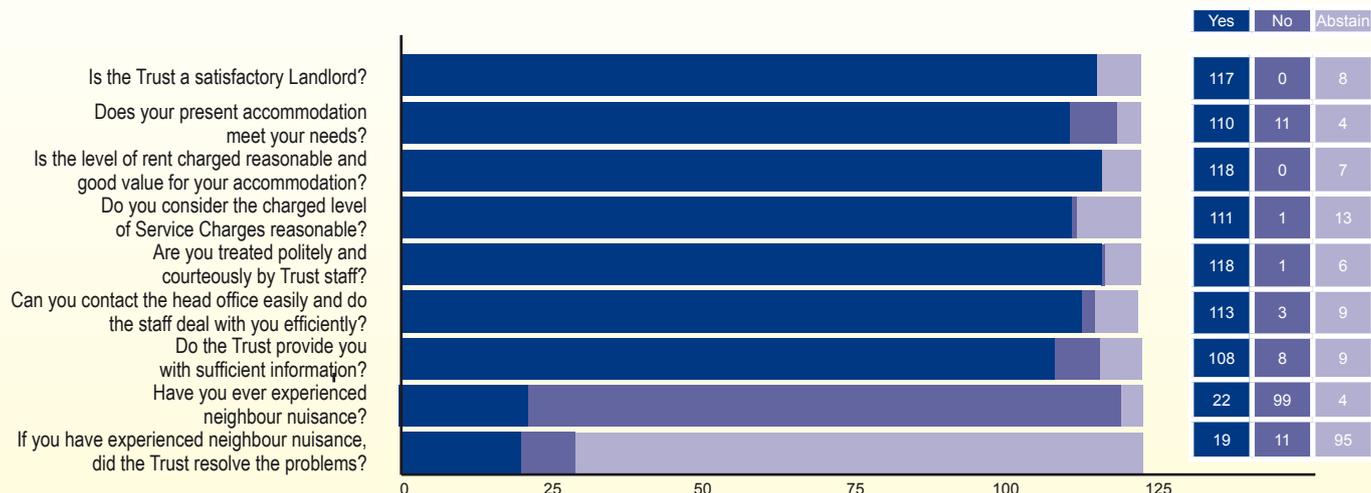
2,221,690

Key Performance Indicators

	2008/2009	2007/2008
Arrears as a percentage of Gross income	5.9%	3.9%
Voids as a percentage of Gross income (excluding management voids)	3.09%	1.75%
Average Void re let Time (Per day letting inc void and major refurbishment works)	20.3	32.4
Percentage of Units Available for Letting	2.1%	2.3%
Total Lettings Made (of which 27 were new lets)	69	54
Lettings Made to Nominations from Local Authority	43	39
Lettings Made To;		
Adults with Learning Disabilities	19	26
Sheltered Elderly	22	13
General Needs	0	1
Other supported Housing	28	14
Households which were;		
White British	68	50
Irish	0	4
Other	1	0
Repairs Performance Achieved;		
Category 1 Emergency (24 hours)	100%	100%
Category 2 Urgent (5 Working Days)	99.25%	98.84%
Category 3 (4 Working Weeks)	99.19%	99.56%
Total jobs completed in above categories	2049	1569

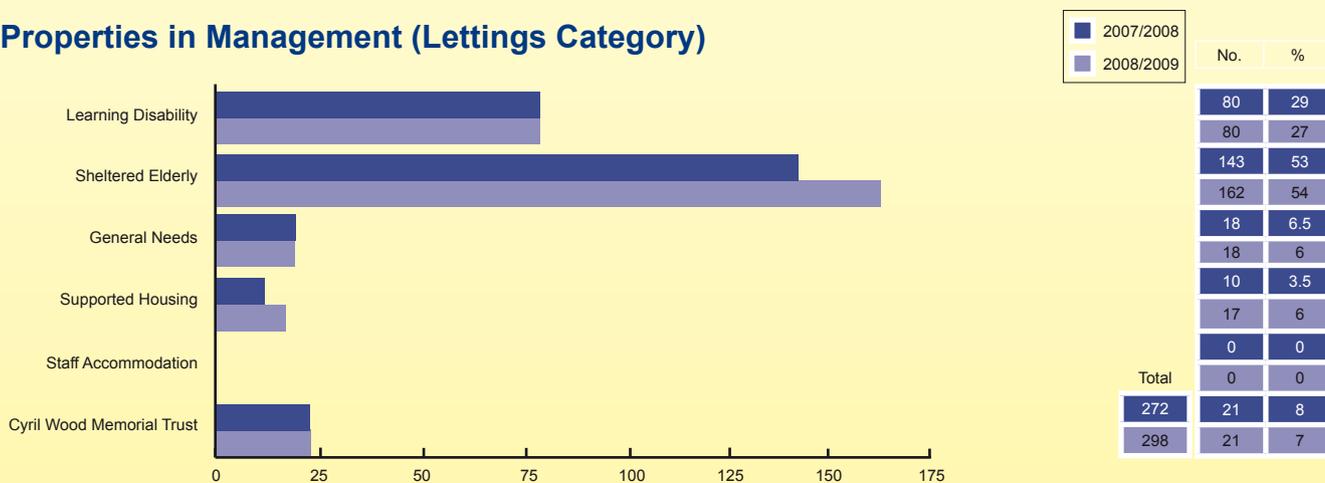
Trust Performance Statistics

2008 Tenants Satisfaction Survey Summary

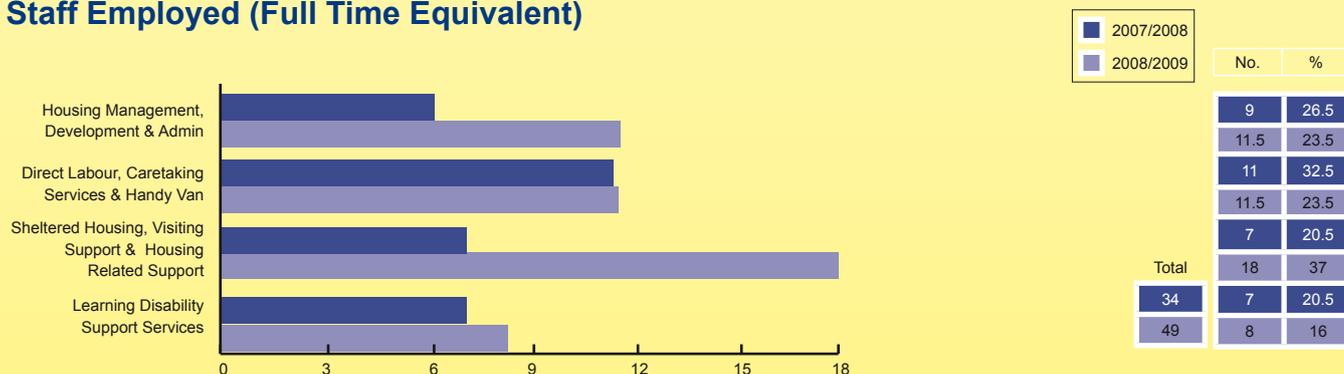


The Trust strives at all times to provide the level of service expected by its tenants. It is fair to say it is not always possible to undertake 100% of all requests and a balanced approach to considering requests at schemes where neighbours may have different views is adopted at all times.

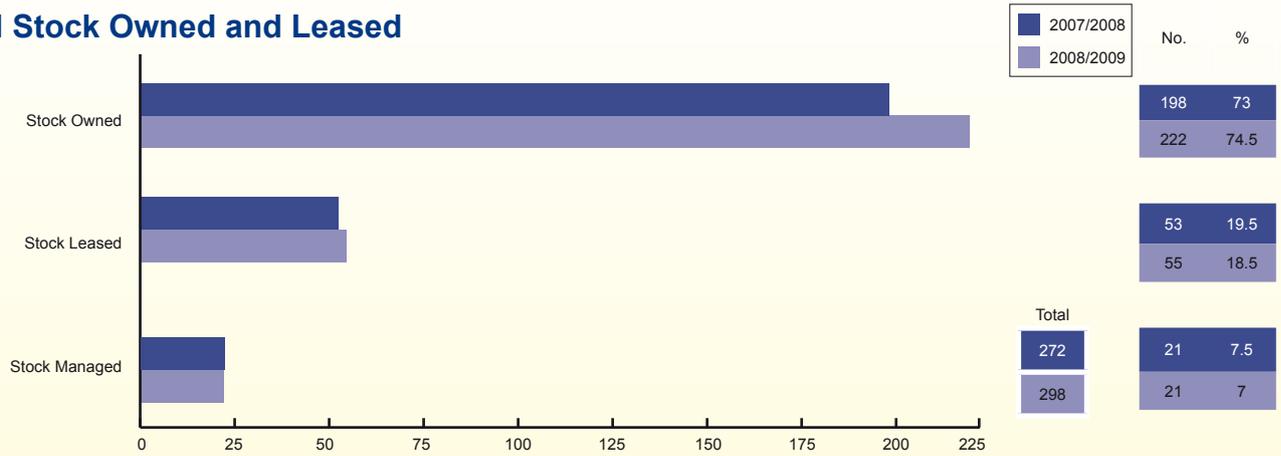
Properties in Management (Lettings Category)



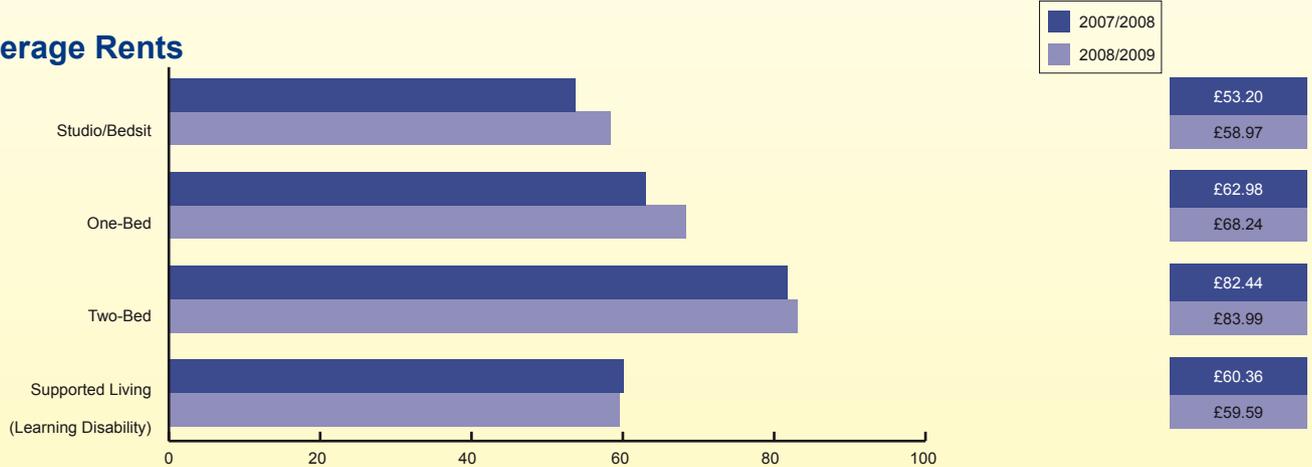
Staff Employed (Full Time Equivalent)



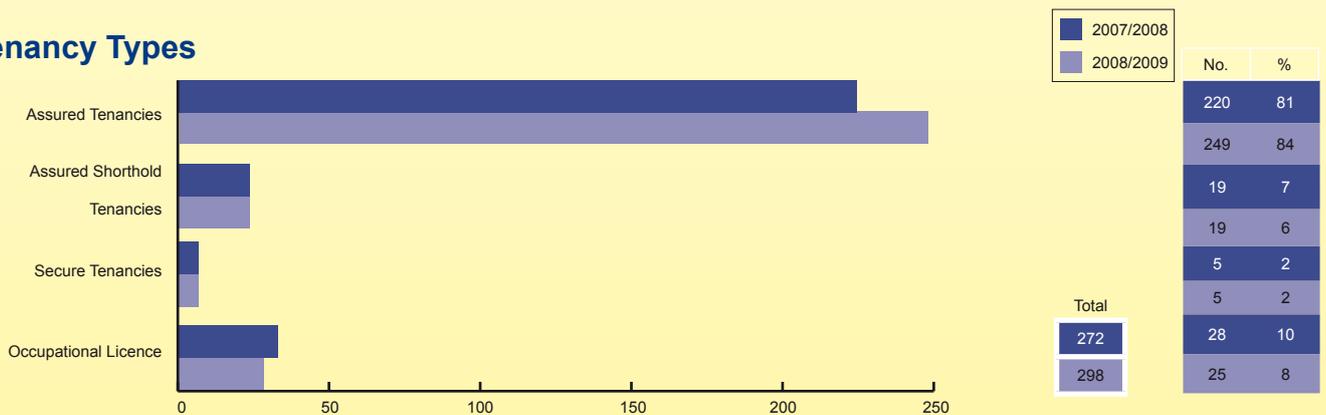
Total Stock Owned and Leased



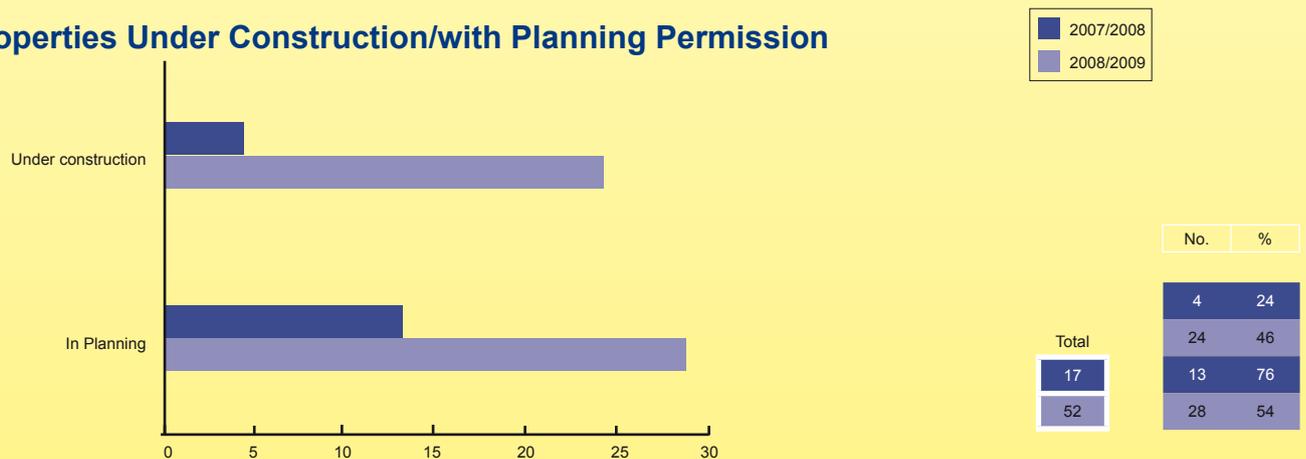
Average Rents



Tenancy Types



Properties Under Construction/with Planning Permission



Customer Feedback

Feedback from our tenants and customers is very important to the Trust, both positive and negative, as it provides valuable insight into the services we are providing and can be used to constructively develop and continually improve them. The Annual Report is a chance to reflect on the comments made about all our different services and across our customer base. The comments below are selected from the 2008 Annual Tenants Satisfaction Survey and from letter sent in to the Trust:



The Trust keeps the highest of standards...

May we give EBHT a warm and heartfelt thank you...

*We would like to thank you very much for our beautiful shower...
workmanship of the highest quality and delightful manner*

Efficient, courteous and clean, would recommend to anyone...

*I would like to say thank you for the excellent way they handled
my rent and council tax queries...*

*I count my blessings for such a comfortable and
well provided for home.*

Everyone is very friendly, helpful and pleasant.

East Boro cleaners always make time to talk to me and ask how I am.

*I would just like you to know how much I appreciate living here and
your wonderful workforce.*

The garden area always looks nice...

*I really am so very
grateful to all concerned.*

*It means so much to know we have a reliable
qualified repair service to call on...*





Chief Executive's Report 2009

Looking out, looking in, looking forward

This year seems to have gone by so fast and events continue to see the Trust progressing. Below is a summary looking out, looking in, looking forward:

Looking out at partnerships Agin Boro Care Limited has been formed to provide domiciliary care to people with a learning disability. The partnership with national provider Agincare Limited will make for a very experienced team and our partnership with the Agincare Group can go from strength to strength.

Looking forward, the Leonard Cheshire Foundation has signed a development partnership agreement with East Boro to explore future development opportunities.

The Trust has also been preparing to establish a limited subsidiary company to be able to provide repair services to the general public/other companies. On the development front, as Corporate Trustees of Cyril Wood Memorial Trust we have begun the complete refurbishment of all the units at the Bere Regis scheme, together with the building of six additional units and a new Community Room. Work is due to be completed in March 2010.

Finally, looking in, the additional business opportunities that have been won by the Trust has resulted in an increase of 25 in our staff numbers at the Trust. The primary aim for the entire staff team is to ensure that we provide excellent person-centred services to both our tenants and our wider customers, at all times. Our staff team will therefore work together and with other partner organisations to ensure that we achieve this aim.

East Boro Management Team



Kevin Hodder
MCIH
Chief Executive
Appointed
September 2000

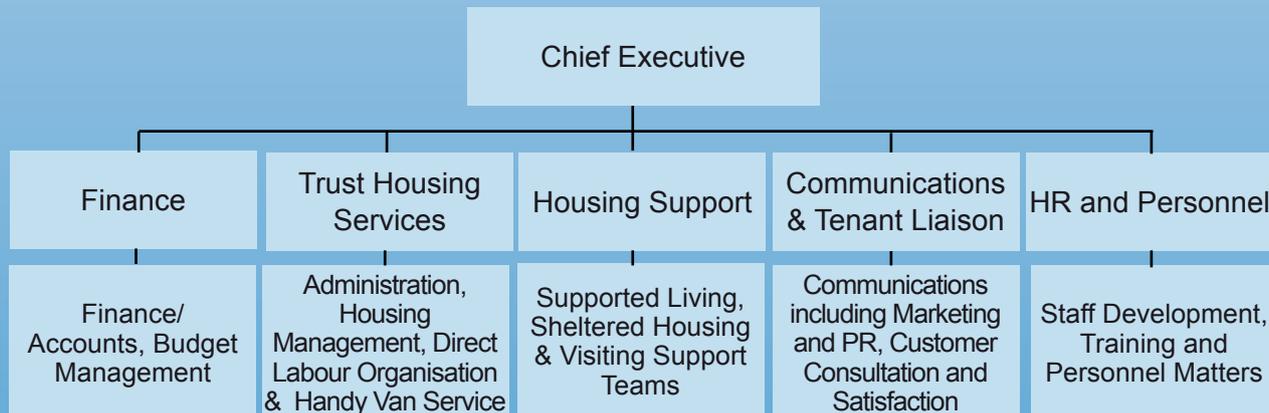
Sarah Ball
SMAAT
Finance Manager
Appointed
January 2008

Maggie Love
Cert CIH
Trust Services
Manager
Appointed April 2003

Mary Stepin
LDAF RMA
Housing Support
Manager
Appointed April 2003

Emily Cambrook
BA Hons
Communications &
Tenant Liaison Manager
Appointed July 2007

Tracy Isbell
Chartered FCIPD
HR Consultant
Appointed
March 2009



Board of Management



Mr David L. F. Cawdery
A.C.I.B.

IT Consultant. Co-opted to the Board in March 2003 and elected to the Board in June 2005. Served the Trust for six years. Chairman of East Boro Housing Trust.



Mr Michael Butler
B.Sc. F.C.M.I , M.I.F.T

Company Director, Director of Rivermead House Ltd. Served the Trust for ten years. Vice Chairman of East Boro Housing Trust.



Mr Raymond Faulkner
FRICS, C.Eng, MICE

Chartered Civil Engineer. Served the Trust for 48 years.



Pamela Hoyle
Dip.C.O.T., S.R.O.T.

Retired Senior Occupational Therapist. Served the Trust for 21 years.



Mrs Margaret Turner
B.A. Dip. Eur. Hum. (Open) M.C.S.P.

Retired senior Physiotherapist. Served the Trust for 18 years.



Mr Malcolm Kell

Retired Local Government Officer. Served the Trust for ten years.



Mr Andrew Lanham
B.Sc. M.R.I.C.S.

Chartered Surveyor and Company Director. Served the Trust for 12 years.



Mrs Patricia Pitkin

Retired Public Sector Administrator. Served the Trust for 12 years. Vice Chairman of the Finance Committee.



Mr John Garvin
F.C.A.

Chartered Accountant. Served the Trust for 18 years. Member of the Finance Committee.



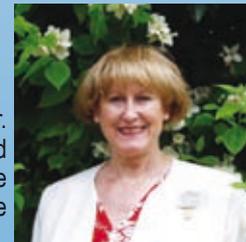
Mr Nigel Spencer
B.A. (Hons)

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 Trust for seven years. Chairman of the Finance Committee.



Mr Richard Teather
B. A. ACA

Chartered Accountant and University Lecturer. Co-opted to the Board in December 2004 and elected to the Board in June 2007. Served the Trust for four years. Member of the Finance Committee.



Mrs Marilyn Osner

Retired Civil Servant and Elected Councillor for Wimborne Town. Co-opted to the Board in 2002 and elected to the Board in June 2003. Served the Trust for seven years.



Mr Reg Grimston
C.Eng, MICE

Chartered Civil Engineer. Co-opted to the Board in March 2008, served the Trust for one year.



Mr Desmond Fowler
BEM, MCIQB

Retired Company Director and Building Surveyor. Co-opted to the Board in 2008. Served the Trust for eight months.



Housing Management Services

A complete management service from housing applications to property allocations, tenancy issues, rent account/debt management

Housing Maintenance

A comprehensive maintenance service including a direct labour team, caretaker cleaning service and gardening/grounds maintenance

Housing Support

A personalised service tailored to meet individual's needs providing support to the sheltered elderly and adults with learning disabilities

Handy Van Repair Service

A general maintenance service for people aged 60 or over living in their own home in Bournemouth or Poole that receive some form of benefit support. If eligible, there is no charge for labour!

Visiting Support Service

A free support service for people aged 55 years and over living in their own homes within the Borough of Poole

Housing Related Support Service

A support service for people with physical disabilities living in Supported Living schemes in Bournemouth

EAST BORO HOUSING TRUST
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E-MAIL: INFO@EBHT.ORG.UK WEBSITE: WWW.EBHT.ORG.UK