

SPECIALIST PROVIDERS OF AFFORDABLE HOUSING  
AND HOUSING SUPPORT SERVICES

# Annual Report 2011



*"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 continue in the 21<sup>st</sup> 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

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.

Tenant Services Authority - L0519

National Housing Federation - 533

Industrial & Provident Society - 16946R, Company Number - 242811.

Front Cover: Mary Hillman Court, Broadstone, Support Workers with clients and The Albany, Sherborne. Above: Faulkner House, Wimborne

# Chairman's Report 2011



In my report last year I was very pleased to praise the initiative and work of Peggy Bartley in establishing the Trust 50 years ago. During this, our Golden Jubilee Anniversary year, we have had celebrations throughout our Trust schemes involving tenants in each location. These events have consisted of Cream Tea parties at our Sheltered Tenant schemes, celebratory events at our Learning Disability schemes, Staff parties, as well as the start of our celebrations at last year's Annual General Meeting. All these events were organised and run by our Trust staff who also had their daily jobs to perform, so our thanks are extended to the whole team at East Boro Housing Trust for their efforts in organising and attending these various celebrations whilst continuing their excellent work at the Trust.

This year has been another busy one in which we have completed the development of new schemes at the Ridgeway in Broadstone (7 units for LD tenants); 88 West Borough in Wimborne (3 units for LD tenants); and at The Albany in Sherborne (8 units). Currently under development is a new scheme at Poundbury in Dorchester that will provide seven units for LD tenants.

During this year we have also completed the total refurbishment of our schemes at Purbeck Lodge, in Wareham and Ashmore House, in Hamworthy. We have also purchased the land adjoining our Kilburn House property in Wimborne.

Finally, in respect of our properties, we have concluded an agreement with the Regard Partnership to lease them one complete half of the Cecil Court property at Cranborne. It has been increasingly difficult to find tenants for this property. This good economic decision and leasing agreement secures the viability of this scheme in Cranborne.

Having established East Boro Housing Services Ltd at the start of 2010 we have been able to contract the management of the build of all these schemes to EBHSL and thus saved significant costs. The Board joins me in expressing our thanks to the EBHSL Board Members and to Managing Director of EBHSL – Paul Maher – for his excellent work in managing the delivery of all these schemes. EBHSL has also now taken direct responsibility for the Trust's Direct Labour operation, including the Response Repair Service as well as the Handy Van Service.

The Board is looking to really drive forward the development of new business and income at the Trust to increase our non-rent

income streams. In this regard East Boro has recently established its 'Always Help At Hand' branded service offering one-stop services to older people in our area. The services cover such aspects as cleaning, home help, sitting services, handy van, repairs, gardening, domiciliary care services and visiting support providing home advice on letters, bills and social matters.

The change of Government following the May 2010 General Election has certainly provided challenges to Housing Associations in terms of both finance and organisation. In rapid succession we have seen the Comprehensive Spending Review, the approaching Localism Bill and the proposed merger of the Tenants Services Authority with the Homes and Communities Agency, as well as outline policy reforms to the way social housing is delivered. The latter proposals introduce the new Affordable Rent product, the adoption of which by Housing Associations will be conditional on the awarding of new grant for housing build. The Board and Chief Executive have looked very closely at the implications of these important announcements. A restructure of our operations has taken place to respond effectively to the changed situation and additional cost control measures have been introduced. We have re-examined our business plans in the expectation that new development opportunities will be restricted for Trusts of our size. However, it is early days and we are hopeful that, as policy develops, we will be able to respond to individual opportunities, as we have proved so successful in doing over recent years.

Operationally and financially the Trust stands in good stead. Our Performance Statistics for the delivery of our various services continue to show excellent monthly results. We achieved a 90% satisfaction rating from our Tenants Satisfaction Survey which, itself, attained a 65% response rate to the Questionnaire – higher than the national average for such surveys. This is a credit to all the staff at the Trust who work so hard to deliver high quality services to all our tenants.

We remain a partner within the Source Development Partnership but, with the recent Government proposed changes, it is currently unclear as to the value of such membership in the future. Our performance record within the Source partnership in the years 2008 – 2011 has been exemplary. We have completed the build of 115 units and have obtained over £5.5m worth of grant giving a delivery and spend record of 100% in each case for both the Consortia and ultimately the Homes and Communities Agency. Specifically in this last year the Trust has obtained further grant funding via the NHS Campus Reprovision Programme totalling £1,885,000 to contribute towards the costs of the completed learning disability scheme developments. This capital grant income in excess of £7.3m over three financial years is an excellent achievement and is the result of outstanding work by our Chief Executive.

We remain Corporate Trustees of the Cyril Wood Memorial Trust, and are pleased that the nomination rights arrangement with the Performing Rights Society, PRS for Music, continues to prove beneficial to Cyril Wood in terms of getting new tenants into this extended and totally remodelled development.

Looking forward it is clear that we, as do all Housing Associations, face challenging and changing times. We do feel, though, that we are highly flexible and adaptable and can thus quickly respond to new changes and opportunities as they arrive. So we look forward with confidence to continuing to build the Trust in the year to come. It remains for me to sincerely thank every member of the Board for their diligence and commitment in facing the changed operating situation, and to particularly thank the Chief Executive (who has now completed 10 years with the Trust) and all the staff for their terrific contribution and support this past year. As I concluded in last year's report, we are determined as a Trust to continue to build the legacy that Peggy Bartley began 50 years ago.

**David Cawdery, Chairman.**



*Chairman & Chief Executive presenting 50 year award to Board Member Ray Faulkner*

# Maintenance and Investment

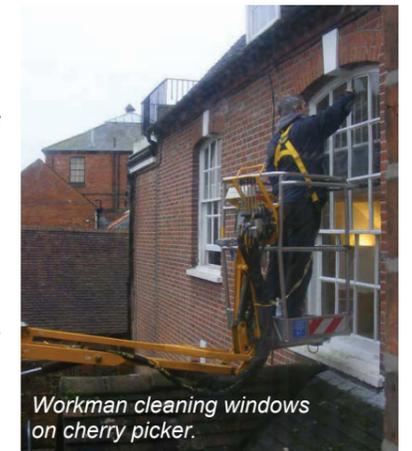
*"Taking care of existing housing stock to invest in accommodation for the future"*

The 2010/2011 year has been an active one for the Trust's maintenance department covering not only East Boro's Direct Labour Team but East Boro's Handy Van Services and private business too, with the development of our subsidiary company.

## Direct Labour Team

East Boro's Direct Labour Team continue to provide a response repair service to Trust tenants as well as deliver the annual planned maintenance programme and this year has seen the addition of now delivering an in-house window cleaning service.

This year the annual planned maintenance programme has included further kitchen refurbishment works at East Borough and Dillon Court as well as the ongoing bath/shower replacement programme. During the 2010/2011 year East Boro's Direct Labour Team has completed a total of 3,589 jobs, with an overall spend of £278,409 on repairs, planned maintenance and refurbishment programmes.



*Workman cleaning windows on cherry picker.*

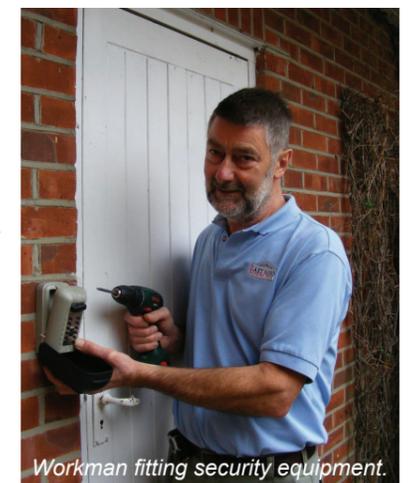
## Handy Van Repair Service

East Boro's Handy Van Repair Service (for people aged 60+ that live in Bournemouth or Poole in receipt of some form of benefit support) has completed its third successful year.

Working in partnership with Bournemouth Borough Council and the Borough of Poole there are no labour costs and no membership fees, customers only pay for the cost of materials required for their repair. Over the past year 1,990 jobs have been carried out, a total of 5,507 since the contract began in April 2008. More information about the service can be found on our website; [www.ebht.org.uk](http://www.ebht.org.uk)

## Handy Van Security Service

East Boro's Handy Van Security Service is an extension to the Repair Service contract with a focus on home security and safety works. Again in partnership with Bournemouth Borough Council and the Borough of Poole, work is completely free of charge to eligible customers (people aged 60+ living in Bournemouth or Poole) with both free labour and free materials up to a value of £250 per property. Supported by Dorset Police the service can assist with jobs such as replacement door locks to mending window locks, fitting security chains, window shock alarms, key safes and more. As with the Handy Van Repair Service, all staff are CRB police checked and experienced in working with older, often vulnerable people. To date nearly 200 jobs have now been completed.



*Workman fitting security equipment.*

# Development

*"Continuing the inspiration of the Trust's founder"*

## Organisational Development

Throughout 2010 East Boro celebrated its Golden Jubilee marking fifty years of providing housing and support services in Dorset. During 2010/2011 East Boro has added a further 19 units of accommodation to its property portfolio, the total which now stands at some 345 units, providing accommodation for over 350 tenants not to mention support to customers of our other services in the region of 150 people, not counting users of the Handy Van Services. Staff numbers have also risen to 110 employees and the Trust is firmly placed to move forward. In an effort to remain independent from reliance on government funded projects 2010/2011 has seen the development of East Boro's Always Help at Hand Service, a one stop shop for home, care, support and repair needs, building upon services East Boro already provide to its existing tenants but taking it to the wider private market, increasing its customer base still further. Meanwhile the planned introduction of a subsidiary company, East Boro Housing Services Limited, went ahead, now fully operational with three main functions; to serve as the Trust's development agent for all new schemes, to deliver the Trust's in-house maintenance service to East Boro tenants and Handy Van Services to other customers as well as provide maintenance services on a private basis to both corporate clients and individual customers. An internal restructure at the end of the 2010/2011 year saw all maintenance services/procedures streamlined into one department under the subsidiary, which is now well placed to provide maintenance services to tenant and non-tenant customers alike.

## East Boro Housing Services Limited

East Boro Housing Services Limited (EBHSL) has been in existence now for just over a year and has achieved several milestones such as the successful completion of refurbishment works at Purbeck Lodge in Wareham and Ashmore House in Poole, re-modelling works including a new extension at Phoenix Lodge in Wimborne and The Albany in Sherborne, management of the construction of the new purpose-built flats at Mary Hillman Court in Broadstone, where EBHSL acted on behalf of the Trust, and the overseeing of the Trust's continued planned maintenance programme including replacement windows and new roofing works at our Weymouth properties, the provision of ten new kitchens in Wimborne and Lytchett Matravers as well as other extensive works.

The direct labour organisation are now 'under the wing' of EBHSL and a major development during the past year has been to progress East Boro's in-house maintenance services to the wider private market. The set up of East Boro Housing Services Limited has allowed this vision to move forward and opens up opportunities to both individual customers and corporate clients,

such as the likes of Abbeyfield Wessex and West Dorset Mencap. From planned, response, cyclical and grounds maintenance to adaptations and home security works, moving forward the focus now is to build on the existing workforce to be able to deliver these services effectively. EBHSL's main objective is not only to provide the consistently high standard of service offered to our own residents but to extend this to all who need it.



## Property Development

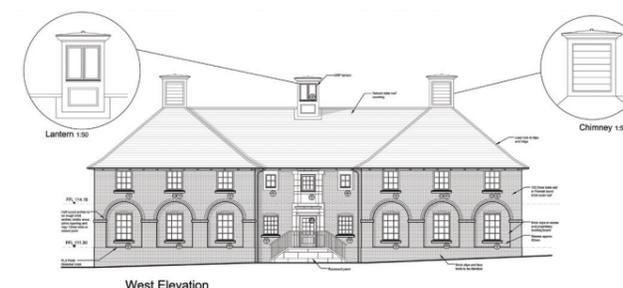
Whilst being mindful of the continuing challenging economic conditions in which we operate the Trust remains keen to develop its housing stock portfolio where possible and the development programme has been another busy one over the last 12 months.

The property purchased at 88 West Borough (Phoenix Lodge) underwent a £233,000 remodel which saw the Trust create three self contained flats with a separate support/carer facility. The new build development of Mary Hillman Court saw the construction of a scheme of seven purpose built units of accommodation in Broadstone, Poole, whilst The Albany in Sherborne, taken on in March 2011, adds a further eight units of accommodation to East Boro's housing stock. All these three schemes were delivered as part of the Government's NHS Campus Re-provision programme providing accommodation for adults with a learning disability, the development of which were all supported by the Homes and Communities Agency.



A further opportunity to purchase land adjacent to an existing Trust scheme at Kilburn House in Wimborne enabled the Trust to secure Tytherley Cottage which now sees the Trust owning the complete site of 11 St John's Hill, of which it purchased the first half in 1975. Meanwhile the development of our site at Poundbury, Dorchester, started this year, with East Boro Housing Services Limited tasked with the 'direct delivery' of the construction of the seven new purpose built flats, including the appointment and management of all specialist sub-contractors.

As a Supported Living Learning Disability housing scheme it's the first of its kind on the Poundbury estate and is a joint project between East Boro, the Homes and Communities Agency, Dorset County Council, West Dorset District Council, plus close partnership working with the Duchy of Cornwall. The scheme is due for completion in late September/early October 2011 and represents exciting progress in the Trust's development history.



# Support Services

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

The 2010/2011 year has been one of transformation for the Housing Support Department which has remained busy in the direct delivery of support services to both tenants and other customers alike. Whilst the withdrawal of the Visiting Support Service contract in December 2010 was a disappointment, this sparked the inspiration for a similar service (albeit on a private basis) and the concept of Always Help at Hand was launched.

Other short-term contracts have been pursued where opportunities have arisen - such as a Community Meals Support Project and support provision at two Western Challenge Housing Association schemes - not to mention the ongoing support provided to East Boro's sheltered and supported living learning disability tenants. The end of the financial year saw the introduction of a new Home from Home day respite service for older people in Bournemouth and Poole and, all in all, this combination of services demonstrates the Trust's continued strong working relationships with partner housing associations and the Local Authorities in the areas in which it works.

## Sheltered Housing Support Service

East Boro's Team of Sheltered Housing Officers provide a daily support service to our sheltered housing tenants and an out of hours phone line reassurance service so that, in conjunction with the visits, tenants have access to support staff 24 hours a day. This service currently supports over 200 tenants across 12 housing schemes. East Boro now also provide the Sheltered Housing Officer daily warden support service at two Western Challenge Housing Association schemes, one of which is in Bournemouth, the other in Christchurch. Tenants supported at Edward May Court and Trafalgar Court combine to total a further 146 customers, also adding five staff to the team who transferred to East Boro under this contract in January 2011.

## Supported Living Support Services

East Boro's Supported Living accommodation include adults with learning disabilities, 'mother and baby' single parent families and young people in emergency housing need. A range of support is provided and all support services provide personalised support tailored to each individual's needs to help tenants live independently. The Learning Disability Support Team are now split into two teams to reflect the geographic spread of properties. East Supported Living (ESL) covers the Poole and the East of Dorset area, looking after in the region of 60 tenants and West Supported Living (WSL) covers the Weymouth and West of Dorset area, overseeing a further 46 tenants.

## Housing Related Support Service

East Boro's Housing Related Support Service is provided under contract with Bournemouth Borough Council to adults with physical disabilities living at two housing schemes in Bournemouth. Providing support to 20 individuals this service is now well into its third year. From help in the home to live independently to support in accessing education and employment opportunities, the team support each individual to reach their own personal goals.



*Chief Executive with clients at their summer Forum at Shaftesbury Court.*

## Dorset Supported Lodgings Service

The Dorset Supported Lodgings Service, under contract with Dorset County Council has now completed its first successful year. Responsible for overseeing other Supported Lodgings Providers and providing support and guidance as to best practice on accommodation and support services for adults with learning disabilities, the service covers the County of Dorset. Some 20 providers with 46 service users are supported, with East Boro providing the contracting, payment, inspection, regulating and quality and advisory roles to each Provider.

## Community Meals Support Project



This contract was a one-off, short-term project delivered on behalf of the Borough of Poole in which East Boro were appointed to inform clients of the loss of their meal subsidy and to facilitate clients in finding an alternative meal provision.

Extensive research on meal options available within the Borough was collated and catalogued during the project and over a period of nine weeks over 200 people were contacted and visited, meeting the project objectives and ensuring that these vulnerable people were aware of the options open to them for their future meal services.

## Learning Disability Move On Project

This project started in April 2010 for a fixed term one year contract with Dorset County Council and the Dorset County Learning Disability Partnership Board. The aim was to help adults with learning disabilities living in the Weymouth and Portland areas to find more permanent, independent living accommodation. Through the duration of the project six people were assisted. The project also developed "easy read" housing application documents and procedures to allow Adults with a Learning disability to apply to the Local Council for Housing. The project achieved all of its goals and was a great success.

## Always Help at Hand Service



East Boro's Always Help at Hand Service was set up in response to the demand for the services we provide every day to our tenants but for customers on a private basis.

A local company for local people, Always Help at Hand is a one-stop-shop for home, care, support and repair needs. Supporting adults of all ages (aged 18+) from support with day to day tasks like managing finances, dealing with correspondence, companionship and accompanied trips out; assistance with personal care tasks like washing, dressing, help with medication; traditional home help support including housework, laundry, shopping and meal preparation to repairs around the home and gardening, East Boro can offer personalised services tailored to each individual. Charges are competitive and all staff are fully trained and CRB police checked, so customers can be assured that the services they receive are legitimate.

More information about the services offered by Always Help at Hand can be found on our website; [www.ebht.org.uk](http://www.ebht.org.uk)



*Support team staff.*

# Financial Statement

**Consolidated  
Balance sheet  
As at 31<sup>st</sup> March 2011**

<b>FIXED ASSETS</b>	<b>2010/2011</b>	<b>2009/2010</b>
Housing Properties -		
Gross Cost Less Depreciation	16,568,132	13,709,152
Less Housing Association Grant	8,956,149	6,898,649
	<b>7,611,983</b>	<b>6,810,503</b>
Other Assets	100,889	108,466
	<b>7,712,872</b>	<b>6,918,969</b>
Current Assets	1,172,283	906,881
Creditors falling due within 1 Year	857,943	876,419
Net Current Assets	314,340	30,462
<b>Net Assets Less Current Liabilities</b>	<b>8,027,212</b>	<b>6,949,431</b>
<b>CREDITORS</b>		
Amounts falling due after more than 1 year	3,377,722	2,504,836
<b>Net Assets</b>	<b>4,649,490</b>	<b>4,444,595</b>
<b>CAPITAL AND RESERVES</b>		
Called up Share Capital	60	63
Future Projects Reserve	0	0
Income and Expenditure Account	4,549,430	4,344,532
Investment Revaluation Reserve	0	0
Designated Maintenance Reserve	100,000	100,000
Total Capital & Reserves	4,649,490	4,444,595
<b>TOTAL FUNDS</b>	<b>4,649,490</b>	<b>4,444,595</b>

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

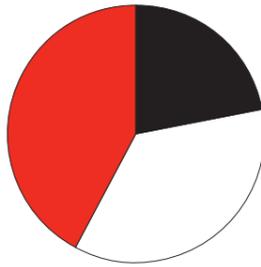
	<b>2010/2011</b>	<b>2009/2010</b>
<b>INCOME</b>		
Rental Income	1,158,621	997,166
Service Charges	405,601	354,643
Supporting People Grant	1,364,928	1,093,671
	<b>2,929,150</b>	<b>2,445,480</b>
Less Voids	136,107	133,292
Management Voids	63,080	187,825
	<b>2,729,963</b>	<b>2,124,363</b>
<b>OTHER INCOME</b>		
Donations and Bequests	0	6,256
Sundry Income	812,472	645,362
	<b>812,472</b>	<b>651,618</b>
<b>TOTAL INCOME</b>	<b>3,542,435</b>	<b>2,775,981</b>
<b>EXPENDITURE</b>		
Repairs & Maintenance & Refurbishment Costs	278,409	201,087
Management Costs/ Sundry Costs	1,744,278	1,188,891
Service Costs (Excluding Maintenance Services)	1,244,649	1,262,202
	<b>3,267,336</b>	<b>2,652,180</b>
<b>OPERATING SURPLUS</b>	<b>275,099</b>	<b>123,801</b>
Surplus on disposal of property	-	414,641
<b>INTEREST</b>		
Interest Receivable	2,469	812
Interest Payable	72,670	62,038
<b>TOTAL SURPLUS</b>	<b>204,898</b>	<b>477,216</b>

**Consolidated Income  
and Expenditure  
Account for the year  
ended 31<sup>st</sup> March 2011**

## Annual Accounts Graphs - 2011

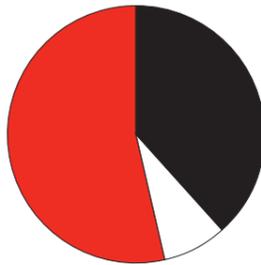
### Income

Donations, Bequests, Interest, Sundry Income & Sale of Investments	812,472	22%
Supporting People Grant	1,364,928	36%
<b>Rent &amp; Service Charges</b>	<b>1,564,222</b>	<b>42%</b>
<b>Total</b>	<b>3,741,622</b>	



### Expenditure

Services Costs	1,244,649	38%
Repairs, Maintenance & Refurbishment	278,409	8%
<b>Management/Sundry</b>	<b>1,744,278</b>	<b>53%</b>
<b>Total</b>	<b>3,267,336</b>	

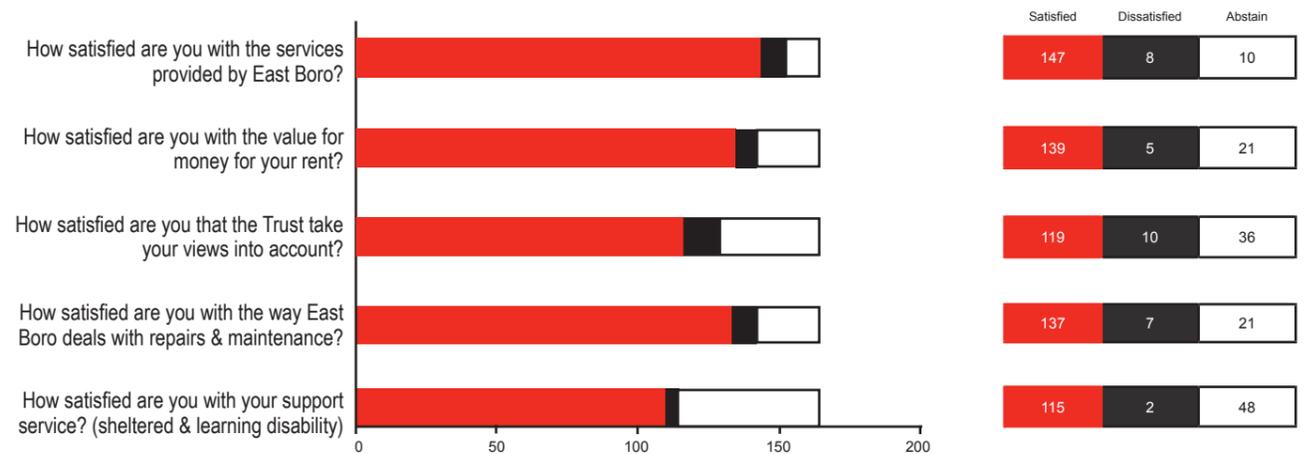


## Trust Performance Statistics

### Key Performance Indicators

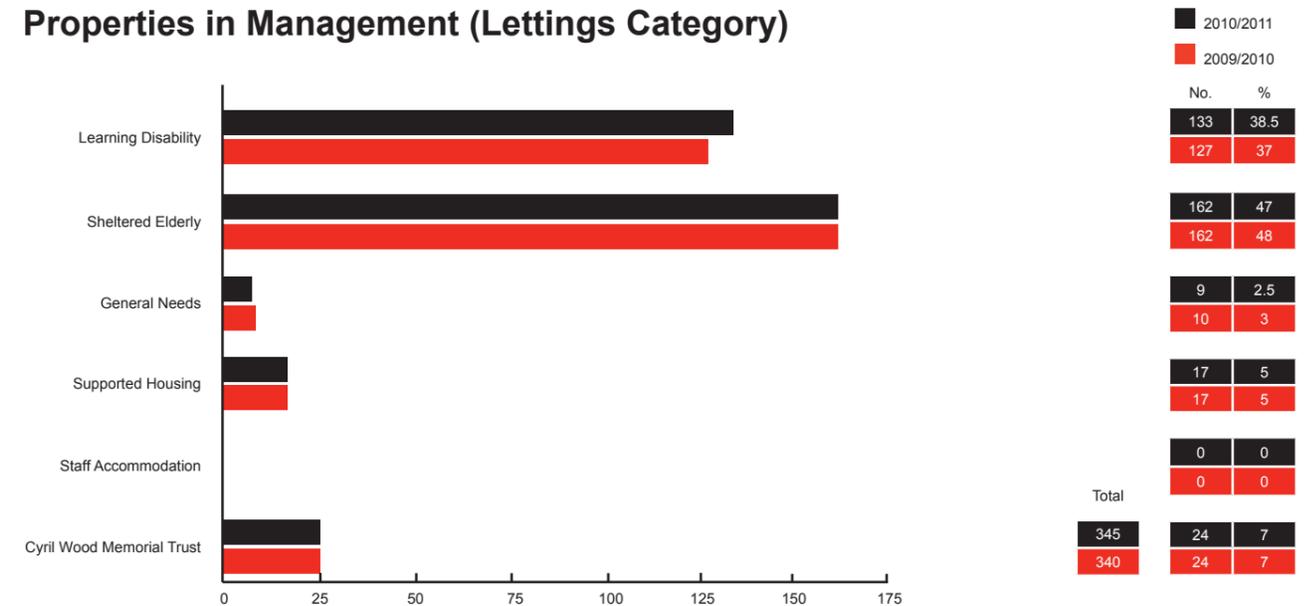
	2010/2011	2009/2010
Arrears as a percentage of gross income	7.6%	7.7%
Voids as a percentage of gross income (excluding management voids)	3.8%	4.8%
Average Void re let Time (Per day letting inc void and major refurbishment works)	22.25	22.42
Percentage of Units Available for Letting but not re-let	6.23%	2.53%
Total Lettings Made (of which 3 were new lets, 68 were re-lets)	71	118
Lettings Made to Nominations from Local Authority	47	100
<b>Lettings Made To;</b>		
Adults with Learning Disabilities	29	47
Sheltered Elderly	19	37
General Needs	0	1
Other supported Housing	23	33
<b>Households which were;</b>		
White British	71	118
Irish	0	0
Other	0	0
<b>Repairs Performance Achieved;</b>		
Category 1 Emergency (24 hours)	99.19%	99.32%
Category 2 Urgent (5 Working Days)	98.88%	99.60%
Category 3 (4 Working Weeks)	98.78%	99.44%
Total jobs completed in above categories	3589	2884

## 2010 Tenants Satisfaction Survey Summary

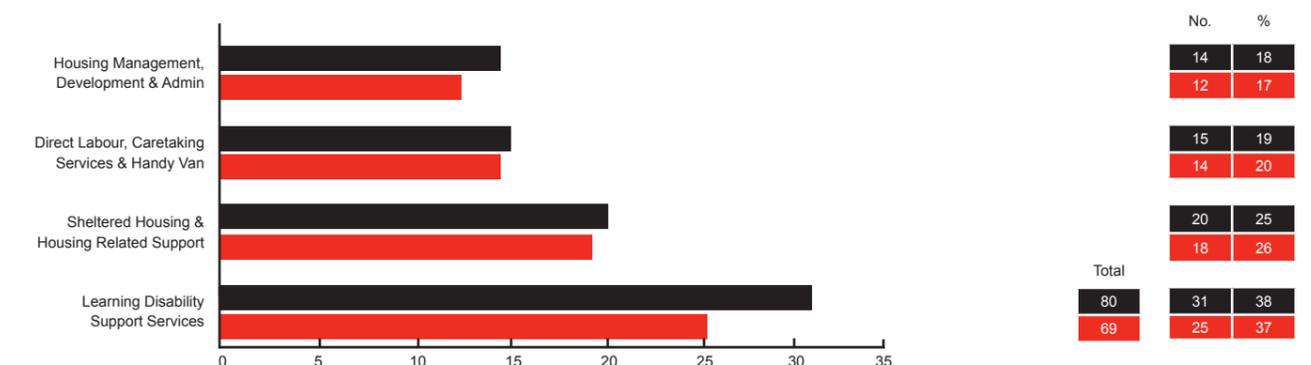


During the 2010 satisfaction review, 165 surveys were returned from a possible 252 tenants housed at the time the survey was carried out, a 65% return rate. The Trust strives at all times to provide the level of service expected by its tenants. It is fair to say it is not always possible to undertake 100% of all requests and a balanced approach to considering requests at schemes where neighbours may have different views is adopted at all times.

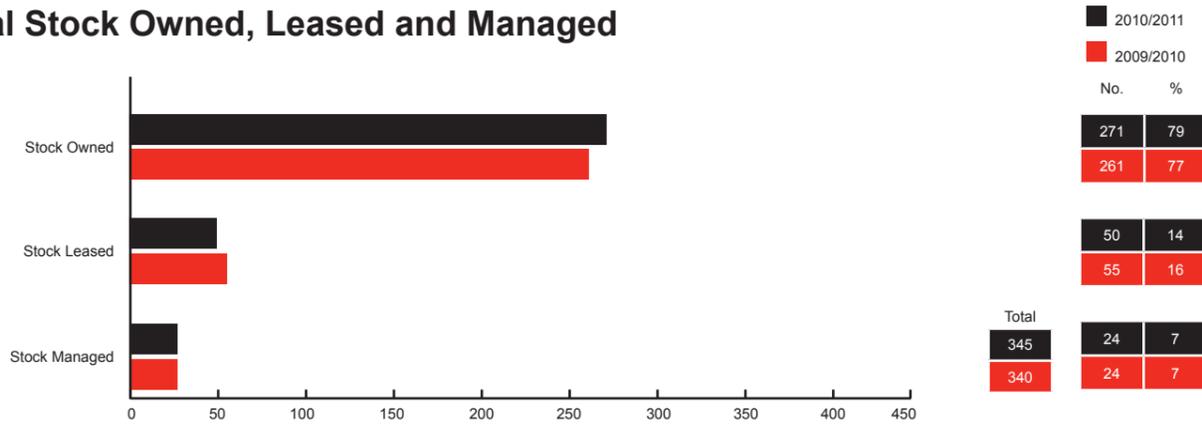
### Properties in Management (Lettings Category)



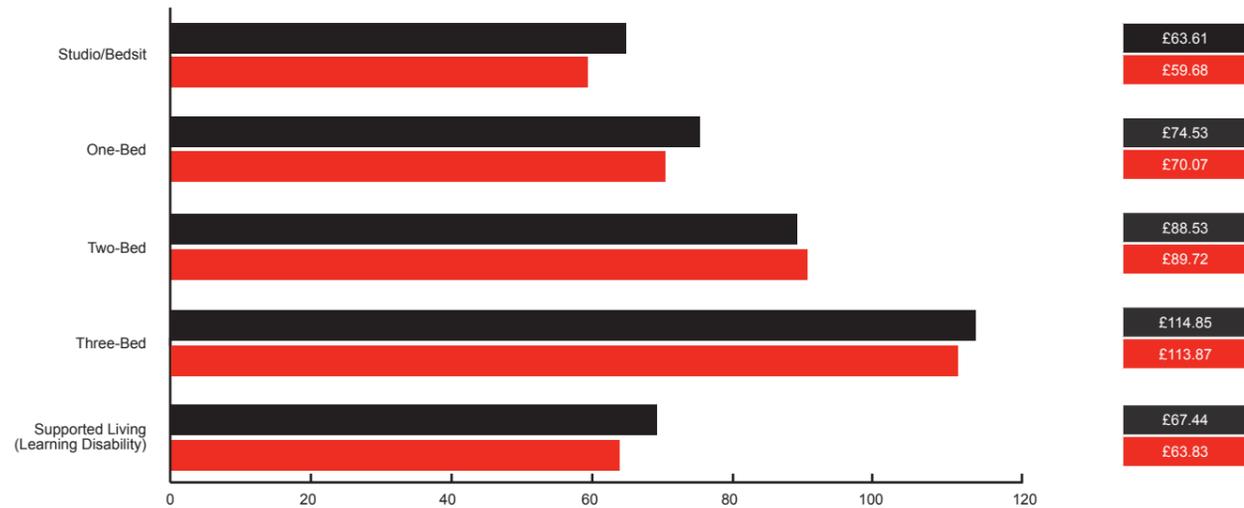
### Staff Employed (Full Time Equivalent)



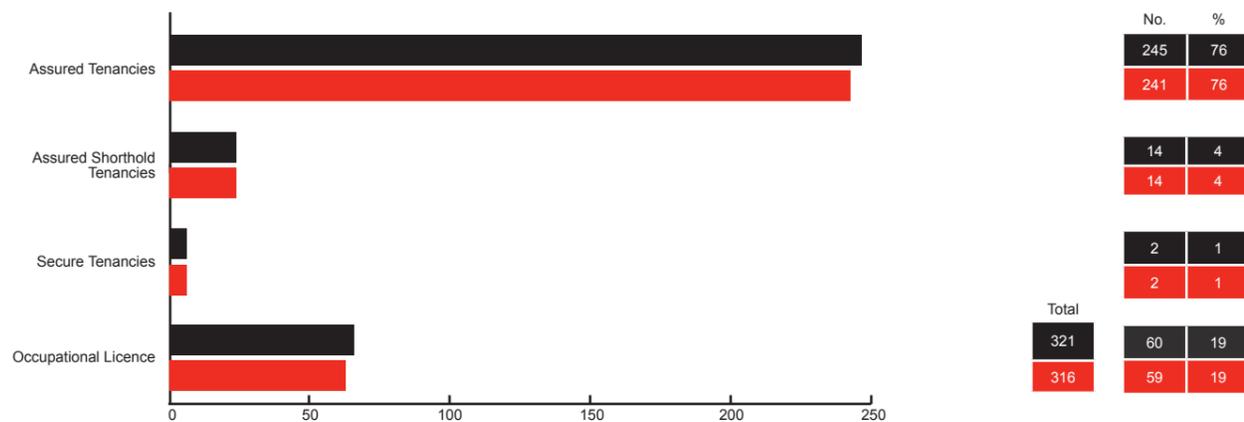
## Total Stock Owned, Leased and Managed



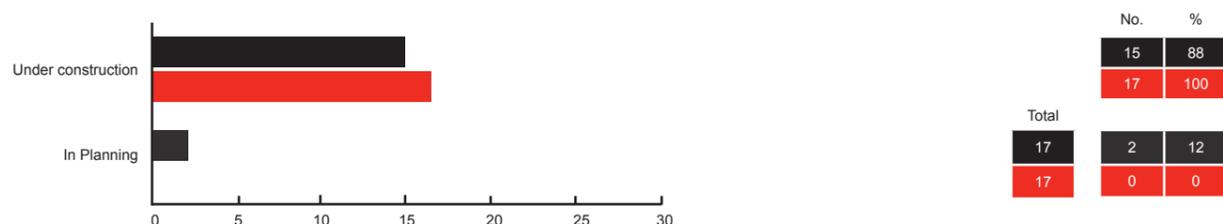
## Average Rents



## Tenancy Types (owned & leased)



## Properties Under Construction/with Planning Permission



# Involvement

*"Engaging with our customers and listening to their views"*

## Tenant Involvement and Participation

Within East Boro there are a variety of ways for tenants to get involved, both in the operational activities of the Trust as well as more social aspects.

The Tenant's Consultative Committee (TCC) continues to go from strength to strength whilst on the social side, the Golden Jubilee year proved an extremely busy one with events involving tenants across the Trust, from cream tea afternoons and BBQs to the usual Christmas festivities.

Tenant involvement remains high on the agenda with any feedback crucial to how we develop our housing and housing services for the future. Achieving good customer satisfaction is our motivation to ensure we not only maintain our current standards and services but also to improve them wherever possible and to drive forward new initiatives. The TCC offers tenants an opportunity to provide such feedback but also to give their responses to topical subjects such as design proposals, services due for renewal and to voice their opinions on other issues relevant to them.



This year the TCC is trialling a split from one over-arching group into two, smaller groups, to tailor agenda items to each of our major client groups. So far this has worked well and the year ahead will see Tenant Reps take to the road to visit schemes in an attempt to engage on a peer-to-peer level to encourage interest and involvement from others. Meanwhile over the coming year ahead there will also be an increased focus on regular day trips to raise social opportunities offered by the Trust as well as pre-planned, regular scheme or 'house' meetings to enable tenants the opportunity to express their views in their own environment.

## Customer Feedback

*Workmen are excellent*

*I am very satisfied with everything that East Boro provides for me*

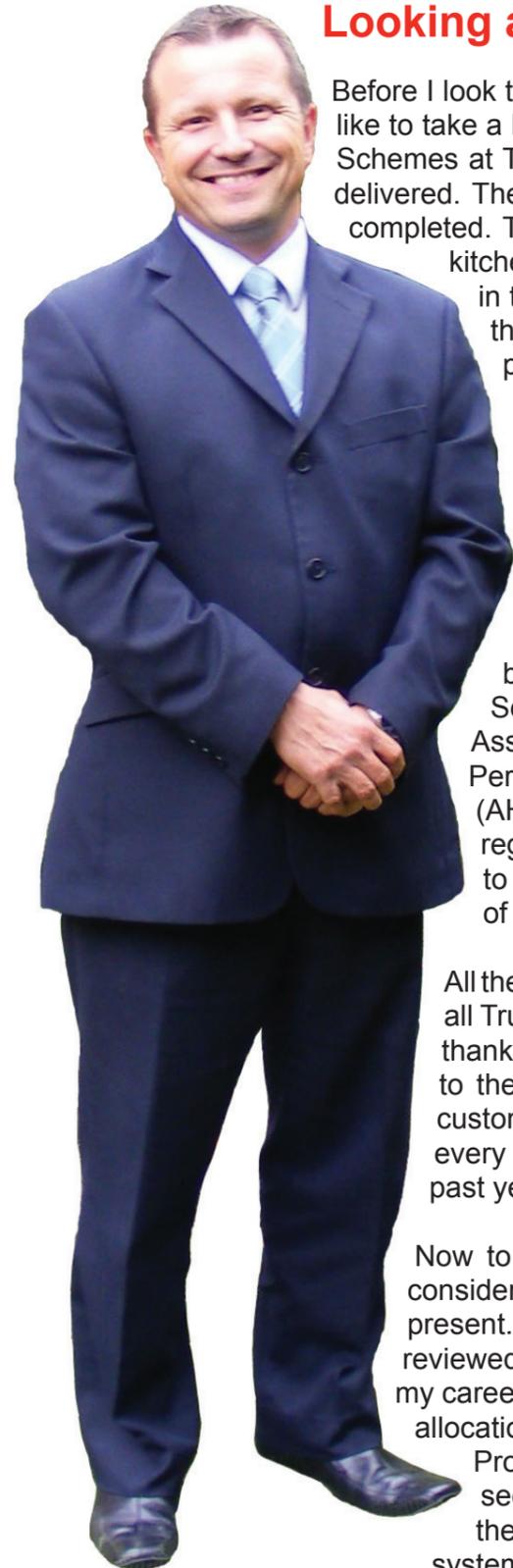
*Love my home*

*I am 100% pleased with the services I receive from East Boro Housing Trust*

*Very pleased with everything*

*Well satisfied - nice to have a home you can feel comfortable in.*

# Chief Executive's Report 2011



## Looking ahead...

Before I look to the future and more specifically the year ahead, I would like to take a brief look back at this past year. All Campus Re-Provision Schemes at The Albany, West Borough, and Mary Hillman Court were delivered. The remodels of Purbeck Lodge and Ashmore House were completed. The Trust completed nine bathroom modernisations, nine kitchen upgrades, 68 void turn-a-rounds and made vast strides in the refurbishments of the Weymouth Schemes in line with the proposed improvement programme set at the time of purchase.

East Boro Housing Services Ltd was formed, the Trust Management and Department Structure re-organised, and on the service delivery front, we had the Poole Visiting Support Service end, the completion of the Dorset Learning Disability Move on Project, and the completion of a one off project for the Borough of Poole assisting persons to exit a subsidised meals project and the beginning of Trafalgar Court/Edward May Court Sheltered Services (transferred from Western Challenge Housing Association) and the launch of our one stop shop for Older Persons living in their own home called "Always Help at Hand (AHAH)". The launch of AHAH coincided with the Trust's registration with the Care Quality Commission, enabling us to provide domiciliary care services to any adult over the age of 18 years old.

All the above have combined to make this a very busy year across all Trust Departments and I would like to take this opportunity to thank all of our staff team for their commitment and dedication to the organisation, and more importantly to our tenants and customers who we all strive to serve to the best of our ability every day for their support and understanding throughout this past year.

Now to look ahead. Well looking ahead too far at this time of considerable change in the housing world is not at all easy at present. There are more individual issues changing or being reviewed both nationally and locally than I can ever recall during my career in housing. For example a new approach to capital grant allocation and the provision of the National Affordable Homes Programme from the Homes and Communities Agency will see a considerable change in the funding processes for the delivery of new social housing. A potential different rent system with 'affordable rents' charged at 80% of market rents

for new developments combined with a change in 'tenure' provided to new tenants with possible fixed term tenancies will also change the Social Housing 'offer' to new tenants. Pressure on Supporting People budgets as Local Authorities continue and these are in turn impacting on support providers. Every Local Authority is updating needs data, reviewing commissioning strategies and delivery plans, and doing this across the most vulnerable client groups at the same time.

The challenge is to maintain high class support services to vulnerable adults into the future but with potentially less revenue support income. Innovation in delivery is and will be required! The general reduction in public spending for Local Authorities across all services clearly impacts on most areas of Social Care and this in the South West is at a time of increasing welfare needs due to the increasing numbers of older persons and the vulnerable within our region. This is also at a time of National Welfare Reform Proposals which will see further changes to the National Benefits Systems. Add all of this to the increase in VAT, employers NI contributions and an uncertain inflation/interest rate position and you will see that it is a changing time across many areas of the housing world. All of these changes lead to uncertainty but they can also be viewed as a time of opportunity and innovation. The 'Big Society' and the pressure on public spending needs the 'not for profit charitable third sector' to step up to the table to engage and assist both Government bodies and Local Communities to deliver and sustain the best possible local services. Helping create community capacity through volunteer groups, community co-ordination, and filling the space that may have been occupied by our Local Authority partners, to assist with the delivery of much needed public services with a social entrepreneurial approach is required. This is a challenging time. A time of spending restriction and a time of increasing needs both in communities in general and across all vulnerable adults groups that the Trust supports and provides services to. A challenge to do more with less and to provide to even more people is in front of us. It is a challenge East Boro will embrace. We will step up to the table and take on the challenges that come in the years ahead during these times of change for the benefit of all of the Tenants and customers that we provide services to.

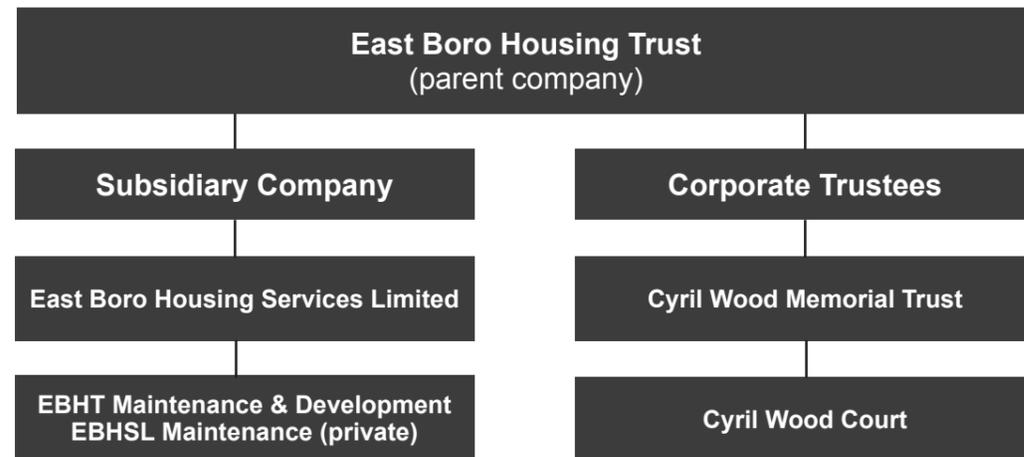
*Kevin Hodder, Chief Executive.*

## East Boro Archive

*- a brief look at the Trust's Golden Jubilee Anniversary in pictures*



## Company Structure (as at 2010/2011)



## East Boro's Management Team



**Kevin Hodder** MCIH  
Chief Executive  
Appointed September 2000



**Cara Lewis**  
PA to the Chief Executive/Governance Administrator  
Appointed January 2002



**Sarah Ball**  
FMAAT  
Finance Manager  
Appointed January 2008



**Tracy Isbell**  
Chartered FCIPD  
HR Consultant  
Appointed March 2009



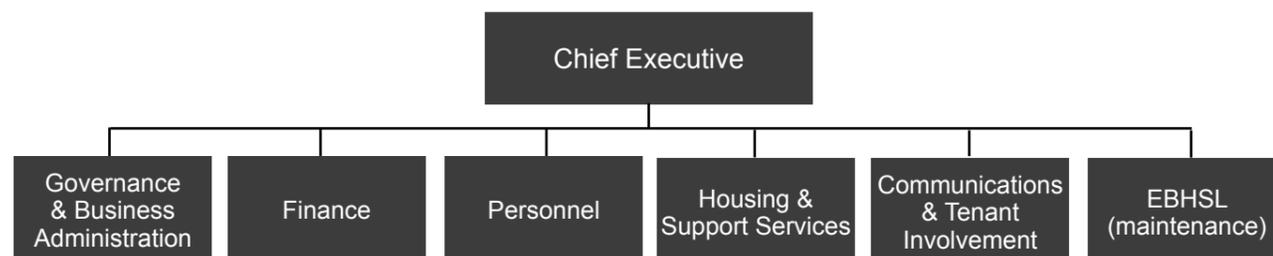
**Mary Stepin**  
LDAF RMA  
Housing Support Manager & Deputy to Chief Executive  
Appointed April 2003



**Emily Cambrook**  
BA Hons, P.G. Cert.  
Communications & Tenant Liaison Manager  
Appointed July 2007



**Paul Maher**  
MCIQB  
Managing Director East Boro Housing Services Limited  
Appointed May 2010



## Board of Management (April 2010 to March 2011)



**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 eight 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 12 years. Vice Chairman of East Boro Housing Trust.



**Mr Raymond Faulkner**  
FRICS, C.Eng, MICE

Chartered Civil Engineer. Served the Trust for 50 years.



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

Retired Senior Occupational Therapist. Served the Trust for 23 years.



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

Retired senior Physiotherapist. Served the Trust for 20 years.



**Mr Malcolm Kell**

Retired Local Government Officer. Served the Trust for 12 years.



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

Chartered Surveyor and Company Director. Served the Trust for 14 years.



**Mrs Patricia Pitkin**

Retired Public Sector Administrator. Served the Trust for 14 years. Vice Chairman of the Finance Committee.



**Mr John Garvin**  
F.C.A.

Chartered Accountant. Served the Trust for 20 years. Member of the Finance Committee.



**Mr Nigel Spencer**  
B.A. (Hons)

Retired Managing Director of Care Home Company. Served the Trust for nine years. Chairman of the Finance Committee.



**Mr Richard Teather**  
B. A. ACA

Chartered Accountant and University Lecturer. Served the Trust for six years. Member of the Finance Committee.



**Mr Reg Grimston**  
C.Eng, MICE

Chartered Civil Engineer. Served the Trust for three years.



**Mr Desmond Fowler**  
BEM, MCIQB

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



**Mr Michael Soper**

Managing Director of several companies in the Computer Forms Industry and Allied Trades. Former Deputy Chair of England & Wales Cricket Board & President of Surrey County Cricket Club. Co-opted to the Board in 2010. Served the Trust for one year.



## SPECIALIST PROVIDERS OF AFFORDABLE HOUSING AND HOUSING SUPPORT SERVICES

**Always Help at Hand Service** - A one-stop-shop for home, support, care and repair needs.

**Dorset Supported Lodgings Service** - Delivered on behalf of Dorset County Council providing a commissioning, inspection, payment and quality assurance role for other Supported Lodging Providers in Dorset.

**Handy Van Repair Service** - A general maintenance service for people living in Bournemouth and Poole, aged 60 + in receipt of some form of benefit support. No charge for labour and no membership fees, the only cost is the materials needed for the repair.

**Handy Van Security Service** - A home security service for people aged 60+ living in Bournemouth and Poole, providing home security works free of charge for eligible customers.

**Home from Home Service** - A day respite service for older people in Bournemouth and Poole.

**Housing Maintenance Services** - Including East Boro's direct labour team, a caretaker cleaning service and gardening/grounds maintenance. Now providing services on a private basis too.

**Housing Management Services** - Including housing applications, property allocations, tenancy management, rent account/debt management.

**Housing Related Support Service** - A support service for people with physical disabilities living in Supported Living schemes in Bournemouth.

**Housing Support** - Including a sheltered housing support team for the elderly and a Learning Disability Support Team for those in Supported Living. Now also delivering support services to non-EBHT housing schemes in the Dorset area.

**East Boro Housing Trust**

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