



'...big enough to cope,
but small enough to care'



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Report from the Chairman & Chief Executive

The 17/18 year has been a busy period for East Boro. We continue throughout the year to work tirelessly with our Local Authority partners to try to provide more accommodation, support services and care services to the vulnerable in our communities all within a financial environment that continues to be difficult for commissioners and providers alike. We have however achieved some notable developments and obtained some innovative capital grant support in some cases to help us to provide more schemes, plan others for the future, reshape some existing schemes and to start some new support services.

We continue to work with other like-minded housing organisations so that we can help each other to achieve our organisational goals more efficiently. This remains a financial environment that continues to be challenging at a time where more people need homes and services and with the demand increasing for both at a considerable rate. As we look ahead to the following year we have Brexit approaching and a new local government structure being reorganised within Dorset, Bournemouth and Poole. The combination of European, national and local government changes will see our areas and operations face unprecedented political and operational change. We must be ready to adapt. We must remain flexible and continue to work positively and progressively with our partner authorities to help meet the increasing needs of the many in all of the areas in which we provide homes and services in the future.



Developments Completed

Further information page 8.

- **Astral Cottage, Weymouth** - Two bedroom bungalow.
- **The Waverley, Weymouth** - Community Hub, training Café and Arts Centre plus 3 x 2 bedroom flats.
- **Newtons House** - re model to be completed by summer 2018.
- **The Albany, Sherborne** - bungalow and remodel of 2 x one bedroom flats.

Development Opportunitites

A number of opportunities are being progressed for the year ahead - *further information page 8.*

- **3 x bungalows at Cranford Avenue, Weymouth** - planning permission to be submitted summer 2018.
- **Conversion of Kimmeridge House into flats for sale** - planning permission obtained and work begins summer 2018.
- **Development of former Grove School in Dorchester into 5 unit scheme** - planning permission obtained and work to begin October 2018.
- **Abbascombe, Worth Matravers** - nine new homes - four for 75% in perpetuity sale and five for social rent – work due to begin July 2018. This development will provide much needed affordable homes for local people with a local connection.
- **Remodelling of part of Pergins, Poole** - planning obtained and work due to begin September 2018.
- **Harbour Lodge** - extension to rear to provide extra unit. Hopefully work will begin in autumn 2018.

We have been very fortunate over the last few years in obtaining **NHS capital grants** via **Dorset and Poole** and this did and continues to enable us to build at a time when other Government funding for social housing has been harder to obtain. The Trust is continuing to work with partners to consider the feasibility of the development of rented supported or general needs social housing at locations across Dorset including Chickerell, Corfe Mullen, Furzehill, Upton and Weymouth.

Support Contracts

Support contracts are a key part of our services. There have been a number of changes in the year.

- We reported last year that, with the approval of Dorset





Opening of The Waverley, Weymouth. Left to Right: Mary Stepin, Director of Care and Independent Living Services; Kevin Hodder, Chief Executive; The Mayor of Weymouth & Portland, Councillor Gill Taylor; Eileen Hayward, Chairman of Board of EBHT, Trefor Morgan, Mayors Consort: Maria Holmes, PA to Chief Executive

County Council (DCC), we were exiting our Domiciliary Care and Support services contract covering the **Digby Court, Orchard Court** and **The Sunflowers** properties in Dorchester and Weymouth. The contract was restructured and put out to tender and East Boro re tendered and was awarded the contract. We will now restructure and deliver the contract in a viable and sustainable way.

- **The Emergency Hamper Service** was extended by Dorset County Council to March 2019
- **Bournemouth Handy Man Service** was retendered in the Autumn of 2017. East Boro was awarded the contract for three years and are continuing delivery of this much needed service.
- **Trust Sheltered Housing Support Services**
Due to the commissioning of Sheltered Housing Officers support services being stopped by Dorset County Council, East Boro resolved to continue to provide support services by raising funds through the Trust's internal charitable Faulkner Fund and continue to provide a remodelled service to our tenants.
- The Trust continues to provide more support for both adults with a learning disability and elderly clients in their own homes with our expanding domiciliary care and sitting services in Poole.

Financial Performance

Overall turnover decreased in 2017/18 by 1.7% in comparison to the prior year. The impact of the minus 1% rent reduction was offset by the increase of units following remodels, new builds and the merger with Soroptimist (Poole) Housing Association during the year.

Operating expenditure increased in the 2017/18 period by **4.9%** in comparison to the prior year. The increase is due to

required wage increases in relation to pension contributions, national minimum wage and the additional costs incorporated following the merger with Soroptimist (Poole) Housing Association during the year.

The LGPS defined benefit pension scheme was re-measured at the year-end which saw an actuarial surplus of £241,000 being charged to the consolidated statement of comprehensive income. **This charge increased the surplus of £869,730 to £1,110,730** - which included the Soroptimist (Poole) merger.

Code of Governance

In compliance with the **Governance and Financial Viability Standard**, the Trust has adopted the NHF Code of Governance. The Trust is compliant in all areas of the standard.

Health & Safety and GDPR

With the breadth of work activities the Trust is involved in (social care, housing, maintenance, finance, social activities) keeping abreast of new or reviewed legislation, industry issues, good practice and newly introduced or ongoing requirements is a big and ongoing challenge.

We have a good Health and Safety Policy but it was reviewed by an external consultant in April and some recommendations were made to make it even more robust.

During the 2017/2018 year we also had to prepare for the new GDPR data use/protection law. The Trust understood this task and has met the required protection requirements.

Mergers & Partnerships

The transfer of engagements and merger of the Soroptimist (Poole) Housing Association to and with East Boro was completed in the 17/18 year. The Trust is now embarking on a modernisation programme of the former Soroptimist properties. We were extremely pleased to welcome the Soroptimist tenants to East Boro.



We are happy to say that we host many a birthday party at our Sheltered Schemes. This one is for a tenant who recently reached the grand old age of 100.



Our Art Group is thriving in its new headquarters - The Waverley, Weymouth. Their group can now expand as much as their enthusiasm for art ...and that is immense

Trust Governance

In compliance with our Board Member transitional policy with Board Members length of service one of our Board Members retired in July 2017 on completion of their term as a Board Member. The Member who retired was David Cawdery after 14 years of service. David had been Chair of the Trust for ten years and his retirement was a huge loss to East Boro.

The Board subsequently resolved and offered David a new position of Honorary President of East Boro and he agreed to perform this role for us. He continues to represent the organisation at openings, official engagements and at external events.

With the merger of Soroptimist (Poole) Housing Association being completed, their former Chair, Ms Kate Dukes joined the Trust Board. Kate has been an excellent addition to the Board and we thank her for her contribution since she has joined the Board team.

Board of Management & Staff

We started this report by saying that the 17/18 year has been a busy period for East Boro. It certainly has and within the challenging financial and changing environment that we have detailed.

We would certainly not have achieved what we have and delivered the services to our customers in the way in which we have delivered them without the significant continued efforts of both our Board and staff teams. For their dedication and commitment we thank them most sincerely.

Kevin Hodder
Chief Executive

Eileen Hayward
Chairman



387
East Boro Units of
Accommodation

Over
2650
Customers

*"Customer
focused
& people
centred"*

Sheltered Housing

East Boro is still continuing to involve customers in the improvement of support, staffing and management of the Sheltered Housing service. High satisfaction rates have been received again this year from our customers, despite the many changes over the past year. Producing a person centred approach to meet customer needs has been our aim, and our tenants have responded magnificently.



Our Sheltered Housing Officers arrange Coffee Mornings as well as visiting once a week.

East Boro owns and manages sheltered homes throughout Bournemouth, Poole, Dorset and Hampshire. The Trust provides a safe, secure and supportive environment for older people who wish to live independently in their own homes.

All properties are connected to the **Careline Alarm Service** and tenants benefit from a support service provided by our **Sheltered Housing Officer (SHO)**. This service aims to:

- Build professional relationships with all tenants so as to be able to complete comprehensive support plans for individuals;
- Provide regular visits to each tenant to monitor their overall well-being - the visits may result in further interventions or support such as contacting a Doctor or liaising with relatives; and
- Develop and promote the scheme into a supportive environment by encouraging social activities including fund raising days for charities, trips and events.



Our annual **East Boro in Bloom** Competition is popular with all of our tenants. Here one of our Sheltered Housing tenants proudly shows off his award winning beans

An enhanced housing management service is also provided which aims to:

- Help ensure that tenants can sustain their tenancy – this includes providing advice on housing issues such as rent payments, service charges, welfare benefits, the security of the home and the reporting of repairs
- Provide reasonable and adequate accommodation - this includes regular scheme inspections to maintain a safe environment and the testing of smoke detectors and Careline equipment.

"I feel safe in my home and I know my SHO is just a phone call away if I need her."

Over the past year, **460 surgeries** have been held by our Enhanced Housing Management Officer. Sheltered Housing Officers have arranged **208 coffee mornings** across all schemes with **one visit a week** to every sheltered tenant. Approximately **20% of our tenants** have received welfare phone calls twice a week.

East Boro has continued to provide the management of two sheltered housing schemes at **Riverside Court** in Fordingbridge and **Quaker Court** in Ringwood. We are also continuing the management of **Edward May Court** in Bournemouth. All of these schemes are owned by Sovereign Housing.

Tenants are always invited to join our **Consultative Committee Groups** and to attend the **Annual Sheltered Housing Conference** held in April. We are keen to involve our tenants in the improvement of quality of support, staffing and management of the sheltered housing services.

Overall, we are particularly proud to provide services that positively impact the lives of our tenants. We have worked hard to overcome the significant challenges in the sector and will continue to improve the way we work to help deliver sheltered housing services which are more efficient and easier for tenants to use, better value for money and to a consistently high standard.

Care & Support

East Boro has two CQC Registered Offices, Faulkner House in Wimborne and the Lynch Lane office in Weymouth. Both locations have 'good' CQC ratings on all five aspects of inspections with overall CQC ratings of 'Good'. Both reports can be found on [East Boro's website](#).



'East Boro's care is top drawer and we are very content'

 In 2017 East Boro tendered for and was successfully selected onto the following Care Frameworks:

- **Bournemouth Borough Council & Poole Borough Council's Care & Support At Home:** Domiciliary care and community home care for people across Poole and Bournemouth (This is different to the Adults with Learning Disability and/or Autism Framework tender that will be released later in 2018).
- **Dorset County Council's Care & Support at Home for Older People, Adults with Physical Disabilities or Mental Health Issues:** This contract consists of several lots, including:
 - **Care and Support at home**
 - **Community Innovation** (Day Service & Group Activities)
 - **Care & Support in a Care Home** (with or without nursing)



Our Care Services are again rated as 'Good' by CQC

Our Care and Support staff have been working hard to enhance and develop their service over the last twelve months. Members of the team have completed the **Care Certificate** and others have successfully passed their level 2, 3 or 5 Diplomas in **Health & Social Care**.

Over the next 12 months we will be introducing the **Nourish Care Management System**. Nourish is a cloud based system that will help us plan, record, report and coordinate individual care and support for each person we provide a service to via the use of smart phones.

This system will enable our staff to instantly record, access and share notes, so that our tenants care and support plans are updated in real time. This will help us to coordinate and assess how we deliver our care and support services.

The Care Team in Poole have been working tirelessly to provide respite services via the **Home Sitting Service** and have built up a specialised Domiciliary Care Provision to Older Persons living in their own homes in the community.



Supported Living

East Boro's Supported Living Services combines housing with support services. Our aim is to help people to live as independently as possible and to teach people new skills so that individuals who want to, can move on to live in homes of their own.



"Overall I'm very happy in my flat as it's my own home."

 The support we provide is based on an individual's needs and is discussed and planned with them directly, together with their family and their circle of support if they are involved.

Bournemouth Supported Living Service

This service supports 21 service users who have a physical disability with their housing related support. In November 2017 the service was inspected by Bournemouth Borough Council; feedback from the report is summarised below:

- Clients are well supported
- Staff have a good sense of humour
- Staff help clients a lot
- Staff understand individual needs
- Staff treat individuals as they want to be treated
- The support is client-led
- Clients are given help to achieve their outcomes
- There are good communal events

Poole Supported Living Service

Poole Supported Living Service works with adults who have a learning disability and/or autism to manage their daily living tasks and learn new skills. This team also provides short term support to other adults who have a learning disability living in the community via the **4 Your Independence (4YI) Service**. During this year this service has expanded and many clients who have been assessed as needing longer term support have moved across to receive a service from our **Always Help At Hand (AHAH) Poole Care & Support**.

Looking forward plans are in place for changing the support delivery at Christopher Crescent. This will see both the "care" and "housing related support" services being combined and being delivered by a single provider and also a planned modernisation programme to several of the flats being undertaken in the 2018/2019 financial year.



Our Supported Living tenants enjoy organised activities and outings throughout the year

Weymouth Supported Living Service

In 2017 Weymouth Supported Living Services and AHAH West combined to form Weymouth Care & Support Services. This saw the two teams coming together with staff who previously only provided housing related support, now delivering both housing related support and domiciliary care. The team are now using our electronic Client and Staff Management System to manage staff rotas and timesheets.



Our Art Group help to decorate our party venues with themed backdrops - everyone gets into the party mood!

The Waverley Community Hub

The Waverley Community Hub held its Official Opening on May 23rd 2018 when the Mayor of Weymouth & Portland Cllr Gill Taylor performed the opening ceremony followed by refreshments and a tour of the facilities. We are very excited by the opportunities that The Waverley will offer to our tenants, a diverse range of vulnerable groups and individuals and the wider local community. The primary objective of The Waverley is to offer a safe and secure but fun, dynamic and integrated social hub for vulnerable people.



The Waverley offers a diverse range of events. This is a Ladies Pamper Afternoon which was enjoyed by all.

which has been running for over seven years and offers adults with all disabilities the opportunity to create personal and group projects.

The Waverley **Training Café** is a relaxed and friendly place to enjoy hot drinks, light meals and snacks. With a bright, informal main seating area and a cosy, welcoming snug, it offers the perfect place to meet up with friends. This café will be open to the general public, encouraging integration between all members of the wider community. The café has linked up with several local community initiatives, provides free Wi-Fi, baby changing facilities and specialises in homemade food. Our associated training programme will offer personalised development programmes to train and prepare individuals with additional needs towards seeking paid employment in the catering profession.

 We aim to provide a new multi-use community resource for adults and young people with learning disabilities, mental health needs, the elderly, carers, parents with young families, socially isolated and lonely people and marginalised groups. A well-organised monthly programme of events is circulated via a targeted mailing list, printed adverts and dedicated social media streams.

On the ground floor, The Waverley offers activities and events in three newly refurbished rooms. Our **Function Room** an ideal space for wellbeing and exercise. We will be running dance, fitness and relaxation classes suitable for everyone. This room is perfect for parties and we will be hosting Karaoke nights, discos, games, bingo evenings and movie nights. This room is licensed and is available for hire by local groups, individuals and businesses for meetings, conferences, parties and events.

The first floor has been converted into **3 x two bedroom flats** for adults with a learning disability and support staff.

The **Arts & Craft Room** is the creative centre, featuring opportunities for everyone to be inspired through art, craft, textiles and music. This is also the new home for East Boro's highly successful **Arts & Crafts Group**



Before and after images of the renovated former public house. The Snug (top) The Café (centre) and The Arts and Craft Room (bottom)

Housing Development

Further information page 1.



- **The Albany, Sherborne** - a two bedroom flat and garden land have been remodelled providing 2 x one bedroom bungalows. A one bedroom bungalow with carer sleepover facilities was built in the grounds of Castle Lodge, Albany Close.
- **Holland Road, Weymouth** - a one bedroom bungalow with carer sleepover has been built to the rear of one property. A second property is being remodelled to provide 6 x one bedroom flats, completion of work due summer 2018.
- **The Waverley, Weymouth** - The Waverley comprises ground floor communal facilities, providing space for daytime and evening activities, and a café plus 3 x two bedroom flats on the first floor.
- **Cranford Avenue, Weymouth** - the existing property is being converted into three flats. An application for Planning Permission has been submitted to build 3 x one bedroom bungalows in grounds at the rear of the site.
- **Former Grove School, Dorchester** - Development of 3 x two bedroom bungalows and 3 x one bedroom houses to begin September 2018.
- **Pergins, Poole** - Conversion to commence summer 2018 of 3 x four bedroom flats into 3 x one bedroom flats and 3 x two bedroom flats.
- **Harbour Lodge, Poole** - to build a one bedroom bungalow at the rear of this property due to start autumn 2018.
- **Kimmeridge House, Weymouth** - Planning permission obtained to remodel a shared house into 5 x one bedroom flats. Work to begin summer 2018.
- **Roundhayes, Weymouth** - Subject to confirmation of funding, the conversion of this shared house to provide five flats is due to commence winter 2018/19.

Resident involvement



At East Boro, we continue to encourage our tenants to play a big part in the management of their homes. Tenants are invited to be involved in all parts of the organisation and we like everyone to have their say on a large number of subjects. Therefore, we hold a wide range of meetings and events that offer tenants the opportunity to give their opinion, receive information from us, meet other tenants and have a nice time as well!

At East Boro, we have a number of volunteer tenant representatives who spend time attending meetings for the benefit of all our tenants. Their commitment, enthusiasm and dedication to improving the services we deliver is greatly appreciated. Our focus groups for Sheltered & General tenants are **Tenant Consultative Committee (TCC)**, **Reading Group**, **Repair & Maintenance Forum** and **The Scrutiny Group**. Our Supported Living Tenants have their own **TCC** and **'Service Assessors'** who scrutinise the services they receive.

Furthermore, we hold three **Tenant Conferences** in April, one for Sheltered & General Tenants and two for 'Supported Living' tenants in Weymouth and Poole. Individual groups of 'Supported Living' Tenants have visited the Tank Museum in Bovington, London shows, Monkey World, Swanage Railway and have taken boat trips and visits to the cinema.

Over the past year, we have produced three copies of **East Boro News**, our newsletter giving news, information and feedback on our tenants' events. We produce an **Annual Tenant Satisfaction Survey**, which we use to compare standards, performance and to improve our service. This year our TCCs have played a large part in updating our 'Anti-Social Behaviour' policy, as well as the 'Income Recovery' policy and the 'Housing Allocations Points' policy.

We are producing most of our printed literature for tenants in **Easy Read** format to promote inclusion.

This year, as usual, our tenants have coped brilliantly with all the changes thrust upon them and we are grateful for their good humour and assistance. With our tenants' help, we will continue to improve and be the very best we can be.

From April 2017 to March 2018 we held **18** large events, **8** Consultative meetings, **2** Repairs and Maintenance Forums, **3** Conferences, **2** Summer BBQ parties, **1** Sheltered Christmas Lunch, **1** East Boro in Bloom competition, **1** Garden Tea Party.

Homes4Let



East Boro's **Homes4Let** has gone through a restructure in the first few months of 2018. As an energised, expanded team we will continue to move forward providing a vital lettings service to families in urgent need.

Working in partnership with local authorities, we link private landlords with homeless families in **Bournemouth, Poole, Purbeck, Christchurch and East Dorset**. Moving forward the team will offer a more streamlined service to landlords, tenants and local authorities with designated staff members covering patch areas.

Homes4Let exists to provide stable homes to local people who have found themselves in urgent need of accommodation. The majority of the people we help are families who have found themselves either threatened with homelessness or are living in a council run hostel or Bed & Breakfast.

Homes4Let arranges worry free deposit bonds with Local Councils and continues to offer an emergency helpline and full property and tenancy management service. H4L also, in certain circumstances and localities, offer a new **Rents Guarantee** for six months, providing security to private landlords against rent arrears.

Our Lettings team keep in regular contact with landlords through the **H4L Landlords Newsletter** as well as personal direct contact when required.

East Boro is pleased that, as a Housing Association, we have the added value of operating a private lettings agency and are sure that Homes4Let will continue to go from strength to strength.

H4L currently manages **161 units** across Poole, Bournemouth, East Dorset and Purbeck

H4L carries out property management for **104 Landlords**

Between April 17 – March 18, H4L, in partnership with Local Councils, helped to rehome **43 tenants** and their families, saving the local authorities approximately **£110,000** in B&B costs

Maintenance & Handy Man



East Boro's **Direct Labour Team** continues to provide a response repair and cyclical works service to Trust tenants as well as helping to deliver the Trust's Planned Maintenance programme. The team also undertakes refurbishment at properties to provide additional and improved accommodation for our tenants. In addition, the Maintenance Department also provides a maintenance service to other organisations via Service Level Agreements. East Boro continues to provide a **Handy Man Service** to residents of Bournemouth.

During 2017/2018, the Direct Labour Team responded to **over 4000** response repair requests and undertook works at numerous properties when they became vacant. Members of the team continued to provide gardening, caretaking and window cleaning services to over **60 schemes** consisting of over **350 units** of accommodation.

The Trust also visits all schemes on a weekly basis to check all fire equipment is in full working order to ensure the safety of our tenants. The Direct Labour Team completed the refurbishment of **The Waverley** in Weymouth which has been converted from a Public House to three units of accommodation and a hub for community activities for adults with a learning disability.

The 2017/2018 Planned Maintenance Programme predominantly featured Fire Safety Works as well as boiler replacements and kitchen & bathroom refurbishments.

The **Handy Man** Team undertook **792** visits and completed over **1000** jobs including minor plumbing, carpentry works and other general repairs around the home.

The Team also continued to deliver the **Emergency Hamper Service** on behalf of Dorset County Council during the year. Between April 2017 and March 2018 a total of **896** deliveries were undertaken with **967** hampers being delivered.

Response Repair Statistics 2017/2018

Category 1 response repairs **502**. **100%** completed within timescale

Category 2 response repairs **951**. **98%** completed within timescale

Category 3 response repairs **2660**. **99%** completed within timescale



🏠 Average void re let time, in weeks
 (per day letting inc. void and major refurbishment works)

	2017/18	2016/17
Per Monthly KPI's	12.36	13.07

🏠 Percentage of units available for letting but no re-let

	2017/18	2016/17
Per Monthly KPI's	4.8%	4.7%

🏠 Total lettings made
 52 x re-lets
 2 x new lets: Albany Cottage + Astral Cottage

	2017/18	2016/17
Total Let	54	65

🏠 Since the introduction of the Value for Money standard from April 2013, the Trust continues to take steps to ensure that it conforms to the standard and provide good value for money to its tenants and other service users.

In line with the new Value for Money requirements from April 2018, on this page are the calculated metrics for 2017/2018:



🏠 Average Rents	2017/18	2016/17
Studio/Bedsit	£81.11	£81.75
1 bed	£93.61	£94.67
2 bed	£113.17	£114.21
3 bed	£139.02	£140.43
'Supported Living'	£82.03	£81.27

Efficiency	2017/2018
Reinvestment %	7%
Gearing %	15%
Earnings Before Interest, Tax, Depreciation, Amortisation, Major Repairs Included (EBITDA MRI) Interest Cover %	475%
Operating Margin % (Social Housing Lettings Only)	-1%
Operating Margin % (Overall)	5%
Return on Capital Employed	1%
Effectiveness	
New Supply Delivered % (Social Housing Units)	6%
New Supply Delivered % - (Non-Social Housing Units)	0%
Economy	
Headline social housing cost per unit	£9,029

Consolidated Balance Sheet as at 31st March 2018	2017/2018	2016/2017
Fixed assets		
Intangible assets	0	0
Tangible assets	20,885,813	19,453,343
	20,885,813	19,453,343
Current assets		
Stock	9,453	8,234
Trade and other debtors	778,356	948,075
Cash and cash equivalents	1,078,760	284,059
	1,866,569	1,240,368
Creditors: amounts falling due within one year	(1,686,513)	(1,051,791)
Net current assets/(liabilities)	180,056	188,577
Total assets less current liabilities	21,065,869	19,641,920
Creditors: amounts falling due after more than one year	(12,122,552)	(11,782,360)
Provision for liabilities:		
- Pension provision DCPF	(1,837,000)	(1,864,000)
Net Assets	7,106,317	5,995,560
Capital and reserves		
Non equity share capital	89	62
Reserves		
- Pension reserve	(1,837,000)	(1,864,000)
- Income and expenditure account	8,569,087	7,859,498
Income and expenditure reserves	6,732,087	5,995,498
Restricted reserve	374,141	0
	7,106,317	5,995,560

Consolidated Income & Expenditure Account for year ended 31st March 2018	2017/2018	2016/2017
Turnover	5,507,725	5,415,144
Operating expenditure	(5,254,304)	(5,005,990)
Operating surplus/(deficit)	253,421	409,154
Fair value of assets acquired from Soroptimist (Poole) Housing Association	809,013	0
Interest receivable	1,327	1,131
Interest payable and financing costs	(194,031)	(165,460)
Surplus/(deficit) for the year	869,730	244,825
Remeasurements - actuarial gain/(loss) in respect of pension scheme	241,000	(717,000)
Total comprehensive income for the year	1,110,730	(472,175)

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

Customer Satisfaction



In February/March 2018, we sent out our annual Tenant Satisfaction Survey, to get our tenants' opinion of the services we provide. All our customers received one, including our Sheltered Housing tenants, our 'Supported Living' tenants, our General and Young tenants, as well as those who receive 'housing officer support' only.

The survey asks a number of core questions, which are the same for all tenant groups, so we can compare the answers like for like, and against previous years.

In Total, **572** surveys were sent out. Everyone was given the option of confidentiality, however, **97%** were happy to give their name. **207** were returned, which made it a return rate of just over **36%**. As is our policy, our 'Supported Living' tenants were supplied with an Easy Read version of the survey.

As in the previous years, the results reflect well on the services we provide, especially taking into account the Local Government cutbacks which came into force this year. Of course, we are always aiming to improve and will be actively encouraging more, if not all, of our tenants to return their surveys next year!

Again, comments have been noted separately and visits will be arranged to address suggestions raised. East Boro staff are happy to offer help or advice whenever requested.

Overall **86%** of tenants were satisfied with the services that East Boro provide.

"When I was ill, the SHO called more often which made me feel confident and happier"

Sheltered Tenant

"Happy generally and I like the smiley faces on the survey!"

'Supported Living' Tenant



Members of our Sheltered Housing Tenants Consultative Committee discussing the Tenant Satisfaction Survey over a cup of tea... and maybe just a few biscuits.

Staff



From April 2017 to March 2018

East Boro employ **145** female staff and **43** male staff

Staff Sickness Trust Wide (all departments) **5.09%**

Each month we distribute our staff newsletter, **ER (Essential Reading) News**, which includes a list of starters and leavers, corporate news and announcements, staff acknowledgements, local events of interest and fun competitions. Our website has an employee-only intranet where staff can access work timesheets, view the monthly staff newsletter, find telephone contacts, policies, forms and the Health & Safety newsletters. Our **Recommend a Friend** scheme has proven successful in helping to recruit new staff members this year, employing **10** staff through this scheme in 2017/2018.

Working towards East Boro's 2020 business objectives, one critical component is employee well-being. The 'business as usual' activities for HR include informing and consulting with employees about employment related issues and managing these issues.

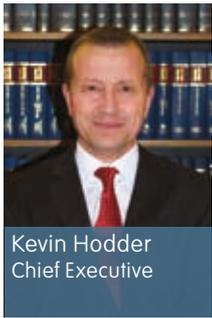
The HR Department also carry out various duties such as recruitment advertising, annual job description updates, continuous review of employment policies and practices, DBS checks, generating the information needed to run the monthly payroll and annual pay review process, conducting exit interviews and analysing findings, managing an on-going programme of management development, managing sickness absence and continually updating the Simply Personnel HR Database.

Staff Training is a key part of East Boro. Our staff completed **592** training courses and modules during the 2017/2018 year.

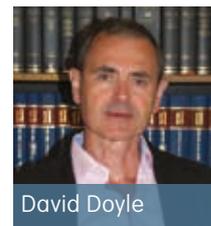
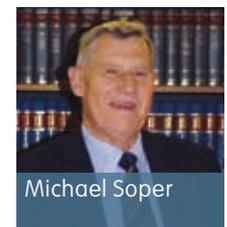


1940s Day for Sheltered Tenants. Our staff enjoy the events they arrange for our tenants as much as they do!

East Boro Housing Trust **Senior Management**



East Boro Housing Trust **Board Members**



Further information about our Senior Management and Board Members is available on our website

Our Mission Statement...

‘Providing good quality housing, care and support services, making a positive difference to people’s lives in the communities in which we work’

This is what our team of dedicated staff strive toward every minute, every hour, every day, every week and every month of every year.

Our Values...

These are equally straightforward and underpin our commitment to support and assist our customers every step of the way. They include:

To be a person centred organisation: To enable independence & dignity: To provide security & quality

Much of the Trust’s ability to do so is down to the outstanding commitment and dedication of its staff. There are many aspects to East Boro, from housing to human resources, support services to maintenance - and everything in between.

To be approachable & to listen: To be honest & reliable: To offer choice, opportunity & value

This means our team is diverse and varied, with our employees boasting many different skills and qualifications. Collectively they combine to deliver the best service possible.



‘Providing good quality housing, care and support services, making a positive difference to people’s lives in the communities in which we work’