





SPECIALIST PROVIDERS OF AFFORDABLE  
HOUSING, CARE & SUPPORT SERVICES

**Always Help at Hand Service** - A one-stop-shop for care, support, home and gardening 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, providing home security works free of charge for eligible customers.

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

**Housing Maintenance Services** - Including East Boro's direct labour team, a caretaker cleaning service, window cleaning service and gardening/grounds maintenance.

**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.



## Annual Report 2013



*'Delivering services you can rely on'*

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**East Boro Housing Trust**

**Faulkner House - 31 West Street - Wimborne - Dorset - BH21 1JS**

**T: 01202 883503 F: 01202 848877 E: [info@ebht.org.uk](mailto:info@ebht.org.uk)**

**W: [www.ebht.org.uk](http://www.ebht.org.uk)**

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369 people  
accommodated



343 Units of  
Accommodation



144 Individual  
Staff Members  
Employed

86 Full Time  
Equivalent Staff  
Employed

Created 20 new jobs  
during the past year

Organisation all staff  
sickness rate 3.69%

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## Senior Staff



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



**Cara Lewis**  
Maintenance &  
Compliance Manager  
Appointed  
January 2002



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

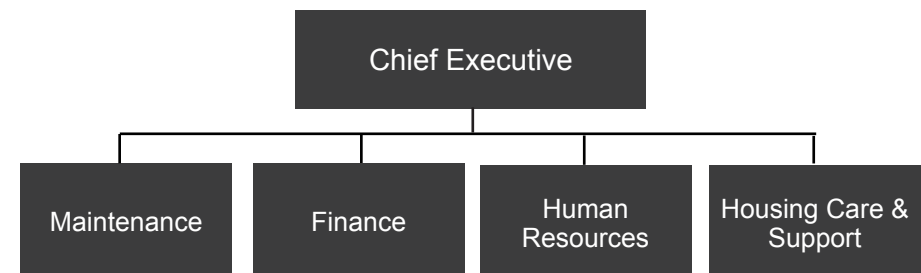


**Tracy Isbell**  
Chartered FCIPD  
HR & Training  
Manager  
Appointed  
March 2009



**Mary Stepin**  
LDAF RMA  
Director of Housing,  
Care & Support  
(Deputy CEO)  
Appointed April 2003

## Company Structure



Front Cover Photographs:  
(Clockwise from top left)  
Cambridge Court  
Board of Management and guests at Cambridge Court opening  
The Cambridge Court Opening Plaque  
His Royal Highness Prince Charles unveils the opening plaque at Cambridge Court

### Trust Registration Details

East Boro Housing Trust is a Charitable Industrial & Provident Society and as a member of the National Housing Federation. East Boro complies with Good Governance, A Code for the Voluntary and Community Sector. Homes and Communities Agency - LO519  
National Housing Federation - 533  
Industrial & Provident Society - 16946R, Company Number - 242811

147 Tenants in Learning Disability Supported Living accommodation

26 Tenants in other Supported Housing Accommodation

183 Tenants in Sheltered Housing Accommodation

13 Tenants in General Needs Housing Accommodation



9 Sheltered Housing Schemes



25 Supported Living Learning Disability Housing Schemes

## Board Of Management

## Mission Statement

*'The Trust seeks to provide an effective, efficient and caring service to its Customers.'*

## Corporate Objectives

1. To continue in 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.



Awards received during the year for the use of and the promotion of fire sprinklers in social housing



**Mr David L. F. Cawdery**  
A.C.I.B.  
Appointed 2003



**Mr Raymond Faulkner**  
FRICS, C. Eng, MICE  
Up to February 2013



**Mr Michael Butler**  
B.Sc. F.C.M.I , M.I.F.T  
Appointed 1999



**Mrs Margaret Turner**  
B.A. Dip. Eur. Hum.  
(Open) M.C.S.P.  
Appointed 1990



**Mrs Patricia Pitkin**  
Appointed 1998



**Mr Nigel Spencer**  
B.A. (Hons)  
Appointed 2002



**Mr Andrew Lanham**  
B.Sc. M.R.I.C.S.  
Appointed 1997



**Mr Reg Grimston**  
C.Eng, MICE  
Appointed 2008



**Mr Michael Soper**  
Appointed 2010



**Mr John Garvin**  
F.C.A.  
Appointed 1990



**Mr Charlie Sheldrick**  
Appointed 2011  
Up to September 2012



**Mr Desmond Fowler**  
BEM, MCIOB  
Appointed 2009



**Mr Richard Teather**  
B. A. ACA  
Appointed 2004



**Mr Michael Carhart-Harris**  
B.A. (Hons)  
Appointed November 2013



**Mrs Eileen Hayward**  
CIMA  
Appointed 2011

The Trust Board of Management consists of twelve board members and up to three further co-opted members at any time to make a full board of fifteen. Board Members are elected for a three year term with a third of the board being elected on an annual rotational basis. The Board meets ten times per year with an annual strategy/away day. Board Members give their time voluntarily to the Trust. A mix of complementary skills, knowledge and interests is sought to ensure that the Trust has a balanced but experienced Board. Anyone wishing to express an interest in pursuing membership of the Trust Board of Management should in the first instance contact the Trust Chief Executive for further information.

2 General Needs Housing Schemes



4 Young Persons Housing Schemes



## Foreword



David Cawdery, Chairman



Kevin Hodder, Chief Executive

In the 2012 Annual Report we expressed sadness at the passing of our Board member, Mr Malcolm Kell. It is with tremendous sadness that, this year, we mourn the loss of our greatest Board Member, Ray Faulkner.

Ray's work and involvement with the Trust stretches over 52 years. Ray's contribution can never be surpassed and we all miss his wisdom and wise contributions enormously. The Trust is establishing a special Fund in Ray's memory to provide financial assistance to tenants who need help at a time of crisis and our assistance to avoid isolation. This fund will also award bursaries for staff to expand personal development. It was a critical matter for Ray that the Trust not only provided housing but, as importantly, support to our tenants. We hope that current tenants who have benefited from Ray's work will be encouraged to support this Fund in his memory. Our sincere condolences go out to Ray's family and friends. We will always remember him.

In November 2012 we were very pleased to welcome Michael Carhart-Harris as a co-opted Board Member. Michael brings special talent to our Board, in particular in respect to marketing and communication, and we very much look forward to the added value he can bring to the work of the Board.

## Ray Faulkner

East Boro's longest serving Board Member and Former Chariman Mr Ray Faulkner sadly passed away in February this year.

Ray Faulkner responded to a Press Article some fifty three years ago which asked for local professional people to help establish a voluntary Housing Trust in the Wimborne Area. A local Wimborne lady, Mrs Peggy Bartley and Friends, had formed the Wimborne Area Housing Association.



Ray Faulkner

Ray gave a huge part of his life to East Boro. He was passionate about helping people who needed homes and the support to help them live a fulfilling life. The sheltered elderly, young people, young families, adults with a learning disability, people with physical disabilities - Ray wanted East Boro to do the best it could for them all. He was a person that made others get together, work as a team, to get the best out of each other and to enjoy doing so.

He inspired his fellow Board members, motivated staff with his manner and stature and was completely dependable and consistent all of the time. Ray was always there when advice was needed and always gave wise counsel at all times.

There is a saying that says 'If you want something done, ask a busy person.' This was Ray Faulkner. A skilful and humble professional whose enthusiasm was infectious to all around him. Ray was 38 years old when he volunteered to help a local cause. His commitment is an example that shines for all to see.

We can all never thank him enough but we can carry on as he would expect and with his favourite saying in our minds of 'Business as usual' at all times.



The Opening of Faulkner House in June 2008

Total Lettings Made:  
63

Average Void Re  
Let time: 10 days

Arrears as a % of  
income: 8.3%

Voids as a % of  
income: 3.3%



1 Mental Health  
Housing Scheme



5 Managed Housing  
Schemes

# Improving Our Efficiency

Delivering an efficient but good value service is important at all times. Obtaining best value by spending funds on the right thing for the right price and the right time is vital and is what the Trust tries to do all of the time. During the 2012/13 year we have reviewed areas of our operations and have obtained some value gains and these include:-

- Our domiciliary care service Always Help at Hand has seen its first year of trading, enabling the Trust to offer wider care to our tenants and other service users – Demonstrating diversification of skills and income.
- The sale of two of our housing properties (Kilburn House and Boro House) has increased cash surplus providing funding towards future planned builds – Demonstrating effective asset management and assessment.
- As part of the review of our Information Technology we have installed a new telephone system and upgraded our in house printing facilities. This has enabled staff to work more efficiently in their day to day operations and provide a better service to our Tenants and Service Users – Demonstrating better use of time and service delivery.
- The installation of solar thermal systems at one of our schemes has resulted in reduced heating costs for the Tenants and will reduce our environmental footprint as an organisation.
- A full review of our gas and electricity contracts has resulted in the Trust aligning all accounts with one energy supplier, providing us with a better rate and reducing the administrative burden.



Solar Thermal - Saving Costs

Furthermore, our investment both financially and in preparation time into our new ECCO Support IT Management System will enable further efficiency savings in the future as well as the operation of a market leading IT Support system which will benefit our staff and support/care customers.

Housing Associations across the country continue to face challenges due to the financial difficulties that face the Government, and thus the business of Affordable Housing provision. EBHT has not been immune to the impact of the financial constraints placed on our County Councils and Local Authorities who are having to look very hard at expenditure in all areas.

Inevitably, the provision of Affordable Housing and associated services continues to be hit. We have had to be very nimble in adjusting the services we provide to reflect the reduced income from contracts with our partners. Our partners are looking for further savings in their own budgets for this financial year and the next, so we in EBHT will need to manage our costs very carefully and to be innovative in our actions, to reflect this financial pressure we are facing.

Despite these cutbacks we remain determined to continue to offer high quality support services to our Customers. We have moved forward with a new IT system to provide our support staff with hand-held devices so that they have online access to support plans when they visit customers. The devices will also be made available to our Maintenance staff to facilitate online completion of job records and billing. A key benefit of this system is that our support and maintenance staff can spend less time with back office paper work and more time on front line service provision.



Front view of the other newly developed property in Lymington Road



Christchurch Borough council's Portfolio Holder for Housing, Cllr Mrs Spittle visits one of the newly developed properties in Lymington Road

We continue to be active in respect of new developments and the remodeling of selected properties. We completed the development of two properties at Lymington Road, Christchurch and Roundhayes Close, Weymouth as well as the re-modelling of 71 East Boro in Wimborne.

2 awards received for fire sprinkler safety this year



159 units of other organisation's sheltered housing supported



Response Repairs  
Category 1: 99.26%  
Category 2: 97.08%  
Category 3: 97.68%

Over 200 Handy Van Security jobs completed

Over 1,900 Handy Van Service jobs completed

Over 1,400 Handy Van Service customers

## Improving Our Neighbourhoods

We were very honoured to receive HRH The Prince Of Wales in May when he officially opened the Cambridge Court development at Poundbury. We were blessed with excellent weather and our tenants at Cambridge Court, along with members of their families and their carers, were introduced to HRH who spent time talking to the tenants as well as viewing one of the apartments.



HRH Prince Charles meets tenants and their families at Cambridge Court

We conduct regular reviews of our property portfolio and moved ahead with the sales of Boro House in Langley Road and Kilburn House, Wimborne as mentioned in the last Annual Report.



The Always Help At Hand Team - always there when needed.

To help support our financial income we continue to look to win support contracts as and when they are offered.

We continue to push our Always Help At Hand – AHAH service, as well as our Home From Home service (that offers Respite Care support in a 'host' home), to provide additional non-rental income stream.

Operationally and financially the Trust remains in a very good state and we remain fully compliant with all our lending covenants. We are particularly grateful to our Finance Manager Sarah Ball, and her team, for the excellent control exercised over our accounts.



Cambridge Court Phase Two underway

### Building/Investing in Homes

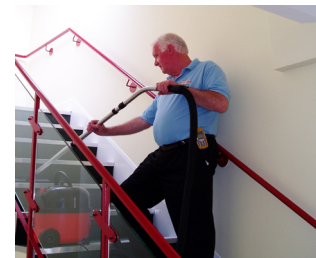
East Boro has completed three schemes during the year including Roundhayes Close, Weymouth and 260 & 262 Lymington Road, Christchurch. These investments continue to provide specialist supported housing within communities as well as supporting the local economy in the procurement and provision of the schemes. Pressure on funding and income levels and also Government capital grants have combined to see a slower and more prudent approach to providing more homes in the future.

### Improving Homes

We continue to invest in improving the Trusts housing stock in line with the Trust planned maintenance programme. New boilers, kitchens, bathrooms, windows and heating systems have all been part of the 2012/13 programme at different schemes. Our five year stock condition survey and improvement plan now enters year two and is progressing well. All new homes have sprinkler systems installed within them. The Trust received two awards for this commitment during the past year.



Community Safety Fire Award presented to our Chief Executive by Cllr Rebecca Knox, Chair of Dorset Fire & Rescue Service



Repairs and cleaning throughout schemes

### Maintaining and Repairing Homes

The Trust maintains its own properties with a combination of directly employed workmen and retained contractors. Our response repair performance figures are good and the service provided to our tenants is delivered in a polite and considerate manner.

In excess of supporting our own tenants our Handy Van services in Poole and Bournemouth have again delivered a very popular service to private home occupiers in need of support at a time of need.

Over 54,000 hours of support delivered to adults with a learning disability

Over 10,800 hours of supported delivered to the Sheltered Elderly

Phone Reassurance Service provided 365 days a year 24 hours a day

Over 580 Winter Warmer service visits completed



27 adults with physical disabilities supported



Over 15,224 hours of physical disability support provided

# Putting People First

## Providing Independence

As a specialist provider of supported living and supported housing all that we do is aimed at providing the highest possible amount of independence for all of our customers. Our sheltered housing staff, learning disability support workers, physical disability support team and domiciliary care teams help vulnerable people to live independent and self-fulfilling lives every day.



Tenants Christmas Party at Athelhampton Manor

## Support when it is needed

Support is provided consistently and personally. Support plans are provided and these are totally person centred and designed for each individual. A safe place to live when combined with effective person centred support helps to reduce vulnerability and provide opportunities for individuals to achieve their goals and aims.



Supported Living Gardening Project - offering day opportunities for adults with learning disabilities

## Not just to our Tenants

East Boro provides services to many people in their own homes. Be it Handy Van Repair Services, Winter Warmer visits (home safety checks and welfare support throughout the winter period) and Domiciliary Home Care Services, East Boro is putting people first throughout every community that we operate in.



Handy Van Service Repairs Team

Our Corporate Trusteeship of Cyril Wood Memorial Trust continues, as does the relationship with the Performing Rights Society in obtaining referrals from them on prospective new tenants.

Although we face challenging financial times again this coming year we are confident that we can continue to grow the Trust – steadily and successfully – in the year to come.

In conclusion, may we extend our sincere thanks to all the staff and management at EBHT for their tremendous efforts in what has been another really challenging year for us. Their commitment has enabled the Trust to grow in terms of units under management and financially this past year. We are also indebted to the members of the Board for their highly valued contributions at Board meetings and for the unstinting voluntary support that they have provided to the Trust this year.



Kevin Hodder & David Cawdery - A busy but successful year



The Trust -  
reinvesting in it's  
housing stock

£96,712 spent  
on new heating  
systems

£25,994 spent on  
new kitchens

£12,544 spent on  
new bathrooms

£9,822 spent on  
new boilers

£73,419 spent on  
improving the fabric  
of our tenant's  
homes

£8,107 spent on  
new windows and  
doors

£6,771 spent on  
roof work

## Financial Statement

### Consolidated Balance Sheet as at 31st March 2013

	2012/2013	2011/2012
<b>FIXED ASSETS</b>		
Housing Properties		
Gross Cost Less Depreciation	18,118,173	18,145,251
Less: Housing Association Grant	(9,205,489)	(9,173,649)
	8,912,684	8,971,602
Other Assets	137,014	168,641
	9,049,698	9,140,243
<b>CURRENT ASSETS</b>	1,458,126	494,410
<b>CREDITORS FALLING DUE WITHIN ONE YEAR</b>	(627,575)	(776,822)
<b>Net current assets/(liabilities)</b>	830,551	(282,412)
<b>Total assets less current liabilities</b>	9,880,249	8,857,831
<b>CREDITORS FALLING DUE AFTER ONE YEAR</b>	(3,335,716)	(3,504,548)
<b>Net Assets</b>	6,544,533	5,353,283
<b>CAPITAL AND RESERVES</b>		
Called up share capital	52	61
Income and expenditure account	6,444,481	5,253,222
Designated reserve	100,000	100,000
<b>Total captial and reserves</b>	6,544,533	5,353,283

### Consolidated Income and Expenditure Account for the year ended 31st March 2013

	2012/2013	2011/2012
<b>INCOME</b>		
Rental Income	1,337,270	1,274,142
Service Charges	475,861	447,167
Supporting People Grant	1,316,505	1,201,621
	3,129,636	2,922,930
Less: voids	(127,951)	(130,199)
Less: management voids	0	(54,271)
	3,001,685	2,738,460
<b>OTHER INCOME</b>		
Donations and bequests	1,661	363
Sundry Income	864,661	888,581
	866,322	888,944
<b>Total Income</b>	3,868,007	3,627,404
<b>EXPENDITURE</b>		
Repairs, maintenance and refurbishment costs	(155,485)	(224,452)
Management and sundry costs	(1,832,802)	(1,701,952)
Service costs (Excluding maintenance services)	(1,282,899)	(1,281,645)
	(3,271,186)	(3,208,049)
<b>OPERATING SURPLUS</b>	596,821	419,355
Surplus on disposal of property	753,672	0
Interest Receivable	796	2,243
Interest Payable	(160,030)	(106,377)
<b>Total surplus</b>	1,191,259	315,221

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

