



EAST BORO

HOUSING • CARE • SUPPORT



Annual Report 2016

2015/16 This, again, has been a challenging year for us and, indeed, all Housing Associations as: Councils continue to cut their expenditure on Care and Support contracts, Central Government are not providing funding to build Social Housing for Rent and uncertainty about Government policy on Local Housing Allowance cap is stalling decisions on building Extra Care schemes - it is to be hoped the last matter will receive focus once the European Referendum is over. Finally, we were available to advise and support our residents with the rollout from Central Government of Universal Credit.

Notwithstanding these difficulties, our Trust has continued to make progress:

Developments

Completed

- **Work currently continues on the redevelopment of our Abbotsbury Road property in Weymouth into a two x 2-bed and four x 1-bed self contained block of cluster flats.** In addition, a conservatory has been built for the property to extend the communal shared lounge facilities. Two flats remain to be completed by the end of September 2016.
 - **17/19 Holland Road in Weymouth** was further extended to create a one-bed self contained ground floor flat.
 - **23 Carlton Road South, Weymouth.** We completed the development of a further 2-bed bungalow at the rear of this property. The property is being used as a 'safe haven' facility by Dorset County Council (DCC) in the West of the County.
- DCC received a grant of £120,000 from Government which has been passed on to the Trust to assist with the building costs of the facility.
- **Peter Grant Way, Ferndown.** We are managing this property on behalf of DCC as a further 'safe haven' facility in the east of the County. We receive income covering the management and maintenance of the property

Opportunities

We have worked hard pursuing a number of possible development opportunities that might come to fruition during 2016/17. These include sites at **Wareham, Worth Matravers, Gillingham, Corfe Mullen and Upton.** (Further information can be found in **Housing Development**, pages 13-14)



Support Contracts

- **Our Support contract at Edward May Court** has been extended to end in March 2017.
- **Our Handy Van contract** has been extended to end in December 2016.
- **With the agreement of DCC we are exiting our Domiciliary Care and Support services contract** covering our Digby Court, Orchard Court and Sunflowers properties in Dorchester and Weymouth.
- **We are currently in the process of submitting our DCC Framework tender** and are hopeful of again obtaining a place on the framework in a high category.

Financial Performance

Our actual surplus for the last financial year was £219,446 which compares with a restated loss for the previous year of £219,808. Our total borrowings are comfortably within the various covenants set by our Bankers and we continue to keep monitoring these covenants closely.

Congratulations to **Sarah Ball, Finance Manager** on completing seven years of study and qualifying as a member of the **Association of Chartered Certified Accountants (ACCA)**.

Value for Money and Service Quality

We reported last year how important these issues were for us in these difficult economic times. We continue to address them through these various initiatives:

Information Technology

- **Client Staff Management System** was introduced to streamline the timesheet, payroll and client billing process of Care & Support delivered by our staff teams.
- **Simply Personnel** extended the use of the system to further assist HR in the delivery of all of the HR services to our employees.
- **Support Assessment Chart** applied to each Customer with a Support Plan to enable clear monitoring of goals and progress.
- **Decorus** is a new addition to our business software enabling complete interface between our financial accounting and housing management processes. Sourced after a market review in 15/16 and to be implemented in 16/17.

Maintenance

Maintaining a careful monitoring of our KPIs that cover service quality in respect of voids, Rental income,

Maintenance work, Letting times and our Handy Van service. Our performance averages in all these areas are comparable with or better than the end March 2015 figures. Within our Maintenance teams work we committed to, and achieved:

- **12 boiler replacements**
- **2 kitchen refurbishments**
- **3 bathroom refurbishments**
- **Window replacement at 5 sites**
- **New Careline units in all schemes**
- **Gas tests on 100% of properties**
- **Legionella Assessments Trust wide**
- **Asbestos Surveys Trust wide**
- **Decoration of 2 shared accommodation properties**

Mergers and Partnerships

In accordance with our Strategy we continue to look at opportunities for closer working relationships with other organisations. We have agreed in principle with **The Soroptomists (Poole) Housing Association**, to effect a merger with that organisation. We currently provide a number of office and maintenance services to them and any merger will protect the brand, ethos and assets of that organisation.

We have joined the **Aster Housing Cost Sharing Group** (with English Rural

Housing) that sees Aster providing Category 1 out of hours maintenance response repairs service to our properties. This is an effective cost reduction on the existing cost of service.

Further cost sharing opportunities will be explored. We will continue to pursue other opportunities during this coming year.

Health & Safety

In April 2015 the Trust employed a 'Risk Officer' to ensure that we continue to meet our obligations to staff and customers with regards to Health and Safety. The Trust adopts a 'gold standard' approach to fire safety.

Every week East Boro staff test around **50 communal fire alarm facilities** and on a monthly basis check around the same number of emergency lighting systems and over **250 fire extinguishers**. From April 2015 to March 2016 there were **43** accidents reported across the Trust. **17** of those were staff and **26** tenants. This is a reduction on the 2014/2015 figures when 71 accidents were reported.

A mammoth task undertaken during the last twelve months was to review the **Health and Safety Policy** for the Trust.

Trust Governance

In last year's report we mentioned that the Trust was compliant in all areas of the Good Governance Code for the Voluntary and Community Sector apart from non-compliance in relation to recruitment, renewal and setting maximum terms for Board Members. This has now been actioned and compliant procedures and Board terms are now in place.

In compliance with our Board Member transitional policy for Board Members' length of service, five of our existing Board Members retire in July 2016 on completion of their time served terms. The Members retiring are **John Garvin**, who has been with EBHT for 25 years; **Andrew Lanham**, who has been with EBHT for 18 years; **Pat Pitkin**, who has been with EBHT for 16 years; **Michael Butler**, who has been with EBHT for 16 years and **Nigel Spencer**, who has been with EBHT for 13 years. In addition, **David Lawes**, who is a former Board Member and currently co-opted to our **Finance Sub Committee**, is also having to retire, having been with EBHT for some 40 years in one capacity or another.

This is both very sad for the Trust as well as a huge loss of experience. We sincerely thank each of them for their extremely valuable contribution over many years. We have a number of offers from prospective Board Members and are

in the process of evaluating these. All new Board Members can serve a maximum of 3 x 3 elected terms of 3 years per term (maximum 9 years). In adopting and applying this approach the Trust is compliant in all areas of the Good Governance Code for the Voluntary and Community Sector.

Staffing

Particular mention needs to be made of the special efforts of Mary Stepin, Sarah Ball and Cara Lewis during this 15/16 year due to an extended period of absence of our CEO, due to illness. Our sincere thanks are extended to them for ensuring the smooth running of the Trust during the CEO's absence.

TCCs

It is with great sadness that we recently heard of the sudden passing of **John Bennett**. John was the Chairman of the Sheltered Housing **Tenants' Consultative Committee** for a number of years and he was a key member of the group. We also thank Stephen Kelly who chairs the Supported Living Learning Disability TCC and, indeed, all the members of committees and sub groups, for their important work.

 **David Cawdery** Chairman  **Kevin Hodder** Chief Executive





East Boro provide over
360 properties with more
 than **400** tenants and
 deliver **Care & Support**
 to over **625** customers

East Boro continues in its quest to involve customers in the assessment and improvement of quality of support, staffing and management of the sheltered housing service. High satisfaction rates have been received again this year from our customers. Producing a person centred approach to meet customer needs has been our aim. We took on a new scheme this year and welcome **Jonathan & Rebecca Edwards Charity** as a customer of East Boro. Located in Weymouth the scheme covers 3 sites; a total of 11 units of accommodation for retirement living.

East Boro owns and manages sheltered homes throughout Bournemouth, Poole and Dorset. We promote independent living whilst ensuring our tenants continue to benefit from the five pillars of service:

- Well maintained and secure self contained accommodation
- Person centred support
- 24 hour alarm systems
- Communal facilities in most of our schemes
- Social activities such as fund raising days for charities, trips and events

In **2015-16** East Boro prepared for the changes in support funding by implementing a review into our service delivery. The safety and wellbeing of our customers was at the heart of discussions with Local Authorities who were tasked with reducing and, in some locations, cutting funding. East Boro is proud to say that modifications to how it delivers services in the future will mean that it can continue to provide the important link for a seamless service for customers and the support they receive, whilst linking with partnering agencies who assist in the delivery of services.

As a result two new roles have been created: **Sheltered Support Officer** and **Enhanced Housing Management Officer**. East Boro will continue to listen to tenants and will respond positively to changes in sheltered services by working with partner agencies and adding its voice to issues affecting its sheltered tenants.

Finally, with our tenants East Boro has continued to develop services across all departments and regularly reviews its 'service promises' to improve its communication and the quality of delivery. For Sheltered Housing this means a new **Tenant Handbook** and the opportunity for tenants to become involved through various working groups.

 We support over
300 Sheltered Tenants

 Our **Reassurance telephone line**
from 5pm Friday to 9am Monday
including **Bank Holidays**

 **Keysafe and Careline Units**
provided to **every** East Boro
Sheltered Tenant



East Boro's **Always Help At Hand** service provides care and support throughout the County of Dorset and the Borough of Poole to people living in their own homes in the community. Customers are able to self refer for this service and we have both privately funded and Local Authority commissioned packages of care and support. We are a preferred provider for the Learning Disability frameworks for Dorset and the Borough of Poole and the Old Persons' framework in Dorset.

In 2015 our regulated services that are managed from our Weymouth Office were inspected by the **Care Quality Commission**. The inspection team consisted of two Inspectors and the overall review took place during September and October 2015. During this time East Boro's Policies and Procedures, recruitment, staff training and compliance documents were checked to ensure they met regulatory requirements.

The Inspectors visited **14** clients in their homes, telephoned family members to get their thoughts on how we provide our services, carried out interviews with staff members to ensure they have the skills required to provide care safely and contacted our Commissioners and other Health and Social Care Professionals to collate a holistic view of the service.

The five areas our **Domiciliary Care Service** was judged on were:

- **Is the service safe?**
- **Is the service effective?**
- **Is the service caring?**
- **Is the service responsive?**
- **Is the service well-led?**

The Inspection found that care was planned and delivered in a way that met our clients' needs and preferences. People who were being cared for were safe and were supported by staff who understood the risks they faced and had the training and skills to balance independence whilst managing risks. Staff had the necessary knowledge and skills to meet individual needs, the staff teams were good at their jobs and care was provided in a way that protected people's privacy and promoted their dignity.

Following Inspection there are four different levels that the service could be awarded:

Outstanding - The service is performing exceptionally well.

Good - The service is performing well and meeting our expectations.

Requires improvement - The service isn't performing as well as it should and we have told the service how it must improve.

Inadequate - The service is performing badly and we've taken action against the person or organisation that runs it.

East Boro's **Domiciliary Care Service** was classified as **Good** in all areas.



The **Supported Living Service** promotes, encourages and assists adults who have a Learning Disability and/or Autism to live independently. This service provides both accommodation and support services. We provide guidance and support to each person to sustain their tenancies and maintain or learn new daily living skills. We are commissioned by Dorset, Bournemouth and Poole Local Authorities, with nominations made to the Trust by the respective Local Authority Social Work Teams.

Supported Living Service, Bournemouth

The Supported Living staff have been working extremely hard during 2016. They celebrated the Ten Year Opening of **Shaftesbury Court**. This event was planned by the tenants and with the support of the staff, saw their family members and local dignitaries attend to celebrate the occasion and to be part of the tree planting ceremony.

Unfortunately, this year also saw the theft of items from the communal lounge but, with the help of our support team, the tenants were able to fundraise and, with donations from members of the public, were able to replace all of the equipment that was stolen. An amazing team, tenants and public response!

Supported Living Service, Poole

Our Supported Living Service in Poole has expanded and in partnership with the Local Authority, has introduced East Boro's **4 Your Independence (4YI)** This service provides short term support to clients who live independently in the community and need a small amount of support to increase their skills or become familiar

and confident in accessing clubs and activities in their local community. The team have worked extremely hard to accommodate the changing needs of all of these new clients whilst continuing to provide Person Centred Support to our existing tenants.

Supported Living Service, Weymouth

The Supported Living Service in the West of the County has seen one of its shared houses turned into one and two bedroom flats. This was at the request of the tenants living in the property who wanted to have their own flats, but did not want to leave East Boro. During the refurbishment East Boro support staff have worked extra hard to ensure that the impact of these changes have been kept to a minimum.

The **Art and Crafts Group** continue to provide day time opportunities for the artists amongst our tenants and other clients living in the Weymouth area. In November they held their Annual Open Day, with an excellent response from the local community.



Throughout 2015/16 the Trust has continued to develop property and provide more supported accommodation at a continued and steady rate. The schemes at **Fleet Cottage, Holland Road** and **Abbotsbury Road**, all based in **Weymouth** are detailed below. Aside from these developments the Trust has been actively exploring and planning rural exception site opportunities, working with Local Government and local developers looking at opportunities as well as planning further developments/units on our existing schemes.

Developments Completed

- Fleet Cottage - Weymouth**

On 5th May East Boro was delighted to accept handover of a newly built Safe Haven bungalow. Built to a high standard by Cooke Construction, the property has been fully furnished. The accommodation, with parking space, includes an XY hoist from the bedroom to the wet room, has been decorated so that it is suitable for the visually impaired and has a carer's bedroom with en-suite as well as a fully fitted and equipped kitchen and lounge diner.

- Flat F, Holland Road - Weymouth**

By combining the area of a former sleeper room and demolishing an unused area at the rear of 17/19 Holland Road, a new flat has been built. The Trust appointed NDK Building Contractors to build a new flat and the internals were completed by our Direct Labour (DLO) team. The ground floor flat consists of a bedroom with en-suite, and an open plan kitchen dining area and lounge with patio doors to the garden.

- Abbotsbury Road - Weymouth**

The re-modelling by our DLO team of our Abbotsbury Road Scheme continues. In addition to converting this current House of Multiple Occupation into six self-contained flats, a new conservatory has been added to the rear of the property to expand tenants communal facilities. Three flats have been completed, one flat is work in progress and the final two are still to be completed.

Development Opportunities

- Wareham**

The Trust were approached by both a developer and Purbeck District Council to assist in the development of a new project to purchase four existing, three bed units within the Parish of Wareham. Two houses have been sourced already and the Development Department are currently in the process of identifying two further suitable properties, which will be available for general needs tenants.

- Corfe Mullen**

After a period of consultation, two public exhibitions and numerous surveys, an **Outline Planning Application** was submitted and accepted by East Dorset District Council on 23 May 2016 and a decision is awaited. If the application is successful **twelve** affordable homes, with a mix of 2, 3 and 4 bedrooms, will be built on the Rural Exception Site off of **Pardy's Hill** in Corfe Mullen. Six of the properties will be for general needs rental and six will be for sale at **75%** of their market value. A covenant will be in place to ensure that the properties continue to be sold at **75%** in perpetuity.

- Worth Matravers**

The Trusts has obtained planning at Worth Matravers for nine units (five x social rent and four x 75% in perpetuity sale) on a rural exception site.



Fleet Cottage



Flat F,
Holland Rd



Corfe Mullen
proposed
development

East Boro's **Direct Labour Team** (DLO) continue 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 works at properties to provide additional and improved accommodation to our current and future tenants. In addition, the Maintenance Department also provide a maintenance service to other organisations via Service Level Agreements and continue to provide the **Handy Van Service** to residents of Bournemouth and Poole.

During the 2015/2016 year, the **Direct Labour Team** responded to nearly **4000 response repair requests** and undertook void works at over **50 properties** when they became vacant. In addition, members of the team continued to provide gardening, caretaking and window cleaning services to over **65 schemes** consisting of over **462 units** of accommodation. The Trust also visits schemes on a weekly basis to check all fire equipment is in full working order to ensure the safety of our tenants and visitors to the schemes.


The DLO began the refurbishment of **Radcliffe House in Weymouth**, which is being converted from a shared property for individuals with a learning disability into self contained units.

The **Handy Van Team** responded to over **1000 enquiries** which led to the completion of over **970 visits** to undertake a range of works including minor plumbing, carpentry works and other general repairs around the home. The department also administered and delivered the 2015/2016 **Planned**

Maintenance Programme which predominantly featured **Fire Safety Works** as well as boiler replacements and kitchen and bathroom refurbishments.

East Boro also continued to deliver the **Emergency Hamper Service** on behalf of Dorset County Council during the year. Between April 2015 and March 2016 a total of **910 deliveries** were undertaken with **992 hampers** being delivered.

 **Handy Van Service**
1046 service enquiries
1168 jobs in **979** visits
100% satisfaction

 **DLO**
Category 1 response repairs **545**
99% completed within timescale
Category 2 response repairs **2070**
98% completed within timescale
Category 3 response repairs **1293**
94% completed within timescale



East Boro is so much more than just a local Housing Association. Our services include everything from Domiciliary Care and Support to our ground breaking and highly successful Art & Crafts Club in Weymouth. Last year we added the Homes4Let Social Lettings Agency to our services. The agency is continuing to grow steadily and now has a website, regular Landlords' Newsletter and offers a complete marketing and advertising package to its Local Government partners.

East Boro's **Homes4Let** has continued to provide a vital letting service by linking private landlords with homeless families. Primarily set up for the Bournemouth and Poole areas, the agency has now expanded into the Purbeck district.

With homelessness sadly increasing to unprecedented levels, the need for private lettings has never been greater. Homes4Let arrange worry-free deposit bonds with Local Councils, offer an emergency helpline and full property and tenancy management service. The offices have now been relocated to East Boro's head office in Wimborne.


Typical landlord comments:


“Your relationship with the Local Councils are a huge asset. I haven't had any issues with finding tenants or the handling of my property.” Mr B. April 2016

“Everything went well and thank you for your guidance. I would have been a bit lost without your help.” Mr S. May 2016

East Boro's **Art & Crafts Club** in Weymouth is thriving and the quality, as well as quantity, of work produced is very impressive. One of the Art Club members illustrated the front of our East Boro 2015 Christmas card, which was greatly admired. Their Annual Open Day was well attended by an appreciative audience of local visitors.

The Club is held on two days each week, on Tuesdays and Thursdays, at the Weymouth Community Fire Station. Each month the group works within a different inspirational theme and a trip is organised to compliment that theme, such as Birds & Wildlife, which prompted an Art Club trip to the RSPB. Last year's membership was around 14 and this year that number has increased to 16 artists, with applications pending.

 **April 2015 to March 2016**
East Boro provided **Art Sessions**
 for **16** members.

 Currently there are **151**
properties under management
 with **Homes4Let**



At East Boro, we believe that our tenants play a big part in the management of their homes. We try to involve tenants in all parts of the organisation, and we hold a wide range of meetings and events that offer the opportunity for everyone to have their say, meet other tenants and have a good time as well! We have four consultative committees that help us shape our services (two 'Tenant Consultative Committees', a 'Repairs and Maintenance' group and a 'Reading' group), and we organise a number of coffee mornings and other events where tenants can meet and give feedback.

For our **Supported Living** residents we have organised **Tenants Consultative Committee** meetings and offer both Weymouth and Poole tenants an **Annual Tenants' Conference**, a **Summer BBQ Party**, a **Gardening Competition (East Boro in Bloom)** and a **Christmas Party** every year.

Individual groups of tenants have visited **Sand World** and **Monkey World** and have visited the cinema regularly. They have also joined in with local community events such as the **'Party in the Park'** at Lodmoor and the **Sports & Wellbeing Festival** on the beach.

We run a weekly **Arts Group** for Supported Living residents in Weymouth which is well attended.

Over the past year, we have produced **East Boro News**, our newsletter giving the residents news, information and feedback on all our tenant events. We distributed a **Tenant Survey** which we now use annually to compare like for like standards, performance and tenants' opinions about the Trust.

 From April 2015 to March 2016 we held **24** large events:

- 8** Tenant Consultative meetings,
- 2** Repairs & Maintenance Forums,
- 4** training sessions on housing subjects, **3** conferences, **2** Summer Parties, **2** Christmas parties,
- 1** Christmas lunch and **1** 'East Boro in Bloom' competition and tea party. We arranged over **100** coffee mornings, **1** boat day trip, **10** coach day trips, and produced **3** Tenants Newsletters



East Boro’s Human Recourses Department has had an active year providing all HR services to existing employees and all new prospective applicants who apply to join the Trust. In the Department we cover all areas including job advertisements, dealing with enquirers, arranging interviews, ensuring the selection process runs smoothly for all, the appointment and issuing of contracts, training requirements Trust wide, issuing of uniforms, disclosure & barring checks, and whilst doing all of the above we ensure that the Trust applies the appropriate HR Policies & Processes at all times. This year the HR department has;

Improved our Disclosure & Barring Service (DBS) procedures. All Trust staff are required to have a valid and satisfactory DBS and to improve the efficiency of obtaining these, we have changed providers to enable a more time efficient process to be applied. To further improve the efficiency of this procedure, we are also exploring the possibility of individual staff registering to an online DBS system for potential instant access to the required information. This would assist the Trust to continue to appoint individuals to positions within the Trust whilst safeguarding our vulnerable tenants and customers and all within an efficient timescale.

We have expanded the “**Recommend a Friend Scheme**” which has proven to be successful in helping to recruit new staff members.

Completed the latest **Staff Handbook** with updated Policies and Procedures which is now available on the Staff Portal and is a key reference tool for individual staff members and managers. Health and Safety Bulletins for staff are also

now available on a monthly basis on the staff portal.

Furthermore, we have begun exploring team building options which include volunteering to help with Environmental Projects within our local area. These opportunities will continue to be explored and staff will be encouraged to take an active role to develop their team working skills and meet other staff they don’t usually work with, whilst helping to improve the areas we live and work in.

 From April 2015 to March 2016

Average employees **213**

Average employees FTE **108**

 East Boro employ **171** Female staff and **40** Male staff

 **Staff sickness**

figures for the above dates were

6.47% (Trust wide)

 Our staff undertook over **1253**

Certificated Courses



We value the opinions of all of our customers and tenants, including **Sheltered Housing Tenants**, as well as those who received housing officer support only, **Supported Living Tenants** with Learning Disabilities and our **General and Young Tenants**. All were canvassed by way of our **Satisfaction Survey** in March 2016. A variety of questions were asked relating to the services provided by East Boro.

Last year the survey was based on the STAR format and it has a number of core questions which are the same for all our tenant groups. In situations where individuals wanted to complete the questions, but were unable to do so independently, support workers were encouraged to assist.

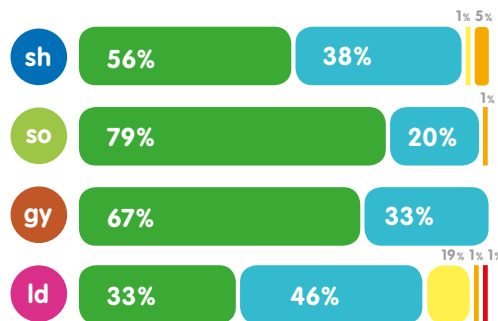
In total, **465 Surveys** were sent out to our customers across Dorset. Respondants were given the option of confidentiality, however **98%** were happy to identify themselves. Overall, the results reflect very well upon East Boro and, as a Housing and Support Service provider, we are very pleased - but we are always aiming to improve. Visits will be arranged to address comments or suggestions raised by customers who identified themselves. We will try to achieve the suggestions made and/or offer help and advice and all received comments have been separately noted.

We were encouraged to see the replies percentage increase to just over **50%**. However we will be aiming to increase this figure even further next year.

Question to tenants:
'Taking everything into account, how satisfied are you with the services provided by East Boro?'

Figures for
 'very satisfied/satisfied':

Sheltered Housing **94%**
Sheltered/Support only **99%**
General & Young People **100%**
Supported Living (LD) **79%**



sh Sheltered Housing Tenants so Sheltered/SHO support only gy General Needs & Young ld Supported Living (LD) Tenants

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied



The Trust continues to take steps to ensure it conforms to the Value for Money standard and provides good value for money to its tenants and other service users. Value for Money is about doing the right thing at the right time in the right way for the right cost. We apply this approach all of the time. For 2015/16 the Trust has continued to demonstrate its efficient workforce and effectiveness in controlling costs.


The average cost of management has remained at **£1.9k per unit** and the average cost of maintenance also remained at **£1.2k per unit**. We have maintained these cost levels in the inflationary environment in which we operate. The Trust continues to review its costs and have made **£17.8k savings**; changing or renewing telephone line rental, waste, stores and stationery contracts during the year.


Changes within some of our support services have also enabled us to deliver a more effective service at a **saving of £8k**. Throughout 2015/16 the Trust reduced total operational arrears by 6.5% from 17.5% last year to **11%**. This reduction has increased cashflow, increasing funds available to help subsidise future build opportunities.

As a Specialist Housing Association, providing Supported Housing to a range of vulnerable client groups, we continue to deliver support services in a very challenging commissioning environment. We continue to adapt and adopt new methods of delivery to meet these commissioning challenges. For example throughout the 15/16 year we have, with all other Sheltered Housing Providers and the County Council in Dorset,


redesigned the delivery of Sheltered Housing Officer support services to all of the Trust Sheltered Schemes. This new service began in April 2016 and has been designed to fit the new reduced funding level available to our Council Commissioners. We constantly work in partnership with all of our Commissioners to ensure we provide the best possible services to our customers/service users within the available cost envelopes available. This is a constant challenge but one that we always embrace positively.


In respect of **Value For Money (VFM)** our Annual Tenants Satisfaction Survey results demonstrated that for the rent paid by our tenants only 4% of our sheltered tenants, 0% of our general needs and young persons tenants and 1% of our learning disabled tenants said that they were either fairly or very dissatisfied with the value we deliver. These figures in reverse show a considerably high level of tenant satisfaction with the VFM that the Trust delivers in relation to the rent charged and the housing services that we deliver to our tenants. Our Mission is **“To Satisfy Our Customers Everyday”** and this level of response shows that we are doing extremely well in this area with achieving this aim.




 From April 2015 to March 2016

Voids 1.9% of total turnover
Housing Arrears 7.2%

 Average **RELET** time
(including all major works)
12.5 weeks

 Total **LETTINGS** made **54**
(3 new lets, 51 re-lets)

 Average rents (per week)

Studio Bedsit **£81.22**
One Bed Flat **£93.74**
Two Bed Flat **£112.14**
Supported Living (LD) **£80.91**

ASSETS

Consolidated Balance Sheet as at 31st March 2016

	2015/2016	2014/2015
Fixed Assets		
Intangible assets	(2,458)	(4,916)
Tangible assets	18,768,994	18,795,653
	18,766,536	18,790,737
Current assets		
Stock	11,152	4,105
Trade and other debtors	616,610	936,807
Cash and cash equivalents	843,540	369,265
	1,471,302	1,310,177
Creditors: amounts falling due within one year	(820,442)	(944,918)
Net current assets/(liabilities)	650,860	365,259
Total assets less current liabilities	19,417,396	19,155,996
Creditors: amounts falling due after more than one year	(11,909,657)	(12,005,707)
Provision for liabilities:		
- Pension provision DCPF	(1,040,000)	(1,264,000)
Net Assets	6,467,739	5,886,289
Capital and reserves		
Non equity share capital	66	62
Reserves		
- Pension reserve	1,040,000	1,264,000
- Income and expenditure account	5,427,673	4,622,227
Income and expenditure reserves	6,467,739	5,886,289

INCOME

Consolidated Income & Expenditure Account for year ended 31st March 2016

	2015/2016	2014/2014
Turnover	5,626,810	5,344,368
Operating expenditure	(5,221,668)	(5,388,333)
Operating surplus/(deficit)	405,142	(43,965)
Interest receivable	1,600	0
Interest payable and financing costs	(187,296)	(175,843)
Surplus/(deficit) for the year	219,446	(219,808)
Remeasurements - actuarial gain/(loss) in respect of pension scheme	362,000	(484,000)
Total comprehensive income for the year	581,446	(703,808)

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



Our mission statement at East Boro is very simple...

'To satisfy our customers every day'

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

- To be a person centred organisation
- To enable independence & dignity
- To provide security & quality
- To be approachable & to listen
- To be honest & reliable
- To offer choice, opportunity & value



Team

East Boro prides itself on being **'big enough to cope, but small enough to care'**. Much of its 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.

This means our team is diverse and varied too, with our employees boasting many different skills and qualifications. Collectively they combine to ensure an outstanding service and **'Satisfy our Customers Everyday'**. East Boro is led on a daily basis by its Senior Management Team.

East Boro... in touch with you



East Boro Housing Trust Senior Management



Kevin Hodder
Chief Executive



Mary Stepin
Deputy Chief Executive
Dir. of Housing,
Care & Support



Cara Lewis
Maintenance
& Compliance
Manager



Sarah Ball
Finance Manager

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