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# Annual Report

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## 60th Anniversary



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

PART OF  
A S T E R  
G R O U P



## Introduction

*In the fast-paced world that we live in, it is good to take time to review and reflect upon the past twelve months and share some of our work and successes.*

### A strong social core

We are about the people and the communities that we serve. We work in collaboration with others to create stable, secure, trusting and supportive environments where people feel they belong.

### Total number of homes 480

Housing for older people	234
Housing for people with support needs	207
Housing for families and young adults	24
Housing managed on behalf of others	15

#### *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'*

PART OF  
**ASTER**  
GROUP

## Number of Units in Management

*East Boro 480  
Leasehold Properties 23  
Homes4Let 160*

**During the year April 2019 to March 2020, we relet 48 properties.**

Of which 26 were in our Supported Living properties, 15 in Sheltered Housing for older people, 1 in General Needs and 6 for Young Adults.

The majority of our void properties were relet within an average of 6 weeks. Moving forward we have a target to improve our void turnaround times.

*Pictured: The Old School House at Sussex Court, Dorchester which was completely refurbished to provide 3 x one bedroom self contained houses.*



## From the Chairman & Chief Executive

**As East Boro moved into its 60th year since inception (1960-2020), the Trust has completed what has been one of its most significant years in its existence. We have had many notable achievements throughout the year and we will touch on these throughout this annual report but we will begin where we successfully ended the year, as we joined the Aster Group as a Group Member on the 31st March 2020.**

What does this mean for East Boro? We keep our name, history, ethos, company, tenants/customers, board members, shareholders, staff and all that is good about East Boro. But we have joined a large neighbouring Housing Association that has a multi-regional infrastructure across the South of England, who provide over 32,000 homes and a complete range of services and development opportunities throughout the region. East Boro will continue to do what it does now but be able to do more of it, and as we look ahead to the next 60 years, know that as an organisation it will remain strong, well governed and focused, continuing to offer security and safety to the many vulnerable adults that East Boro provides homes for. East Boro, with Aster, will thrive and be able to offer more to our present tenants/customers and more to our Local Authority Partners and to many more new tenants/customers in the future.

The notable benefits of efficiency, security, finance, development, skills/support, business continuity/security and opportunity, whilst retaining all that was good about East Boro's past and present position as an organisation were far too good an opportunity not to take after the Board and Shareholders considered the Aster Group opportunity. Ironically as we end the year joining the Group right at the time we find ourselves thrust into fighting a World Pandemic, never has there been a

better example of the reasons for joining the Group as this has helped us immediately become more resilient in facing this, and I am sure other unknown challenges that the future may bring, as a business together.

We have had some other notable achievements to the start of our Diamond Year. One of which was joining of the Cyril Wood Memorial Trust to East Boro. Cyril Wood merged into East Boro and this saw the Trust's sheltered housing social rent units increase by 24 homes, and we welcomed all of the Cyril Wood tenants into East Boro. The benefits for Cyril Wood, which will be retained as a specialist scheme for sheltered housing tenants from the arts, crafts, and music world will be significant as it now does not have the pressure of standing alone and can benefit from being part of East Boro as a progressive small housing association.

During the year we have also built new housing schemes which are detailed in the development section of this annual report and after Cyril Wood joining and our successful developments we have increased our unit numbers from 427 to 480 units of accommodation. Furthermore, we have 23 units of leasehold accommodation and 160 of units in management via our social letting agency Homes4Let. Strategically during the year, we moved our Weymouth Office from Lynch Lane to become part of our Waverley Community Hub scheme in Abbotsbury Road, Weymouth. This is more accessible and closer to a large number of our Supported Living Tenants in Weymouth and provides an all in one "East Boro" operational and active hub in the Weymouth area.

The Trust's turnover reduced in 2019/2020 by 5.28% in comparison to the prior year. This was due to a combination of the final year of the Government minus 1% rent reduction

policy and the transfer of two care contracts in Dorchester and Weymouth to Dorset Council's Local Authority Care Company, Tricuro. Operating expenditure also reduced in 2019/20 by 6.86% in comparison to the prior year. Again, predominately due to the transfer of the Dorchester and Weymouth care contracts but also because of efficiency gains achieved across the Trust's operations.

This year has seen an incredible amount of work at East Boro, most of which will be detailed throughout the different sections of this special "Diamond Annual Report". The Trust has arrived at a significant point in its existence. 60 Years since its inception. As the Chairman and Chief Executive, we celebrate this achievement and recognise the commitment given to East Boro from all of its present and former Board Members, Shareholders, Staff/Colleagues, Tenants/Customers and Partner and Stakeholder organisations with which we do and have worked with over the last six decades. So many people have contributed over the past 60 years to make East Boro what it is today.

As we now look forward to the next chapter of East Boro, and next 60 years with and as a Member of the Aster Group, we do so with excitement and the confidence to know that East Boro will remain doing what it does best, providing homes and support services to vulnerable adults in the communities in which it operates, and it will do so with strength, security and the confidence that a small specialist housing association can do when it forms a unique and mutually benefiting relationship with large successful multi-regional partner.

East Boro can look to the future with the confidence to know that it can grow and flourish at a more significant rate and over a wider geographical area of operation than it has in the past as it continues to meet the needs of the communities that it provides homes and services in.



**Eileen Hayward, Chairman**  
**Kevin Hodder, Chief Executive**



*James, one of our Supported Living tenants asked us to help him plant a tree at his new home in Sussex Court, Dorchester and we were only too pleased to assist.*

**In March 2020, East Boro introduced a Web Chat feature onto our website. Our tenants can communicate with staff in real time using the internet on their tablet, computer or smart phone. The live time response is available during office hours or they can leave a question/message anytime.**





We created the successful Sheltered Housing Concierge post in November 2019. Between April 2019 and March 2020 there were

**449**

*Sheltered Housing visits by our Housing Concierge Team*

## Sheltered Housing

We have 60 years' experience in providing Sheltered Housing and understand that where you live can have a great impact on your quality of life. All of our properties are designed to help our tenants and residents lead their lives with peace of mind. We offer security, independence and the opportunity for ongoing social activity with their peers.

*“After nearly 10 years as tenants, we have been cared for by East Boro to the highest standards. Thank you to all East Boro staff, we are two very contented customers.”*

Sheltered Housing Tenants, Meadow Point, Wimborne

The Sheltered Housing Team is central to the service we provide. They provide support to tenants in our housing schemes, aiming to ensure their independence and enjoyment whilst adding to the security that they feel. Every week, the team offers a well-being visit and a welfare telephone call to sheltered tenants who benefit from this service. We also hold a weekly Housing Surgery at each scheme.

For those tenants who require a little bit of extra help when needing to maintain their independence and good health for as long as possible, the team completes a personalised Support Plan with the tenant to identify aspects of their lives that they will need assistance with. We take care to identify any areas where we can make a positive difference to each individual's well being. These plans also help the team to focus assistance to those who need it most.

In addition to our Sheltered Housing Team, all our properties are supported by a 24-hour Emergency Lifeline service. This service allows tenants to call for help whenever they need it, whether that be summoning emergency services assistance, reporting an emergency repair, or obtaining advice and reassurance. The Lifeline Service is monitored by friendly, well trained staff, who can respond quickly and appropriately 24-hours a day, seven days a week.

In March 2020 provisions were put in place to allow staff to continue making visits to Trust schemes during lockdown and the Covid19 pandemic. Staff have continued to provide a dedicated service to the tenants while following the necessary Government and Trust guidelines relating to Covid-19.



The valued members of our Sheltered Housing Tenants Consultative Committee (TCC) meet regularly

The Sheltered TCC in Summer 2019, filled their last vacancy by welcoming their newest committee member. During the Summer of 2019 the committee also voted in a new Deputy Chair.





*“The staff have been really helpful to me and I want to carry on doing my activities. Kim who supports me is really brilliant. She is one of the best.”*

Supported Living Tenant,  
Kerry from Poole

## Care & Support

East Boro provides personalised care services for adults of all ages across Dorset, Poole & Bournemouth including those with physical, learning and mental disabilities. All our services are person-centred and tailored to suit individuals' needs and are carried out by our experienced and qualified staff.

Over the last year we have held extensive consultation meetings with our partner Council's and East Boro Teams working in our Care and Support services to help us review the best way to utilise our resources. The outcome of these consultation meetings has led to significant changes in how we deliver care and support.

In the Autumn of 2019 The Trust ended its Dorchester and Weymouth Always Help at Hand (AHAH) Care and Support Services and transferred these Dorset Council contracts to Tricuro Ltd, the Local Authority Trading Company who are owned by Dorset and Bournemouth, Christchurch and Poole Councils. The handover of this contract included the relocation of 64 members of staff under the TUPE transfer programme. This service was provided to 30 Service Users of which 15 were and remain to be tenants of East Boro in two housing schemes in Weymouth and Dorchester.

Making this change enabled us to restructure the Care and Support teams across the rest of our the services. In Weymouth, it gave us the opportunity to combine the Supported Living Service's Support Workers and the AHAH West's Domiciliary Care Team to produce Weymouth Care and Support Service and restructure the management team with the creation of a Service Manager post in the West of the County.

The restructure in Poole saw the promotion of the Team Leader to Service Manager and the introduction of a second full-time Senior Officer post. This change will enable a senior staff member to be on duty or on call to guide and assist the Care and Support workers at all times.

In the Spring of 2019, the contract that East Boro had for the Bournemouth Supported Living Services was incorporated into an Extracare Tender. Bournemouth, Christchurch and Poole Council awarded this contract to East Boro in October 2019. East Boro now has care and support provision based in the three key locations in the County.

In February 2020 the Satisfaction Survey for East Boro's Domiciliary Care Service was sent out. The responses received showed 100% satisfaction with the service.

The Domiciliary Care Service and short-term Sitting Service have both continued to provide essential support to clients living in their own homes throughout the lockdown period. Every client and staff member have had a COVID- 19 risk assessment completed and updated if circumstances have changed. Our staff complete health screening assessments with all clients who live in their own home in the community and any individuals they may have been in contact with before our staff go out to visit them.



Due to COVID-19 and the risk the virus posed to the individuals we support in both our supported living and ExtraCare provision, we have been supporting them to self-isolate since 16th March 2020.

Our staff have been supplied with the required level of personal protective equipment (PPE) sourced by East Boro.



After the success of the Sheltered Housing Concierge, in November 2019 the Trust created a **Housing Concierge post for Adults with Learning Disabilities.**

Between April 2019 and March 2020 there were

**621**

*Supported Living visits by our Housing Concierge*

## Supported Living

At East Boro we are acutely aware that people with learning disabilities want the same things out of life as everyone else; to have relationships, to work and to choose where they live. That is why we provide the right support to ensure our customers develop and fulfil their potential as they wish throughout Dorset.

*All the staff that support me are good, it has been worrying for the staff at this time, but they still come and support me.*

Supported Living Tenant,  
Ian from Poole

Over the past year our Supported Living Services have continued to support vulnerable adults throughout Poole and the surrounding area and Weymouth. We have continued to build on the strengths of these core services in these two areas and have restructured our teams to continue to operate in the most efficient and flexible way to ensure that we meet our customers needs and expectations.

In Poole we have provided a range of services including Domiciliary Care, a Sitting Service and our Supported Living Services to adults with learning disabilities. We have delivered over 7,000 hours of Domiciliary Care, over 2,500 hours of our Sitting Service, and over 11,000 hours of support to adults with a learning disability living in their own home and in the community.

In Weymouth our Supported Living services assisting adults with a learning disability to live safely in their own homes and to access the community, saw our staff team deliver over 45,000 hours of support services. Our Weymouth office relocation to The Waverley Hub now sees our East Boro office base being closer to and more accessible for our customers and in an ideal location for our staff team members.

Our staff teams are committed to ensuring that the appropriate support is provided to each individual customer in a person-centred way. As we reached the end of the 2019/2020 year, our staff have worked tirelessly and flexibly to provide the assistance and reassurance that the uncertainty of Covid-19 has caused to many of our customers.



*“This has been a challenging time for everyone involved in the Supported Living service, tenants have had to adapt to changes in their routines and the loss of their independence.*

*“The staff have had to supported both the tenants and each other through this time of uncertainty.*

*“I know we are not at the end of the journey yet, but we have gone through this together and because of the challenges we have faced, every person has emerged stronger.”*

Mary Stepin,  
Director of Care  
& Independent Living







# Homes4Let

We have continued to provide a vital letting service for those individuals and families in urgent need of secure accommodation.

Working with local councils and private sector landlords in the last twelve months we have taken on 20 new properties, and looking forward, our aim is to add to a number of properties in management to meet the increasing need.

We will continue to develop the excellent links we have with the new Councils – Dorset and Bournemouth Christchurch and Poole (BCP) and will have a key role in supporting their aims regarding provision of housing.

In the last 12 months as part of the BCP 'Incentive to Rent' scheme we worked with new and additional landlords to source 20 new properties as well as introducing a new tenancy sustainability service.

This provided much needed support in terms of tenancy, financial and work-related advice to both new and existing tenants. In total 47 families and

individuals were offered support to help them maintain their tenancies and be as independent as possible.

The majority of the people we help are families and individuals who are threatened with homelessness or are living in Council run or supported temporary accommodation such as bed and breakfast.

For prospective tenants we can provide worry free bond deposits which include rent in advance. For landlords we provide a flexible property and management service that can be tailored to suit individual requirements.

We offer excellent value for money with our management fees being lower than the average private sector agencies, with no additional costs. We pride ourselves on our flexible and approachable service and whilst based in Wimborne, we operate in both the Dorset and BCP Council areas.

East Boro is pleased that, as a Housing Association, we have the added value of

operating a not for profit private sector letting agency and we see this as a key partnership working with local councils and private landlords.



In total we manage over 160 properties through over 70 landlords.

In past 12 months we have helped rehouse 51 people and families saving the Councils in the region of over £110,000.



From April 2019 to March 2020 East Boro employed a further 128 staff; 91 female and 37 male. Staff sickness Trust wide 3.68%

## Our Staff

At East Boro we value and appreciate our staff for the varied and essential jobs they do for us and our tenants, whether it be office support, frontline care work or the maintenance of our schemes. During the challenges thrown at us by the Covid 19 crisis, East Boro staff have kept our services running for our Tenants/Customers and we are proud and thankful for their amazing efforts.

Staff Conference held at The Waverley, Autumn 2019

2019/2020 has been an extremely busy year for our HR department. HR coordinates all aspects of our staff recruitment, employment, training and all staff personnel issues and requirements. Our HR Manager supports the Department Directors to ensure that all of our staff/colleague procedures and facilities are followed and provided constantly throughout the year.

In the autumn of 2019 we managed the changes to our AHAH Weymouth and Dorchester services. The HR department methodically planned the transfer of 64 staff to Tricurio. TUPE transfers are very time-consuming and this year we managed two TUPE transfers. We welcomed eight staff from Livability to join East Boro and provide services at Shaftesbury Court. We will also look forward to the help, support and knowledge the department will receive from joining the Aster group.

Pictured below are our two longest serving members of staff, Loraine Dallimore (23 years) and Mike Mann (29 years) receiving their rewards.



At our Staff Conferences held in Weymouth and Wimborne during Autumn 2019, long serving staff were presented with a gold (15 years), silver (10 years) or bronze (5 years) pin and certificate together with a gift hamper by Chief Executive Kevin Hodder.



Staff actively support our Faulkner Fund with a monthly Dress Down Day and events such as the one held in our Faulkner House car park during the Wimborne Folk Festival.

At this Handmade Craft event (pictured above) they raised a total of £150 towards the Faulkner Fund from the pitch fees and the tombola. There were seven stalls selling crafts alongside a tombola, with prizes kindly donated by staff.

We encourage staff training. East Boro staff completed 796 training courses and modules during 2019/2020





## The Waverley Community Hub

Our Community Hub in Weymouth continues to grow in popularity as it delivers social and educational opportunities to our tenants and to the local community in Weymouth who enjoy the facilities including our teaching Café which is partly staffed by our tenants.

East Boro received a National Lottery Grant for The Waverley during the 2019/2020 financial years which is to begin from April 2020 and to be used for promotion of the venue. This will be put on hold until the premises can reopen following the Covid 19 pandemic.

The staff at The Waverley have continued to organise art classes in our ever popular Art Room for tenants as well as parties, discos, games nights and other social events at The Waverley throughout the 2019/2020 year. The Function Room and Art & Craft Room is used not only by staff and tenants but is also hired by the public for events, parties and social groups such as the Weymouth Salsa/Bachata Group.

East Boro uses the venue for staff conferences and staff training and is promoting community wide activities so that the Waverley becomes an active 'hub' for the whole community. The Lottery Grant will help us extend the activities at The Waverley in the future.



## Repairs & Maintenance

*Keeping our tenants safe in their home*

During the year, we carried out the required safety checks to ensure compliance with property legislation in respect of gas, electric, fire, oil, water hygiene, asbestos, lifts and lifting equipment to ensure that our tenants are safe in their homes.

### HANDY MAN Repair Service

Run on behalf of BCP Council, East Boro's Handy Man Repair Service offers help to anyone in Bournemouth if they own or rent a home, are aged over 60 years, receive Pension Credit, Attendance Allowance or other means-tested Benefits.

During 2019/2020, we received 639 enquiries to our Handy Man service.

We undertook 598 visits of which 98.42% were completed within 3 weeks.

100% of customers were satisfied with the work that we carried out for them.

### Response Repairs

During 2019/2020, we undertook the following repairs:

Emergency - 403 were reported, 96% completed within the time scale

Urgent - 605 were reported, 96% completed within the time scale

Routine - 3126 were reported, 95% completed within the time scale

### Planned Maintenance

In terms of work undertaken last year, the Trust spent £265,792 on its planned maintenance element of work. The main projects taken forward were:

- The replacement of 13 kitchens
- The replacement of 4 bathrooms
- The replacement of 7 heating systems
- Window and door replacement to 23 properties
- TV aerial replacements at 23 properties
- The update of fire safety systems in 40 properties
- The upgrade of Lifelines in 20 properties





# Housing Development

Old Quarry Close, Worth Matravers

The year April 2019 to March 2020 saw the completion of no fewer than five developments providing 25 new or refurbished homes.

**Pergins, Poole.** Here, 3 x four-bedroom flats were converted to 3 x one-bedroom and 3 x two-bedroom flats. In addition, a four-bedroom flat was refurbished, making best use of the space for our tenants.

**Harbour Lodge, Poole.** Working in partnership with the NHS and BCP Council, we built a new one-bedroom bungalow at the rear of the existing shared house. This is providing much needed accommodation for a person with learning disabilities.

**Coburg Court Phase 1, Dorchester.** Working in partnership with the NHS and Dorset Council, we completed the purchase of 2 x four-bedroom houses. Following refurbishment these have been let to nominees from Dorset Council.

**Sussex Court, Dorchester.** The development of a brownfield site, formerly a school, was completed. The old school has been converted into 3 x one-bedroom houses with associated

support facilities. In the grounds, 3 x two-bedroom bungalows were built. All are being let to people with learning disabilities.

**Old Quarry Close, Worth Matravers.** Working in partnership with Dorset Council, the development of three bungalows and six houses was completed; four for low cost home ownership and five for social rent. This development is providing much needed affordable homes for local people. The four low cost home ownership properties

are fixed equity. They are being sold at 75% of market value with future resales on the same basis. The purchaser will own the whole property and have the same rights as any homeowner. Smaller properties have been made available as they are more likely to meet the needs of first-time buyers. These properties are the first of this type in Purbeck. It will also be the first time East Boro has provided low cost home ownership properties.

We continue to seek development opportunities and the Trust has a



Bungalows at Old Quarry Close, Worth Matravers

programme to develop a further 29 dwellings.

**87 Dorchester Road, Weymouth** is being converted from a shared house into 5 x one-bedroom flats for rent to people with learning disabilities.

**Cranford Avenue, Weymouth.** Working in partnership with the NHS and Dorset Council, 2 new self-contained one-bedroom houses are being built with shared carer space. They will provide homes for local people with learning disabilities.

**Coburg Court Phase 2, Dorchester.** Working in partnership with the NHS and Dorset Council, 3 houses were purchased in 2019. Following a successful planning application, they are now being converted into 7 x one-bedroom flats in part providing specialist supported accommodation for people with learning disabilities in the local community.

**Existing bungalows in BCP Council area.** NHS funding has been received to enable the purchase of 2 bungalows for people with moderate to severe learning disabilities who are or might otherwise end up in hospital. The search for these properties is underway.

**Butts Mead, Shaftesbury.** 4 garages at this sheltered housing scheme are being converted into a one bedroom flat.

**Sleight Lane, Corfe Mullen.** Outline planning permission has been achieved for nine houses - a mix of low-cost home ownership and rental properties. An ecological survey is being carried out prior to submission of an application for full planning permission.

We have continued to work closely with partners including the NHS, Dorset Council and BCP Council. In addition to the developments detailed above, we are currently working with partners on a range of cost-effective potential development opportunities across Dorset from Bridport to Christchurch. These include accommodation for older people, people with learning disabilities, health and social care keyworkers, as well as general needs accommodation.



Sussex Court, Dorchester



Coburg Court, Dorchester



Harbour Lodge annexe

Continuing to grow and develop is really important to East Boro. We are committed to doing everything that we can to tackle housing need and increase the supply of new homes.

**Total number of new properties 18**

*We build homes but, more importantly, we create futures.*







# Resident Involvement

Sheltered Housing tenant from 'Christopher's' receiving the trophy for Best Scheme Garden, East Boro in Bloom 2019 from former Board Member Pat Pitkin



92% of our customers who answered our survey, said they were satisfied with the quality of their home

# Customer Satisfaction



Supported Living Summer Party 2019



Baby Photo Competition, King Alfred 2019

## Tenant Involvement from April 2019 to March 2020:

This year our involved tenants have donated 350 voluntary hours to help make East Boro stronger. Those hours equate to over £3,500 worth of work.

Made up of:

Sheltered Housing & Supported Living Tenant Consultative Committees

Annual Tenants' Conferences for Sheltered Housing and Supported Living Tenants

Annual Satisfaction Survey

East Boro in Bloom

Summer Parties

Christmas Parties & a Festive Lunch



Supported Living tenants drew pictures to thank the NHS and their Care Workers



Sheltered Housing tenant, John Pearson, shared his life story with us for our East Boro News, Tenants' Newsletter

Every year we carry out a survey, where residents are asked what they think about our services. We listen to what they say and use their feedback to make changes to the way we work. This year the results showed that our tenants were mostly satisfied.

Overall quality of your home	92%
Overall satisfaction with our services	86%
Satisfaction with our repairs service	83%
Satisfaction with rent delivering value for money	88%



Supported Living tenant, Ellie Nightingale from Weymouth won the Christmas Card Competition 2019 by sending in a lovely illustration (insert). Ellie is pictured here with the Winner's Gift Hamper.

After completing the survey questionnaire, our tenants are encouraged to leave further comments, such as the one below, received this year:



*I am happy living at Blake House. My flat suits my needs now and into the future.*

Sheltered Housing Tenant



# Finance



Total Lettings  
made 2019/20

52

(48 Re-lets,  
4 New lets)

Average void re let time, in weeks (per day letting inc. void and major refurbishment works)		
	2019/2020	2018/2019
Per Monthly KPI's	14.25	11.97

Percentage of units available for letting but not re-let		
	2019/2020	2018/2019
Per Monthly KPI's	3.8%	4.3%

Average Rents	2019/2020	2018/2019
Studio/Bedsit	£80.00	£80.16
1 bed	£87.80	£92.81
2 bed	£106.46	£93.62
3 bed	£137.10	£138.48
'Supported Living'	£84.23	£82.64

The Trust continues its aim to embed a Value for Money (VFM) culture throughout the organisation. This in turn complements cost effective procurement methods and ensures the Trust maintains good value for money. The Trust continues to endeavour to reduce costs, increase income and identify ways in which it can generate funding to enable future growth.

In line with the Value for Money requirements, this page shows the calculated metrics for East Boro Housing Trust for the year 2019/20 with prior year for comparison. Gearing has increased due to the additional borrowing in August 2019. This will enable us to carry out our capital development programme and provide more homes.

In the previous year our EBITDA MRI was higher than normal due to the transfer of engagements with King Alfred Housing Association. This year the release of the pension liability has also had an impact on EBITDA MRI resulting in a higher percentage than would normally be expected.

Efficiency	2019/2020	2018/2019
Reinvestment %	11%	21%
Gearing %	20%	13%
Earnings Before Interest, Tax, Depreciation, Amortisation, Major Repairs Included (EBITDA MRI) Interest Cover %	964%	1565%
Operating Margin % (Social Housing Lettings Only)	0%	-10%
Operating Margin % (Overall)	42%	34%
Return on Capital Employed	7%	11%
Effectiveness		
New Supply Delivered % (Social Housing Units)	10%	13%
New Supply Delivered % (Non-Social Housing Units)	20%	100%
Economy		
Headline social housing cost per unit (£000's)	£8.46	£8.02

Consolidated Balance Sheet as at 31st March 2020	2019/2020	2018/2019
<b>Fixed assets</b>		<i>Re stated</i>
Housing properties (depreciated cost)	28,744,237	24,018,417
Other tangible fixed assets	191,618	157,615
	28,935,855	24,176,032
<b>Current assets</b>		
Stock	653,562	3,456
Trade and other debtors	471,114	621,522
Cash and cash equivalents	532,306	1,174,963
	1,656,982	1,799,941
<b>Creditors: amounts falling due within one year</b>	1,926,199	(2,503,549)
<b>Net current assets/(liabilities)</b>	3,583,181	(703,608)
<b>Total assets less current liabilities</b>	28,666,638	23,472,424
<b>Creditors: amounts falling due after more than one year</b>	(16,617,502)	(11,870,976)
Provision for liabilities:		
- Pension provision DCPF	0	(1,977,000)
<b>Net Assets</b>	12,049,136	9,624,448
<b>Capital and reserves</b>		
Non equity share capital	100	94
<b>Reserves</b>		
- Pension reserve	0	(1,977,000)
- Income and expenditure account	11,500,602	11,097,031
<b>Income and expenditure reserves</b>	11,500,602	9,120,031
<b>Merger reserve</b>	461,862	0
<b>Restricted reserve</b>	86,572	504,323
	12,049,136	9,624,448

Consolidated Income & Expenditure Account for year ended 31st March 2020	2019/2020	2018/2019
Turnover	5,142,994	5,430,102
Operating expenditure	(4,965,492)	(5,331,462)
Other income - fair value of assets acquired	0	2,595,646
Gain on release of liability	1,977,000	0
Operating surplus/(deficit)	2,154,452	2,694,286
Interest receivable	3,245	3,269
Interest payable and financing costs	(194,877)	(194,842)
<b>Surplus/(deficit) for the year</b>	1,962,820	2,502,713
Remeasurements - actuarial gain/(loss) in respect of pension scheme	0	47,000
<b>Total comprehensive income for the year</b>	1,962,820	2,549,713





## A Momentous Year

2019/2020 has been a year of great significance for East Boro. Joining the Aster Group as a Group Member in our Diamond 60th Year since the inception of our organisation and positioning East Boro for the next 60 year chapter of its existence is a huge step, and one which will enable East Boro to grow from strength to strength in the future. Achieving this step saw a year of significant deliberation and debate by the Board. A full programme of milestones had to be achieved throughout the year and the support following consultation of our Tenants and Shareholders was obtained. The year culminated in a Board Away Day being held in early February 2020 enabling the Board to consider every final detail of the proposed New Rules for East Boro and the Intra Group Agreement between East Boro and Aster before presenting their recommendations to a Special General Meeting (SGM) of Shareholders which was held in early March 2020. At the SGM 77% of all Shareholders either in person or by proxy cast their vote and all voted unanimously in favour for East Boro to join the Aster Group.

The pictures on this page show the final two events of the process/year. Top pictures left to right show the Board and Senior Staff Members at the February Board Away Day held at the Brownsword Hall, Dorchester. Bottom pictures left to right show the signing of the New East Boro Rules after the positive Shareholder vote to join the Aster Group by Josephine Seccombe (Daughter of Founder Peggy Bartley), Jacki O'Shea (Vice Chairman and Daughter of Founder Ray Faulkner), Kevin Hodder (Chief Executive), Eileen Hayward (Chairman) and the Special General Meeting of Shareholders being held in the Board Room at Faulkner House.



## East Boro's Board & Senior Management



**Bjorn Howard**  
Aster Group CEO

Bjorn became Aster Group's CEO in 2009 and has been instrumental in the growth of the group to more than 30,000 homes.

Bjorn has worked in the housing, care and support industry for 30 years and has extensive board-level experience in both executive and non-executive roles. He has served as a non-executive director for an NHS Trust, educational organisations, regeneration boards and as a government appointee to a housing association

The July 2019 AGM saw the retirement of Richard Teather from the Board after completing the maximum term allowed to be served by a Board Member. Richard was the Vice Chairman and Chairman of the Finance & Audit Committee. His dedication to Social Housing and the Registered Provider Sector has not been lost as, since leaving East Boro, Richard joined the Aster Group Audit Committee as an Independent Member. Gerald Duke, a former Chartered Surveyor, Farmer, Local Government Councillor and practising Solicitor joined the Board in July followed by Janette Whittlely to see the Board completing the year with a full compliment of 12 Board Members. Janette has formerly worked in the Banking Industry, as a teacher, in Social Housing and has now returned to teaching in a secondary school.

Following East Boro joining the Aster Group on 31st March 2020 we are pleased that in the future the Aster Group Chief Executive, Bjorn Howard (photo left) will also attend our Board and bring a Group perspective to the Board Meetings.

The Senior Management Team remained the same throughout the year, however, Maria Holmes, PA to the CEO, left at Christmas 2019 after 8 years of service and Cara Lewis, the former PA to the CEO (2002 to 2012) transferred internally back into the role.

East Boro's Chairman Eileen Hayward said: *"The 2019/2020 year has been particularly intense with a huge amount of extra governance, planning consultation, meetings and work connected to joining the Aster Group. This has been on top of the normal business of governing a specialist support housing registered provider and the services which East Boro delivers to our customers. The organisation and I owe a special thanks to all Board Members, Senior Staff and the East Boro Staff Team for all that has been achieved this year as we enter our 60th Diamond Anniversary since the inception of East Boro. I am extremely proud to be the Chairman of East Boro and I am confident that what we have achieved this year has positioned East Boro perfectly for the next 60 years."*

### East Boro Housing Trust Senior Management Team



Kevin Hodder  
Chief Executive



Cara Lewis  
PA to Chief Executive



Mary Stepin  
Director of Care & Independent Living



Karen Allan  
Director of Housing Services

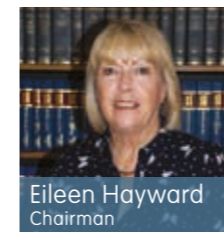


Sarah Ball  
Director of Finance

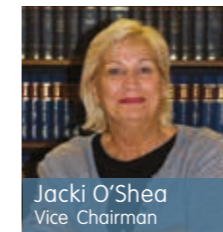
In the year 2019 - 2020 East Boro held:

- 10 Board Meetings
- 4 Finance Committees
- 1 AGM
- 1 SGM
- 1 Board Away Day

### East Boro Housing Trust Board Members



Eileen Hayward  
Chairman



Jacki O'Shea  
Vice Chairman



Julia Killick



Kate Dukes



Cyril Lanch



Michael Soper



Vivian Allen



Gerald Duke



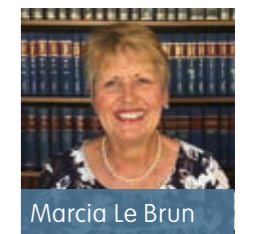
Janette Whittlely



Malcolm Baker



David Doyle



Marcia Le Brun



## 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’

Our values are 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*
  - *To be approachable & to listen*
    - *To be honest & reliable*
- *To offer choice, opportunity & value*

Much of the Trust’s ability to achieve these values is down to the outstanding commitment and dedication of our 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, with our employees boasting many different skills and qualifications. Collectively they combine to deliver the best service possible.

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East Boro Housing Trust is a Charitable Registered Society under the Co operative and Community Benefits Societies Act 2014 No. 16946R  
Registered Provider with the Regulator of Social Housing No. L0519