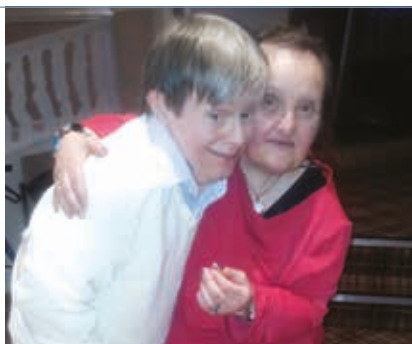




Annual
Report
2017



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



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Report from the Chairman & Chief Executive

In our Annual report last year we talked about the stresses we were under. Councils continue to cut their expenditure on **Care and Support** contracts. The rollout of **Universal Credit** is still a contributory factor. Central Government are not providing funding to build Social Housing for Social Rent.

Uncertainty about Government policy regarding the Local Housing Allowance cap is stalling decisions on building Supported Housing/Extra Care schemes.

We went on to say that we hoped Government would address some of these critical issues once the EU Referendum was over. That Referendum has led to a level of inactivity by Government due to Parliamentary time being spent on progressing the Brexit bill and the General Election.

As with all Housing Associations we thus continue to struggle with operational performance as well as with building new properties. Now that the election is over and following the result, a further period of uncertainty is the only likely outcome. Despite difficulties we continue to grow as a Trust as well as to deliver to budget predictions this year.



Developments Completed

- **Abbotsbury Road** scheme has been remodelled from a House of Multiple Occupation into separate flats
- New bungalow built at **The Albany, Sherborne**
- Purchase of two 3 x bedroom properties in **Wareham** for family accommodation
- Purchase of **The Waverley Arms** in **Weymouth** and the former **Dorchester Arts Centre** site.

Development Opportunities

A number of opportunities are being progressed for the year ahead

- The purchase of property at **Cranford Avenue, Weymouth**
- Converting our existing property at **87 Dorchester Road** into flats for sale
- The development of the former **Art Centre** site in **Dorchester** into a five unit scheme
- Converting the **Waverley Arms, Weymouth** into three flats and a Day Opportunity Centre
- Remodeling part of **Pergins, Poole** into one and two bedroomed units
- The remodel of **20 Holland Road** to 6 x one bed flats and a further two bed unit at **No. 2 Holland Road**

We have been very fortunate over the last two years and onward into the following year in obtaining **NHS capital grants** via **Dorset (£901k)** and **Poole (£126k)** and this did and continues to enable us to build at a time when Central Government funding for social housing has been harder to obtain.



Support Contracts

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

- We reported last year that, with the approval of Dorset County Council (DCC), we are exiting our Domiciliary Care and Support services contract covering the **Digby Court, Orchard Court** and **The Sunflowers** properties in Dorchester and Weymouth. The handover to the new providers was expected to be completed by 31st March 2016. However, this did not proceed and DCC did not subsequently award a new contract to a new provider so we continue to provide this service to our tenants and are in discussion with DCC regarding the future of this service
- The **Emergency Hamper Service** extended by DCC to March 2018
- **Bournemouth & Poole Handy Van Service** extended to September 2017
- The **Shaftesbury Court** support contract has been renewed from early 2017/18
- Awarded a contract by **Hampshire County Council** to provide Sheltered Housing Support Services to two schemes in Ringwood and Fordingbridge



Financial Performance

Overall turnover decreased in 2016/17 by 3.7% in comparison to the prior year. This was as a result of a change to the Sheltered Support Service, a reduction in Support Services in the west of the County and the ending of the Dorset County Council contract for Dorset Supported Lodgings.

The Trust was able to minimise the amount of the decrease by being awarded a support contract with **Hampshire County Council**. Operating expenditure reduced in 2016/17 by **4.1%** in comparison to the prior year.

The reduction is in line with the decrease in turnover and additional savings were made to ensure a similar surplus was maintained.

The LGPS defined benefit pension scheme was re-measured at the year-end which saw an actuarial loss of £717,000 being charged to the consolidated statement of comprehensive income. **This charge turned a £244,825 surplus into a £472,175 loss.**

In relation to the budget for 2016/17, the Trust's surplus for the year of **£227,478 was higher than expected by £26k**. This was helped by the continuation of contracts with **AHAH Weymouth and Dorchester, Shaftesbury Court and Handy Van** all providing additional income.

Code of Governance

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

Health & Safety

The Trust has continued to consider **Health and Safety** in every aspect of its work whether it be caring for and supporting vulnerable people, providing good quality safe housing, ensuring obligations to fire safety regulations are met or ensuring our maintenance and administration teams can work safely with well maintained premises and equipment.

There are many regulations to be considered. Our dedicated **Risk Officer** has worked closely with senior managers to keep tenants and employees equally safe.

With regards to fire safety, we continue to check fire alarm systems - where they are provided - and means of escape on a weekly basis and fire extinguishers and emergency lights on a monthly basis. Our fire safety checkers are always on the look out for fire risks like wedged open or damaged fire doors, obstructed escape routes or unsafe practices around our schemes. They are rigorous and report anything they consider a risk.



'Christophers', the winner of Best Scheme Garden in our East Boro in Bloom competition 2016



East Boro's Chief Executive, Kevin Hodder, presents certificates at the Annual Arts Group Open Day 2016

🏠 Mergers & Partnerships

We reported last year of an agreement with **The Soroptomists (Poole) Housing Association** to effect a merger with East Boro. We had expected this to be completed during the year but, unfortunately this was delayed.

It is hoped that this will be completed by our 2017 AGM. Other discussions are taking place with other smaller Housing Associations in our region covering Service Level Agreements (office and maintenance, housing services), and we will continue to explore such opportunities during the year ahead.

🏠 Trust Governance

In compliance with our Board Member transitional policy for Board Members' length of service, five of our Board Members retired in July 2016 on completion of their term as a Board Member. The Members who retired were **John Garvin, Andrew Lanham, Pat Pitkin, Michael Butler and Nigel Spencer**. In addition, **David Lawes**, who is a former Board Member (and then co-opted to our Finance Sub Committee), also retired. This was both very sad as well as a huge loss

of experience to the Trust. We thank each of them for their extremely valuable contribution over many years.

We undertook a series of interviews for new Board Members and are very pleased that the following joined the Board during the year - **David Doyle, Malcolm Baker, Vivian Allen-Dean and Nick Johnson**. When the merger of Soroptomists is completed the present Chair of their Board, **Katherine Dukes**, will join the Board of East Boro Housing Trust and we welcome her experience and look forward to her contribution to our discussions.

This Board Member transition policy means that **David Cawdery**, our present Chairman, stands down from the Board at our AGM in July. David has been Chair of the Trust for 10 years and his commitment, energy, vision and empathy has been a huge factor in what East Boro has achieved throughout the past decade. His retirement from the Trust Board will be a huge loss for the Trust as his considerate and inclusive Chairmanship style has proved to be both popular and successful. He retires with the unanimous thanks of his Board colleagues and all the staff at the Trust whose overwhelming thanks are difficult to express in words. We wish him good health, happiness and continued success for the future in all that he does.

🏠 Board of Management & Staff

We are again grateful to all Board Members and our staff team for their efforts and commitment throughout the year. Everyone has their skills, knowledge, roles and input and the collective contribution from all individuals at the Trust is what enables us to achieve the outcomes we aspire to.

David Cawdery
Chairman

Kevin Hodder
Chief Executive

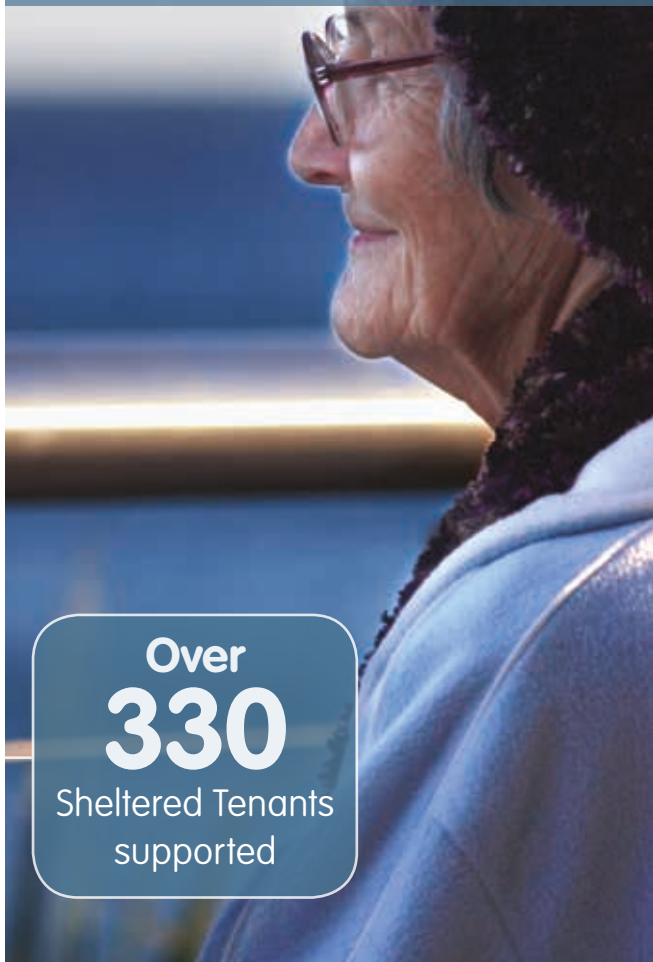
356
East Boro Units of
Accommodation

Over 400
Tenants


Over 2650
Customers

Sheltered Housing

East Boro is still continuing its intention to involve customers in the 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, despite the many Local Government changes over the past year.



Over
330
Sheltered Tenants
supported

 The first anniversary of the introduction of an **Enhanced Housing Management Service** has provided another opportunity for our tenants to engage in the day to day management of their homes and communal areas. Producing a person centred approach to meet customer needs has been our aim and our tenants have responded magnificently, as always.

East Boro owns and manages sheltered homes throughout Bournemouth, Poole, Dorset and Hampshire. The Trust promotes independent living whilst ensuring that its 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 schemes**
- **Social activities including fund raising days for charities, trips and events**

Over the past year, **468 ‘surgeries’** have been held by our Enhanced Housing Management Officer. Sheltered Housing Officers have arranged **182 coffee mornings** across all schemes and **8684 visits** have been made to our tenants. A third of our tenants have received welfare calls twice a week.

The guest rooms have been well used with a good number of bookings and we have assisted two of our tenants who have arranged monthly local trips. **Keysafes** and new **Careline Units** have been provided to every East Boro Sheltered Tenant, to improve their safety and security.

Tenants are always invited to join our **Consultative Committee Groups** and a new **‘Sheltered and General Tenant’ Handbook** has been produced with input from and scrutiny by a large number of tenants from our **Reading Group** and other panels.



We have a **Reassurance Telephone Line** available from 5pm on Friday Night to 9am on Monday morning, including all Bank Holidays.

East Boro has taken on the management of two new sheltered schemes this year; **Riverside Court in Fordingbridge** and **Quaker Court in Ringwood**, so we continue to grow. We are also continuing the management of **Edward May Court in Bournemouth** and **Trafalgar Court in Christchurch**.

At the Sheltered Conference in April we gave a review of East Boro’s promises on Service Delivery as we consider our tenants’ views important in the shaping of our service.

Overall, we are working hard in this changing landscape of Sheltered Housing, where Local Authorities have cut support budgets, to retain a support service for all of our Sheltered Tenants.



Our Sheltered Tenants enjoying an organised trip to Portland’s Jailhouse Café

Care & Support

Care and Support has been a challenging part of the Trusts' operations due to the National and Local funding and commissioning pressures.

We offer
Care Services
in Poole and
Bournemouth and
throughout Dorset

"Staff are very helpful and friendly, nothing is too much trouble."

Looking to the future East Boro will be offering our own and new clients the opportunity to have East Boro manage their packages of care and support through the **Independent Service Funds**.

This is a system where East Boro undertakes the **Local Authority Brokerage Service/Social Worker** or **Care Manager** role and takes away the worry for individuals or their families from having their own direct payment.

We look at what outcomes our clients would like to achieve and discuss how they would like to achieve them. We do this by organising care and support services from a full menu of activities and providers, not just East Boro; for example, day or evening services, voluntary and work placement opportunities, transport, attending clubs etc.

In October 2016 East Boro's Care & Support Services were Inspected by the **Care Quality Commission**, but this time it was our Faulkner House location and the services we provide across Poole and the East of Dorset that were reviewed.

The outcome was very positive and the rating in all areas is **Good**.

In our report CQC stated that:

- **Staff understood the importance of people consenting to the care they provided and encouraged choice making**
- **Care and treatment was delivered in a way that met the person's needs and promoted their independence and dignity**
- **There were enough safely recruited staff to ensure the care could be provided**
- **Staff told us they felt supported in their roles and had received training that provided them with the necessary knowledge and skills to do their job effectively**



East Boro is now on the **Dynamic Purchasing System** for Dorset County Council and in order to provide a flexible and responsive service for clients who have a Learning Disability and/or Autism we have merged one of our support services with one of our Domiciliary Care Services in Weymouth. This enables us to offer a wider range of services to our customers .




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

Supported Living

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



"I like my Support Worker, he is always smiling and helpful every day."

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

Bournemouth Supported Living Service

We continue to provide individualised housing related support to **21 people** with physical disabilities living in two housing schemes in Bournemouth. Due to a reduction in funding we had to make some adjustments to the staffing provision, so in order to ensure no impact was made to service delivery the Service Manager and Deputy have taken over responsibility for managing two extra services enabling management costs to be spread efficiently.

Poole Supported Living Service

2016 saw many of the clients who were assessed as no longer being eligible for day services being supported to secure voluntary and paid work placements. 2016 has also seen an increase in the number of tenants who are now involved in the **Tenant Consultative Committee**.

The 4 Your Independence Service

This has been extremely successful and due to the positive impact it has had on many lives, the Local Authority has requested that East Boro continue to provide this service across Poole. This is a short term support service which enables clients to establish routines or learn new skills to promote and enhance their independence.

Weymouth Supported Living Services

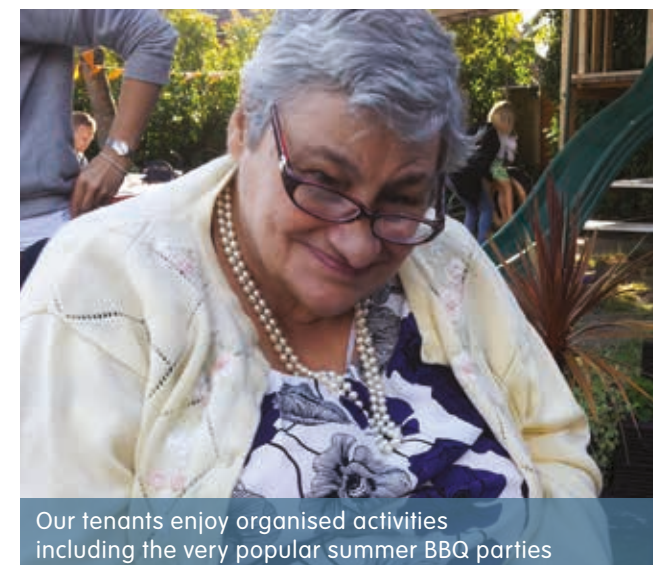
In Weymouth we have carried out extensive client consultations and, based on client need, have remodelled one of our shared houses into one and two bedroom



One of our tenants with his Support Worker at our Annual Conference

shared flats. The remodelling work has now been completed and the tenants have settled back into their new homes.

We have merged our Care and Support teams and now provide a comprehensive service to all of our service users, delivered by the same staff team, ensuring consistency and quality is maintained at all times.



Our tenants enjoy organised activities including the very popular summer BBQ parties

Resident involvement



At East Boro, we like to encourage our tenants to play a big part in the management of their homes. Tenants are invited to be involved in all parts of the organisation and to have their say on a large number of subjects. It has been a challenging year, with all the changes, but our tenants have coped brilliantly, and we are grateful for their good humour and acceptance. Obviously, with our tenants' help, we will continue to improve and be the very best we can be.

🏠 We have a number of focus groups that help us to improve our services. For our Sheltered and General Tenants these are **The Sheltered Tenant Consultative Panel, The Reading Group and The Repairs & Maintenance Forum**. For our Supported Living Tenants these are **The Supported Living Tenant Consultative Panel** as well as the **Service Assessors** (who scrutinise the services they receive and report back on their findings.)

Individual groups of Supported Living Tenants have visited **Farmer Palmers, Upton Country Park, London shows, Athelhampton House** and many more, and frequently go to the cinema locally. In Weymouth we run a weekly **Arts Group** for Supported Living residents, which is very popular and well attended.

Over the past year, we have produced three editions of **East Boro News**, our Tenants Newsletter. We produce an annual **Tenant Satisfaction Survey** (see page 12) and this year we have updated the **Sheltered and General Tenant Handbook**.

From April 2016 to March 2017 we held a number of events:

8 Consultative Committee meetings, **3** Repairs & Maintenance Forums, **3** Tenants' Conferences, **2** Summer BBQ Parties, **1** Sheltered Christmas Lunch, **2** Christmas Discos, **1** East Boro in Bloom competition, **1** Tea party in the garden and **over 182** coffee mornings. Two kind tenants have taken over the running of the trips and have organised **8** Coach trips and **1** boat trip.

The Waverley Project



A new and exciting project will soon be underway in Weymouth. East Boro has recently purchased the Waverley Arms on Abbotsbury Road and will be converting the first floor of the property into **3 x two bedroom flats for adults with a learning disability**. The ground floor of the property will offer complete **Day Opportunities, an Activities Club and a Café**. A full menu of activities will be provided every day.



The Mayor at the Annual Arts Group Open Day

🏠 This facility will provide a daily mix of fitness activities, games, films, arts & crafts, disco's, karaoke and a diverse range of other activities at the premises throughout the year.

East Boro's very successful **Arts & Crafts Group for Adults with all disabilities**, currently hosted from Weymouth Community Fire Station, will be moving to The Waverley in 2017. This popular group is currently held on Tuesdays and Thursdays and it is hoped that, when the Group is absorbed into The Waverley Project, it will be able to expand.

The Mayor of Weymouth & Portland, Richard Kosier, was amongst the visitors to the **Arts Group Open Day** held by our Weymouth Arts & Crafts Group in November 2016. The Mayor was so impressed by the standard and quality of work produced that he commissioned a painting to hang in the Mayor's Parlour.

Kevin Hodder, CE of East Boro said:
"The Waverley Project will become a fantastic hub for our Weymouth Tenants and many other people from the local community".

Housing Development

It's been a busy year for development and we've had many positives. Throughout 2016/2017 the Trust has continued to develop our properties and expand our portfolio with two exciting projects. The former Waverley Public House in Weymouth where work has already begun and the former Dorchester Arts Centre where planning permission has been submitted.

Planning Permission obtained or submitted for **22 new and remodelled units**

A further **3 properties added** in 2016/17 and **2 sites purchased**

Development Activity

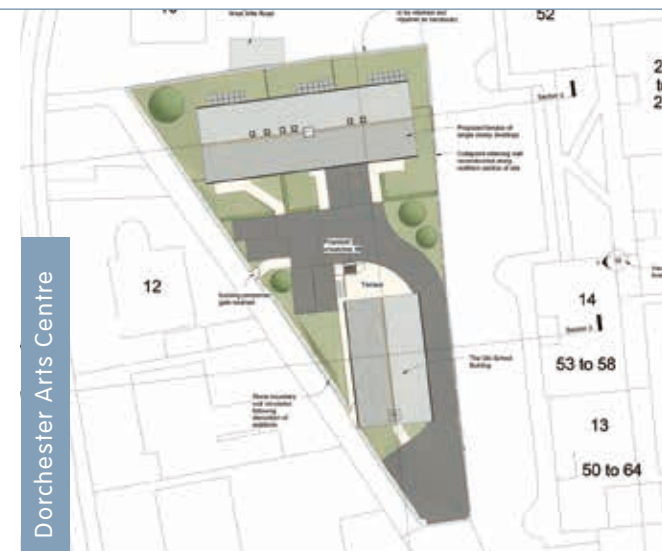
- **70 Abbotsbury Road** - the remodelling and addition of a conservatory has been completed to create 6 self contained flats
- **18 Ringwood Road, Poole** to build a one bedroom unit with carer accommodation - Planning Permission has been achieved
- **2 Holland Road, Weymouth** - Planning obtained to build a one bedroom unit with carer accommodation
- **20 Holland Road, Weymouth** - the property has now been vacated and we hope to start during the summer of 2017 to remodel and create six self contained units
- **The Albany, Sherborne** - a new self contained one bedroom bungalow with carer accommodation has been completed and the remodelling of a two bedroom unit to create two one bedroom units should be complete by the end of 2017
- **Pergins** - we are soon to submit a planning application to re-model some of the units into self contained flats
- **Wareham** - two x 3 bedroom properties. These properties were purchased to be used as family accommodation in partnership with Purbeck District Council

Former Dorchester Arts Centre

We have Planning Permissions submitted for another exciting project in the former Dorchester Arts Centre, The Old School, School Lane, Dorchester.

The proposal is to develop the site to provide three new disability adapted bungalows and two further one bedroom houses and communal lounge in the existing Old School/ Arts Centre Building.

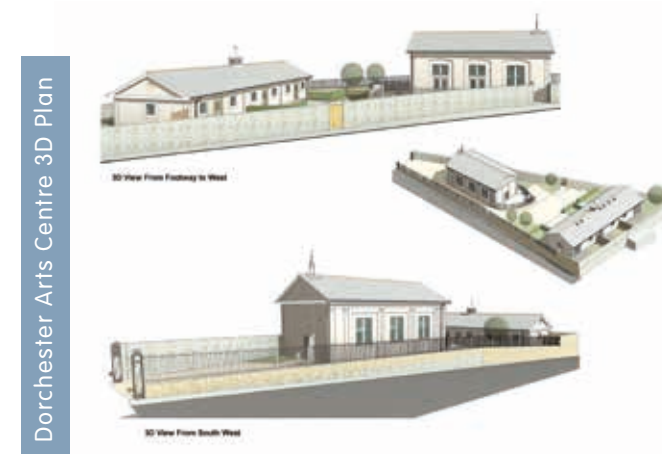
The houses and bungalows will be owned by East Boro Housing Trust who will manage and maintain the scheme.



Dorchester Arts Centre

The Old School properties will be let to people who have a learning/physical disability, who need supported living and who will benefit from living in the town centre location.

We will also be installing the **Tunstall Communicall Vi IP** technology platform in each of the five new homes. This technology will enable the residents to use web-based support solutions to assist and support them to live independently in their new homes.



Dorchester Arts Centre 3D Plan

Homes4Let

Our tenants said...

Thank you for sorting out my repair so quickly. You have been very helpful.

Our landlords said...

I have been with Homes4Let from the start and have never had any complaints. Thank you for your excellent service.

East Boro's **Homes4Let** agency continues to provide a vital letting service by linking private landlords with homeless families in Bournemouth, Poole, Purbeck, Christchurch and East Dorset. Homelessness is on the increase and the recent **Homelessness Reduction Bill** will oblige councils to start assessing a vulnerable persons risk of being made homeless 56 days before losing their home.

www.homes4let.org.uk



As the invaluable link between private sector landlords and homeless families, **Homes4Let** is ideally placed to deal with the homeless by offering a seamless transition into the private sector.

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

East Boro is pleased that, as a Housing Association, we have the added value of operating a private lettings agency and are sure that Homes4Let will continue to go from strength to strength. The Homes4Let website **www.homes4let.org.uk** is a useful tool for both landlords and tenants.

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

Maintenance & Handy Van

Direct Labour Team (DLO)

Category 1 response repairs **641**
99% completed within timescale

Category 2 response repairs **1398**
98% completed within timescale

Category 3 response repairs **2241**
94% completed within timescale

East Boro's Maintenance Team continues to provide a response repair and cyclical works service to Trust tenants/customers 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 provides a maintenance service to other organisations via Service Level Agreements and continues to provide the Handy Van Service to residents of Bournemouth and Poole.

During the 2016/2017 year, the Team responded to over **4200** response repair requests and undertook works at nearly **50** properties when they became vacant. In addition, the team continued to provide gardening, caretaking and window cleaning services to over 50 schemes. The Trust visits schemes on a weekly basis to check all fire equipment is in full working order, ensuring the safety of our tenants.

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

The department administered and delivered the 2016/2017 **Planned Maintenance Programme** which predominantly featured fire safety and electrical works as well as boiler replacements and kitchen and bathroom refurbishments.

The **Handy Van Team** responded to over **1000 enquiries** which led to the completion of over **960 visits** to people in their own homes in Bournemouth and Poole, to undertake over **1200 jobs** including minor plumbing, carpentry works and general repairs around the home.

East Boro continues to deliver the **Emergency Hamper Service** on behalf of Dorset County Council. Between April 2016 and March 2017 **954 deliveries** were undertaken with **1066 hampers** being delivered.

Handy Van Service
1070 service enquiries, **1226** jobs
in **963** visits, **100%** satisfaction

Value for Money

We continue to ensure that the Trust conforms to the Value for Money standard and has embedded this culture within the organisation.



Such action to deliver this objective includes:

- In September 2016 the mobile phone contract was renewed. The Trust reduced the number of handsets by **50%**, converting some of these to PAYG tariffs. This saved the Trust **£26k per annum**
- Throughout 2016/17 and continuing in 2017/18, the Trust has gone through a fixed asset register exercise. Identifying and tagging assets, recording historic assets to ensure completeness of the register. This has seen a **£97k allocation to assets**. This will make the Trust more efficient with the owning of assets
- In July 2016 the Trust was able to claw back **VAT** charged on water charges at a scheme. This saved the Trust **£4.5k** and encouraged awareness for future VAT exempt schemes
- The Trust has introduced the use of a credit card to make online purchases. This has enabled the Trust to broaden its purchasing options, which has in turn made savings
- During the year the **CSM** bespoke software has continued to be implemented across the AHAH Care & Support West Service, to record rotas, travel and time spent with clients. This has improved communication in delivery of the service, is less time consuming in invoicing and provides more accuracy in wages. This has made the service more efficient and effective
- Completing our targeted maintenance programme covering boiler replacements, kitchen and bathroom refurbishments, and achieving a **99.4% satisfaction** rating from our tenants on Category 1 repairs
- All staff try to get the best outcome with the resources available and are encouraged to propose both money and efficiency saving ideas. Achieving targets and improving performance levels is a shared and constant goal throughout the Trust.

From April 2016 to March 2017

Voids 2.4% of total turnover

Average **RELET** time (including void and all major works)

13.07 days

Rent Arrears 1.2%
(rent and service charge)

Average rents (per week)

Studio Bedsit **£81.75**

One Bed Flat **£94.67**

Two Bed Flat **£140.43**

Supported Living (LD) **£81.27**



ASSETS	2016/2017	2015/2016
Fixed Assets		
Intangible assets	-	(2,458)
Tangible assets	19,453,343	18,768,994
	19,453,343	18,766,536
Current Assets		
Stock	8,234	11,152
Trade and other debtors	948,075	616,610
Cash and cash equivalents	284,059	843,540
	1,240,368	1,471,302
Creditors: amounts falling due within one year	(1,051,791)	(820,442)
Net current assets	188,577	650,860
Total assets less current liabilities	19,641,920	19,417,396
Creditors: amounts falling due after more than one year	(11,782,360)	(11,909,657)
Provision for liabilities:		
- Pension provision DCPF	(1,864,000)	(1,040,000)
Net Assets	5,995,560	6,467,739
Capital and reserves		
Non equity share capital	62	66
Reserves		
- Pension reserve	(1,864,000)	(1,040,000)
- Income and expenditure account	7,859,498	7,507,673
	5,995,560	6,467,739

Consolidated Balance Sheet as at 31st March 2017

INCOME	2016/2017	2015/2016
Turnover	5,415,144	5,626,810
Operating expenditure	(5,005,990)	(5,221,668)
Operating surplus	409,154	405,142
Interest receivable	1,131	1,600
Interest payable and financing costs	(165,460)	(187,296)
Surplus for the year	244,825	219,446
Remeasurements - actuarial gain/(loss) in respect of pension scheme	(717,000)	362,000
Total comprehensive income for the year	(472,175)	581,446

Consolidated Income & Expenditure Account for year ended 31st March 2017



Customer Satisfaction



92%
very satisfied/
satisfied

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

In February/March 2017, all of our tenants were canvassed by way of our Tenant Satisfaction Survey on their opinion of the services provided by East Boro Housing Trust. Surveys were sent out to all of our customers across Dorset, 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.



Sheltered Housing Christmas meal 2016

The survey is based on the **STAR** format which asks a number of core questions which are the same for all tenant groups. The results can be compared like for like and, because we ask the same questions every year, we can compare them with previous years.

In total, **547** surveys were sent out. All were given the option of confidentiality, however **96%** were happy to identify themselves. **264** were returned, making it an impressive **48%** return rate. Of course we will be aiming to increase this figure next year.

Overall, the results reflect very well on the services we provide, especially taking into account the Government cutbacks this year. We are pleased with this, but are always aiming to improve.

Comments have been separately noted and 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.

Very satisfied/satisfied with overall quality of your EBHT home?

Sheltered 97%, General & Young 100%
Supported Living 90%

Staff



From April 2016 to March 2017

Average Employees **196**
Average Employees FTE **128**
East Boro employ **79%** female staff and **21%** male staff
Staff Sickness Trust Wide (all departments) **6.14%**



Staff 'Dress Down Day' in aid of the Faulkner Fund


Our **Recommend a Friend** scheme has proven successful in helping to recruit new staff members this year. We employed **20 staff** through the Recommend a Friend scheme between April 2016- March 2017.

The HR department continually work towards East Boro's 2020 business objectives and is a critical component of employee well-being in any business, no matter how small. There are various '**business as usual**' activities that are part of the employee section of the HR plan every year. These include informing and consulting with employees about employment related issues and managing employee relations issues. We also carry out various duties including annual job description updates, continuous review of employment policies and practices, on-going criminal record checks, generating the information needed to run the monthly payroll and annual pay review process, conducting exit interviews and analysing findings, managing an on-going programme of management development, managing sickness absence and continually updating Simply Personnel HR Database.

Staff Training is a key part of East Boro. Our staff completed **1195** training courses and training modules during the 2016/2017 year.

Our Mission Statement...

‘to satisfy our customers every day’

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

Our Values...

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

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

 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.

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

This means our team is diverse and varied, with our employees boasting many different skills and qualifications. Collectively they combine to ensure an outstanding service.

East Boro Housing Trust Senior Management



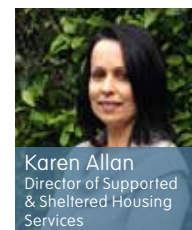
Kevin Hodder
Chief Executive

“East Boro is led by its Senior Management Team who, using their experience and expertise, encourage and guide their teams daily.”

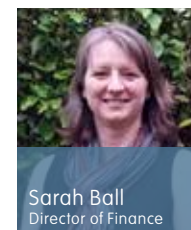
Kevin Hodder



Mary Stepin
Dpt. Chief Executive
& Director of Care &
Independent Living



Karen Allan
Director of Supported
& Sheltered Housing
Services

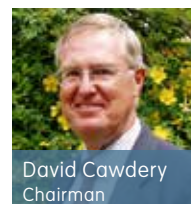


Sarah Ball
Director of Finance



Cara Lewis
Maintenance &
Compliance Manager

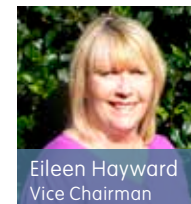
East Boro Housing Trust Board Members



David Cawdery
Chairman

“East Boro is an outstanding organisation which cares passionately about what we do.”

David Cawdery



Eileen Hayward
Vice Chairman



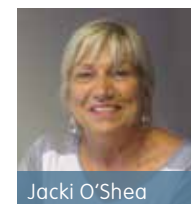
Richard Teather
Chair/Finance Committee



Reg Grimston



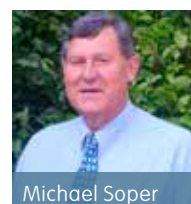
Nick Johnson



Jacki O'Shea



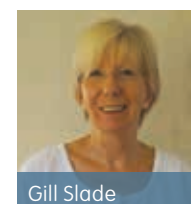
Vivian Allen-Dean



Michael Soper



Malcolm Baker



Gill Slade



David Doyle



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 Homes and Communities Agency No. L0519