



Annual
Report
2019

Welcome

The 18/19 year has been a year of change and shaping for the future in a number of ways for East Boro and our primary area of operation within Dorset, Bournemouth, Christchurch and Poole.

East Boro as an organisation has reviewed many areas of its operations and housing schemes. We have provided new services and we have planned to stop delivering others. We have joined and welcomed King Alfred Housing Association into East Boro and we have completed some service level agreements provided to other organisations. Within our existing housing schemes we have completed a remodel of a large shared house in Weymouth to develop six x 1 bedroom self contained flats. We have started remodelling and refurbishing four shared flats in Poole into 4 x 1 bed and 4 x 2 bed flats. We are converting a further former House of Multiple Occupation (HMO) in Weymouth into 5 x 1 bedroom self contained flats for market sale. East Boro continually reviews the best use of its assets to shape and provide the best homes for our tenants and we will continue to do so into the future.

In Dorset, Bournemouth, Christchurch and Poole our Local Government structures were being made ready for the loss of the District Council structure and the formation of the two new Unitary Authorities which were coming into being in April 2019. This sees a huge change to our partner Councils but an exciting opportunity for even more partnership working for the future.

Going forwards, East Boro will be committed to working with our Council partners to ensure that we help meet the housing needs of local people and to continue to support people to live safely in their home and community to the absolute best of our ability.



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'

2018/2019 Number of Lettings

East Boro 71

Homes4Let 39

Number of Units in Management

East Boro 427

Leasehold Properties 22

Homes4Let 162





From the Chairman & Chief Executive

Another busy year passes with East Boro being as active as ever. We end the year providing 427 rental units of accommodation, 22 leasehold units and 162 units in management via East Boro Services Ltd, and our Homes4Let Social Letting Agency. Our unit numbers have grown throughout the year by both development and the joining of King Alfred Housing Association following a transfer of engagements to East Boro. We are pleased to be joined at East Boro by the former King Alfred Tenants and Leaseholders (63 homes) and two of the former King Alfred Board Members who have joined the East Boro Board.

Development during the year saw the Trust complete and open **The Waverley** with 3 units of housing, an Activities/Arts Centre and a Community Café. We also completed the remodelling of **Newton's House, Weymouth** into 6 x 1 bed self-contained flats. We have also started the remodel of 4 further flats at **Pergins, Poole**. Furthermore we have started the construction of schemes at **Dorchester Arts Centre** and **Harbour Lodge, Poole**, totalling 16 further units of accommodation as well as undertaking the preparation to purchase and remodel **Coburg Court, Dorchester**, which will form a further 9 units of accommodation.

Looking ahead, we have a healthy pipeline of development opportunities to help meet the needs of our Local Authority partners. Throughout the year, we have had great success working with our Council partners and the NHS via the **Transforming Care Programme** and have received financial support from both partners to provide schemes for adults with a learning disability coming out

of hospital. Our grant programme over the 2017/2018, 2018/2019 and looking ahead to 2019/2020 has seen the Trust obtain **£1,750,000** of grant support towards schemes and this is vital to provide good quality supported housing to adults in need of specialised, quality, affordable rental homes. We thank our partners for their support and look forward to working with and delivering for them in the future.

We started by saying this has been an active year. It has as we have detailed for development but it has in many other areas of operations. **Care, Support, Homes4Let** and our new **Work4You** programme have all been equally as busy as has our maintenance staff in delivering both a response repair and planned improvement programme. Further details of all of these activities are included in this Annual Report. As we look ahead, we are mindful that the challenges for small Housing Associations seem to be larger than ever. Uncertainty about Brexit, increasing costs, pressures on

surpluses, which in turn reduces development/borrowing capacity, skills shortages in the care, support and building trades/sectors, pressures on Local Authority budgets, which convert to challenging commissioning rates for care services and Local Authority contract costs/reductions.

All of this is a challenge for a small independent organisation. It is one that means we will have to consider the best shape we need to take for the future of East Boro to allow it to be best placed to continue to deliver for the future. This is something we will do to ensure that East Boro continues to do what it has always done.

The Trust's aim has always been to help vulnerable adults and families have a home they enjoy living in and a good quality of life, with appropriate support provided to ensure that this is achieved. This is what we will aim to continue to do as we shape ourselves for the future.



Eileen Hayward, Chairman
Kevin Hodder, Chief Executive

"Having our documents in Easy Read makes it much easier for our Supported Living tenants"

East Boro Support Worker

"I have lived in an East Boro Sheltered Scheme for 17 years and am really happy here."

East Boro Sheltered Tenant

"I would like to personally thank East Boro staff for their dedication, hard work and committed attitude, and for always trying to make a positive difference every day"

Kevin Hodder,
Chief Executive



“We have only just moved in but are very happy with our new home and the support in place if we need it.”

Peter Alford of Meadow Point, Wimborne

Sheltered Housing

We have over 50 years' experience in providing sheltered housing and understand that where you live can have a great impact on your quality of life. All our properties are designed to help our tenants and residents lead their life their way and offer security, independence and opportunities for ongoing social activity with peers, and peace of mind.

*Over the past year,
460 Housing Surgeries
have been held by our Enhanced
Housing Management Officer.*

*Our Sheltered Housing Officers have
visited every Sheltered Housing
tenant once a week and
approximately 20% of our tenants
have received welfare calls
weekly when required.*

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.

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

**We pride ourselves
on providing all of
our Sheltered tenants
with a warm, safe
and comfortable
environment, where they
feel secure and truly
at home.**



“All my problems have been dealt with promptly and I am satisfied with the outcome.”

Nick Farmer
of Shaftesbury Court,
Bournemouth

“My appreciation of everyone taking care of me through the year. Thank you.”

Mrs A. Quinn
of Riverside Court,
Fordingbridge

Care & Support

East Boro’s Domiciliary Care provides person centred services to clients living in their own homes in the community. This year has seen the department expand and develop Home Care and the Sitting Service. The Borough of Poole’s Brokerage and Commissioning teams praised the team and stated that the feedback from Care Managers and family members is always positive about East Boro’s service.

Following the CQC Regulatory Inspection of our Weymouth and Dorchester Care and Support Services that was undertaken in February 2019, the rating awarded was GOOD throughout all five areas of service: Safe, Effective, Caring, Responsive and Well Led.

Overall rating for this service	GOOD
Is this service safe?	GOOD ●
Is this service effective?	GOOD ●
Is this service caring?	GOOD ●
Is this service responsive?	GOOD ●
Is this service well-led?	GOOD ●

The report’s finding stated that:

“People were supported by staff who understood the risks they faced and how to support them to reduce these. Staff understood how to identify and report abuse and were confident in their role as advocates for people when this was appropriate. Staff supported people to take medicines safely. People were supported by skilled and caring staff who worked to ensure they lived their life the way they chose.

Communication styles and methods were considered and staff supported people to understand the choices available to them. This meant people were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice. People, relatives and professionals told us they could raise any concerns and these were addressed appropriately”.

This year has also been a very busy time from a tendering point of view with East Boro being successfully awarded places on the **Framework for Adults with a Learning Disability** as a Preferred Provider for both the Dorset Council and Bournemouth, Christchurch & Poole (BCP).

The 2019 Satisfaction Survey was sent out to all of our customers who receive a Regulated Service with our customers being specifically asked about their general welfare, the speed the support workers dealt with their needs and whether they felt that their views are listened to and the helpfulness of the care staff. The return gave East Boro **100%** for all questions and many customers replied with favourable comments attached to their survey.



The Care teams have worked extremely hard and this has been recognised when the services have been inspected by outside agencies and by the responses received by our customers. Providing services to clients in their own homes is an honour and each of our staff members does so in a professional, individually focussed and respectful way.



“I love living in an East Boro property because they organise nice things and look after me.”

Rachel Allen
of Boro Court, Poole

Supported Living

East Boro’s Supported Living Services provide Housing Related Support to adults who have Learning Disability or Mental Health across Weymouth, Dorchester, Bournemouth, Christchurch and Poole. Our Supported Living teams help people to maintain their homes, their health, their wellbeing and the safety and security of their accommodation.

This year has seen changes in one of our Poole contracts. We have worked in partnership with the **Borough of Poole (BoP)** to combine the care and support services at one of our supported living schemes. This now sees BoP providing a combined care and support service at the scheme to our tenants and East Boro utilising our own support staff to expand our Supported Living services in the community. The merger of the services put extra pressure on our Supported Living team who wanted to ensure that the transition for each client was seamless. After the successful handover, the Poole Commissioner made special reference to East Boro’s support team, the detail of the information that was shared with the Borough of Poole staff, and the professional way in which the transfer was completed. This expansion of East Boro’s Supported Living service in Poole, provided support for clients who had previously lived in houses of multiple occupancy (shared accommodation) to move into independent flats in the community.

There have also been changes to the Supported Living services in Weymouth with the redesign of another house of multi-occupancy into single one bedroom flats. This enabled positive move on opportunities for existing supported living tenants and also five new homes for young people who had not lived in supported living before.

Dorset County Council inspected our services in Weymouth and Dorchester in May 2018 with the Quality Improvement Officer visiting the Lynch Lane office to inspect client outcomes, safe working practices and client files. Schemes were visited, including **Kimmeridge House, Digby Court** and **Orchard Court**, and interviews held with Senior Staff and the Compliance Officer.

During **August and September 2018** we successfully transferred six gentlemen who live in our Supported Living services in Weymouth from their previous home to a new scheme in Weymouth. The support team worked tirelessly to ensure the transition was successful, with each gentleman choosing their new bedroom and supported with the décor and furnishings.

In **November 2018** Bournemouth Borough Council inspected East Boro’s Supported Living service in Bournemouth. The inspection was carried out over two days with the Quality Improvement Officer visiting clients in their own homes and interviewing staff members.

The Reviewing Officer reported that: *“the clients interviewed appear to be happy with the service and to feel safe, supported and empowered”*.

The end of 2018 saw the Borough of Poole Quality Improvement team visit Faulkner House to inspect the Poole Supported Living services.

This truly has been a year of quality inspections and it is reassuring to all of our customers that East Boro has done extremely well in each and every one of them.



Every service in the Supported Living department has been inspected this year and the outcome of these inspections shows that teams continue to work tirelessly to provide professional, caring and individualised services to our clients that enable people to develop skills, be independent and live safely and happily in their own homes.



Homes4Let

East Boro's Homes4Let Social Letting Agency continues to provide an important service in helping the Local Councils meet and tackle the homeless issue across the area.



Trying to reduce homelessness and to ensure that there is a supply of suitable and secure properties available.

With new team members joining us over the past twelve months we are now well placed to expand our H4L service further. Looking forward, we will continue to provide a vital letting service for those individuals and families in urgent need and try to provide more of the homes that are needed.

Homes4Let is working in partnership with the new Councils – **Dorset and Bournemouth, Christchurch & Poole (BCP)** and will have a key role in supporting their aims.

The majority of people we help are families who have found themselves either threatened with homelessness or are living in a Council run hostel or bed & breakfast accommodation.

For prospective tenants, we can offer worry free deposit bonds with the Councils and we also continue to offer an emergency helpline for tenants.

For landlords we provide a property and tenancy management service that

can be tailored to individual needs. Our management fees offer excellent value for money, being lower than the average private sector agents, and we pride ourselves on our flexible and approachable service.

We market our services through key agencies and partners and we are always looking for new landlords and properties. Looking forward, we aim to increase the number of properties in management to **over 200** and we are now part of the new **Help to Let** project, again in partnership with BCP.

Integral to this is encouraging new landlords to let with us in return for grants and reduced agency fees. As part of this service we have also launched a new **tenancy sustainment service** with the key aim being to ensure that tenants are able to maintain their tenancy and be as independent as possible.

East Boro is pleased that as a Housing Association we have the added value of operating a private social lettings agency and we see this as a key partnership with Local Councils. We are particularly excited about the role that Homes4Let has within the new BCP Help to Let project.



In total we manage approximately 162 properties for over 60 landlords and this includes the full range of properties from 1 bed flats to 4 bed houses as well as Houses in Multiple Occupancy (HMOs).

In the past 12 months working with the Local Councils we helped to rehouse 39 people and families saving the Councils in the region of £105,000.



Work4You

“Work4You is flexible, nothing is too much trouble and we will work with our customers to help them realise their dreams if they want a job.”

Robbie Cormack,
Manager at Work4You



The Work4You project can help anyone who has barriers preventing them from working. Our age criteria is 15 plus to any age.

Our project can provide support for people who are unemployed and/or persons with a disability who want to train to work. We can also help individuals who are suffering with mental illness, are single parents, have a learning disability, are long term unemployed, have a past criminal record, and people with a lack of skills and qualifications. We give our customers the opportunity to learn new skills, gain qualifications and to either start or return to paid or voluntary work.

Work4You is a subcontractor to the **CSW Group Ltd** who have been successful in winning a contract that provides Education & Skills Funded Agency and European Social Fund (ESF) funded activity to support individuals who are unemployed or inactive and aged 15 to 24 in the Dorset Local Enterprise Partnership area.

As well as working with CSW, Work4You runs the following courses

with partnership organisations.

Launched in April 2019, Awards for All ‘**Let’s Work**’ is for individuals aged 16 years to any age with Learning Disabilities and who live in the Weymouth area. **Let’s Work** is based at our Waverley Community Hub which includes training spaces and a training café. Awards for All is a National Lottery grant funded scheme.

The future development of a ‘**Let’s Work App**’ will provide online support and answers to ‘*what next*’ questions and is a useful further initiative that will support individuals in their future work placements.

We are also working with the **Department of Work & Pensions (DWP)** with anyone from 16 years to any age. We are running courses on behalf of DWP for persons who are unemployed as referrals come from Job Centre Plus Personal Advisers in Weymouth, Bournemouth, Poole & Christchurch.

Also, tenants of the **Aster Housing Group** who are living in Weymouth, Bournemouth, Christchurch or Poole, can access services directly from Work4You.





The Waverley Community Hub

The Waverley, East Boro's Community Hub, opened in May 2018 and continues to offer a variety of social activities to members of the local community in Weymouth.

The **Waverley Café** offers vocational opportunities to individuals through our **Training Café**, where participants are supported by East Boro staff and volunteers to learn catering and hospitality skills in a working café environment. As well as the catering for the daily needs of our café customers, the café team are able to cater for functions and events held at the Waverley. With a bright, informal main seating area and a cosy, welcoming snug, the café offers the perfect place to meet up with friends. This café is open to the general public and welcomes all members of the community.

The **Arts Groups** are currently held on a Monday, Tuesday and Thursday mornings and Tuesday and Thursday afternoons. Groups work on different projects both within the centre and in collaboration with other community projects.

The Waverley **Social Events** include discos, karaoke, games and movie nights. The advertising of these events are circulated via a targeted mailing list, printed adverts and posters as well as a dedicated **Facebook** page. Our **Function Room** has a licensed bar and a fully functioning skittle alley and can be hired by local groups, individuals and businesses for meetings, conferences, parties and community activities.

During the past year **The Waverley Community Hub** has been used for:

- 102 different half day events
- 15 East Boro evening events: Bingo, Discos, movie nights, arts sessions
- 3 full day Training Events
- The East Boro Tenant's Conference
- East Boro staff meetings
- Weymouth & Portland Social Services team training day
- 2 Day Trip visits: which included tea and cakes in the café, an art session and fish and chips for our Poole Supported Living tenants; Tea and cakes, a tour of the Waverley and then into Weymouth for fish and chips for our Sheltered Housing tenants



The café specialises in homemade food, provides free Wi-Fi and has baby-changing facilities.



Maintenance & Handy Man

East Boro's Maintenance Team provides a response repair and cyclical works service to East Boro tenants and residents, and also assists with the delivery of the Planned Maintenance Programme. The Department assists the Development Team with the refurbishment of properties to provide additional and improved accommodation for our tenants.

In addition, the Maintenance Department also provides services to other organisations via Service Level Agreements, continues to provide the Handy Man Service to residents of Bournemouth, and delivers the Emergency Hamper Service within Dorset.



During the 2018/2019 year, the Direct Labour Team responded to over 4300 response repair requests and undertook void works at East Boro properties when they became vacant. In addition, members of the team continued to provide gardening, caretaking and window cleaning services to almost 60 schemes consisting of over 400 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 Handy Man Team undertook 680 visits and completed almost 1000 jobs including minor plumbing, carpentry works, installation of grab rails, key safes and other general repairs around the home.

The Department administered the 2018/2019 Planned Maintenance Programme which included kitchen refurbishments and Fire Safety Works as well as boiler replacements and bathroom refurbishments.

The Team also continued to deliver the Emergency Hamper Service on behalf of Dorset County Council during the year. Between April 2018 and March 2019 a total of 839 deliveries were undertaken with 998 hampers being delivered.

Throughout the year, Team members completed a number of training sessions including Safeguarding of Vulnerable Adults and General Data Protection Regulations.

"Being both a gardener and a window cleaner gives my job variety and allows me to meet many of our tenants"

Johnathon Carroll, Maintenance Team

"It's so wonderful to have found this service for patient referral, I've been searching for ages"

Occupational Therapist, Bournemouth Hospital

Response Repair Stats 2018/2019

- **Category 1: 459**
100% completed within timescale
- **Category 2: 1012**
96% completed within timescale
- **Category 3: 2890**
97% completed within timescale



New double glazing installed at Butts Mead House, Shaftesbury



Housing Development

School Lane, Dorchester

The year April 2018 to March 2019 saw exciting future developments planned with two completed in Weymouth.

The remodelling of **Kimmeridge House, Cranford Avenue** was completed, the property providing accommodation for 8 tenants and a one bed staff flat.

The second scheme completed in Weymouth was the conversion of **Newton's House** from a shared house to 6 x one bedroom flats (including one for staff use).

We continue to work closely with partners including the NHS, Dorset Council and BCP Council. During the year the Trust received welcome grant funding from the NHS and Section 106 funding from Purbeck District Council and West Dorset District Council.

As a result of this funding, work is currently underway in Dorchester, Poole, Weymouth and Worth Matravers on the development of the following sites:

At **Pergins in Poole**, 3 x four bedroom flats are being converted to 3 x one bedroom and 3 x two bedroom flats and a four bedroom flat is being refurbished, making the best use of the space for our tenants;

Harbour Lodge, Poole a new one bed bungalow is being added (see page 16);

Dorchester Road, Weymouth is being converted from a shared house into 5 x one bedroom flats for market sale;

At **School Lane, Dorchester** (image above) we are redeveloping a brown field site which was formerly a school and used for the Dorchester Arts Centre. This building is being converted into 2 x one bedroom houses with associated support facilities. In the grounds, 3 x two bedroom bungalows are being built. All of which will be rented to vulnerable adults;

At **Abbascombe, Worth Matravers** (see page 16) work is underway on the development of three bungalows and six houses – four for low cost home ownership and five for social rent. This development will provide much needed affordable homes for local people.

The four low cost home ownership properties are fixed equity. They will be sold at 75% of market value with future resales on the same basis in perpetuity. The purchaser will own the whole property and have the same rights as any homeowner.

Smaller properties are being made available for low cost sale as they are

more likely to meet the needs of first time buyers. The properties will be 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 received funding to enable the development of a further 18 self contained dwellings:

At **Cranford Avenue, Weymouth** where we will be providing 3 x one bedroom houses. These properties are due for completion in late Spring 2020.

It is planned to provide 6 x one bedroom flats and staff accommodation at **Roundhayes Close, Weymouth**. Subject to planning, also due for completion in late Spring 2020.

Coburg Court, Dorchester was formerly flats for NHS staff (see page 16). Here it is planned to provide nine rental dwellings. Some will be used to support vulnerable adults in the community, with others let to families as general needs accommodation.

We are continuing to work with partners on cost effective development opportunities across Dorset including Bridport, Corfe Mullen, Sutton Poyntz, Upton and Wyke Regis.



Subject to planning, **Coburg Court** in Dorchester will be converted into 2 x four bedroom family houses and 7 x one bedroom flats for people with learning disabilities.

The Trust is working in partnership with the NHS and Dorset Council, work is due to start on site in June 2019.



Coburg Court, Dorchester

At **Harbour Lodge** in Poole, at the rear of the existing shared house, we are working in partnership with the NHS and BCP Council on the construction of a new one bedroom bungalow.

This will provide much needed accessible accommodation for a person with learning disabilities.



Harbour Lodge, Poole

The completion of the re-modelling of **Kimmeridge House** in Cranford Avenue, Weymouth has resulted in the provision of accommodation for eight tenants.

Newton's House, Weymouth was converted from an HMO into 6 x one bed flats providing much needed self contained Supported Living accommodation.



Kimmeridge House, Weymouth



Newton's House, Weymouth

At **Abbascombe, Worth Matravers**. Nine new homes are being built. Four will be sold at 75% of market value to local first time buyers.

The remaining five properties will be let at social rent - approx. 60% of market rents.

Work began on site in early 2019 with completion due Spring 2020.



Abbascombe, Worth Matravers



Resident Involvement

We at East Boro believe that our tenants have a large part to play in the management of their homes. Therefore, 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!

'I love organising social events for our tenants and having lots of fun with them.'

Dorothy Allen,
Customer Liaison Manager

East Boro has a Customer Liaison Manager who organises our group events and meetings.


We have four Consultative Committees that help us shape our services: **two Tenant Consultative Committees, one 'Repairs and Maintenance' Group and one 'Reading Group'.**

We organise coffee mornings, boat trips, outings and other events where tenants can meet, mingle and give feedback to staff.

Most of our Supported Living tenants have been on individual trips to zoos, museums, shows and films. These

outings for individuals are organised by their Support Workers.

Furthermore, we produced three Tenants Newsletters, providing our customers with news, information and feedback on all our tenant events and activities, complete with photographs, comments and news about East Boro.

We also have an annual Tenant Survey by which we compare the quality and tenant satisfaction with our services each year. Full details of the results are available in a separate leaflet and the results are published in the Summer Tenants Newsletter. 



Customer Satisfaction

Overall 92% of customers who replied, said they were satisfied with the services that East Boro provide.

In March 2019 we sent out our Annual Tenant Satisfaction Survey, asking for our customers' opinion of the services we provide. All our customers received one: Sheltered Housing tenants, 'Supported Living' tenants, General Needs & Young tenants, as well as those who receive 'housing officer support' only.

From April 2018 to March 2019 we held 18 events:
8 Tenant Consultative meetings, 3 Tenant Conferences, 2 Summer Parties, 2 Christmas Parties, 1 Christmas Lunch, and 1 'East Boro in Bloom' competition plus a Sheltered Housing Tea Party.

In addition to this, we organised 1 Boat Day Trip from Poole Harbour, 2 Christmas Craft Sessions, 2 trips to the Waverley in Weymouth, and extra craft sessions are being held at the Waverley by our Weymouth staff.




192 surveys were sent out to our Sheltered Tenants, of which 61 were returned.

20 were sent to our General and Young tenants, with 4 returns.

Our 128 Sheltered/Support Only tenants returned 76, and our Supported Living tenants were sent 123 and returned 78.

All our tenants receive our Annual Customer Satisfaction Survey to complete, so we at East Boro can see what they think of the services we provide. They are offered support to complete the survey if required and are encouraged to do so. Everyone was given the opportunity to complete the questionnaire in confidence, but the vast majority were happy to identify themselves.

The survey asks eight core questions, which are the same for all groups, so we can compare the answers against previous results and note any changes.

In total 463 surveys were given out, of which 219 were returned. This made a return rate of 47.3%. Our Supported Living tenants were supplied with an Easy Read version, as is our policy. 



Finance

Total Lettings
made 2018/19

71

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

	2018/19	2017/18
Per Monthly KPI's	11.97	12.36

🏠 Percentage of units available for
letting but not re-let

	2018/19	2017/18
Per Monthly KPI's	4.3%	4.8%

🏠 Average Rents

	2018/19	2017/18
Studio/Bedsit	£80.16	£81.11
1 bed	£92.81	£93.61
2 bed	£93.62	£113.17
3 bed	£138.48	£139.02
'Supported Living'	£82.64	£82.03

East Boro continues its aim to embed a Value for Money (VFM) culture throughout the organisation. This in turn complements the cost effective procurement methods and ensures that East Boro maintains good value for money. East Boro 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 (Trust only) for the year 2018/19 with prior year for comparison.

The transfer of engagements with **King Alfred Housing Association** has impacted on the VFM metrics increasing Earnings Before Interest, Tax, Depreciation, Amortisation, Major Repairs Included interest Cover (EBITDA MRI), Operating Margin % and Return on capital employed.

The transfer also added **20** freehold flats occupied by leaseholders which added non-social housing units to East Boro. 🏠

Efficiency	2018/2019	2017/2018
Reinvestment %	21%	7%
Gearing %	13%	15%
Earnings Before Interest, Tax, Depreciation, Amortisation, Major Repairs Included (EBITDA MRI) Interest Cover %	1564%	475%
Operating Margin % (Social Housing Lettings Only)	-10%	-1%
Operating Margin % (Overall)	34%	17%
Return on Capital Employed	11%	5%
Effectiveness		
New Supply Delivered % (Social Housing Units)	13%	6%
New Supply Delivered % (Non-Social Housing Units)	100%	0%
Economy		
Headline social housing cost per unit	£8.02	£9.02

Consolidated Balance Sheet as at 31st March 2019	2018/2019	2017/2018
Fixed assets		As Restated
Housing properties (depreciated cost)	26,008,709	22,752,686
Other tangible fixed assets	167,039	150,582
	26,175,748	22,903,268
Current assets		
Stock	3,456	9,451
Trade and other debtors	712,921	781,100
Cash and cash equivalents	1,585,409	1,383,205
	2,301,786	2,173,756
Creditors: amounts falling due within one year	(2,662,111)	(1,735,742)
Net current assets/(liabilities)	(360,325)	438,014
Total assets less current liabilities	25,815,423	23,341,282
Creditors: amounts falling due after more than one year	(13,727,697)	(14,010,757)
Provision for liabilities:		
- Pension provision DCPF	(1,977,000)	(1,837,000)
Net Assets	10,110,726	7,493,525
Capital and reserves		
Non equity share capital	94	89
Reserves		
- Pension reserve	(1,977,000)	(1,837,000)
- Income and expenditure account	11,583,309	8,956,295
Income and expenditure reserves	9,606,309	7,119,295
Restricted reserve	504,323	374,141
	10,110,726	7,493,525

Consolidated Income & Expenditure Account for year ended 31st March 2019	2018/2019	2017/2018
Turnover	5,651,634	5,623,960
Operating expenditure	(5,484,237)	(5,324,930)
Other income - fair value of assets acquired	2,595,646	809,013
Operating surplus/(deficit)	2,763,043	1,108,043
Interest receivable	2,699	1,631
Interest payable and financing costs	(195,546)	(194,886)
Surplus/(deficit) for the year	2,570,196	914,788
Remeasurements - actuarial gain/(loss) in respect of pension scheme	47,000	241,000
Total comprehensive income for the year	2,617,196	1,155,788

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

“The tenants I work with are fun, inventive and just great people to be with.”

Nick Seymour
Senior Support Worker

Our Staff

We started this report by saying that the 2018/2019 year has been a busy period for East Boro within the challenging financial and changing environment that we have detailed.

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

From April 2018 to March 2019 East Boro employed 224 staff, as of 31st March 2019 we employed 141 female and 44 male staff

Staff Sickness Trust Wide (all departments 18/19) 3.67%



We encourage staff training. Above Zoe from our Finance team achieves a Btec Diploma. East Boro staff completed 350 training courses and modules during 2018/2019

East Boro's Human Resources Department are responsible for recruiting and inducting our staff. During the year we have actively recruited staff to fill vacancies that have arisen in different departments. East Boro vacancies are advertised on the free *Indeed* website, on our website and on other online outlets. Increasingly the use of newspaper advertising has reduced reflecting the continuing and preferred online trend. Our *Recommend a Friend* recruitment incentive has generated 15 successful applicants for jobs within East Boro.

HR also manage all employee relations, staff policies, job description updates, DBS checks, payroll information, sickness absence and wellbeing, and promote working at East Boro at every opportunity.

Our staff raise money for The Faulkner Fund. The Faulkner fund is East Boro's 'giving fund' which subsidises our Emergency Hamper Service provided on behalf of Dorset Council for families in urgent need where children are at risk of not receiving adequate nutrition. The Faulkner Fund also supports elderly residents in sheltered housing who receive welfare support with a Sheltered Housing Officer Visiting Service. During this year our staff have raised funds from Dress Down Days, a Craft Fair, donations and other fun ongoing activities.



Always willing, our generous staff hold regular charity events for both our Faulkner Fund and national charities and, of course, really enjoy dressing up at our tenant's parties!

East Boro's Board & Senior Management



This year, East Boro welcomed King Alfred Housing Association to East Boro and offered the opportunity for two KAHA Board Members to join the East Boro Board.

Julia Killick and Cyril Lanch took up the offer and we would like to welcome them. Their extensive skills will be a beneficial addition to the East Boro Board and their knowledge of KAHA will help to keep a continued involvement with the KAHA schemes going forward.

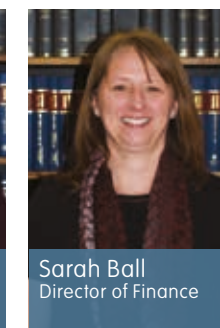
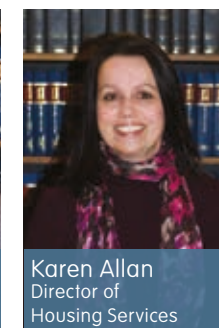
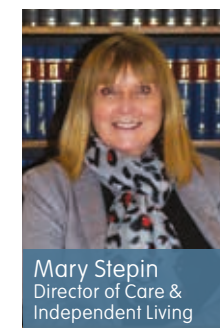
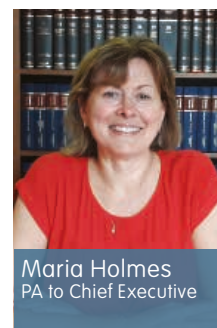
This year has seen new members joining the East Boro Board. Vacancies were maintained following retirements due to the completion of full terms of service of previous Board Members and both Julia Killick and Cyril Lanch joined the Board from King Alfred Housing Association.

Julia is the former Governor of Holloway and Guys Marsh Prison with extensive charity and board experience. Cyril has previous charity, residential home and housing association board experience. Reg Grimston retired at the 2018 AGM after completing his full three terms of service which everyone at East Boro was so grateful for. Reg's board place was taken by Marcia Le Brun, a local business woman from Ringwood with experience in finance, school and business management, including property development.

The senior management team at East Boro has remained consistent throughout the year, however at the end of the 2018/2019 year all housing services (Maintenance and Housing/Tenancy Management) have been merged into the one Housing Services Directorate under the management of Karen Allan.

As we look ahead to the 2019/2020 year, East Boro continues to benefit from a diverse and committed Board, whose levels of desire and expectation continue to drive East Boro forwards to deliver new projects and services to its tenants/customers and partners throughout Dorset and the surrounding areas.

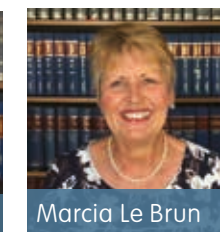
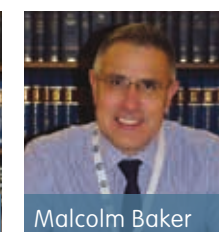
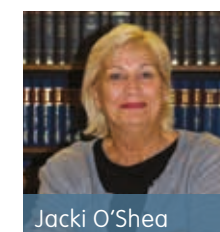
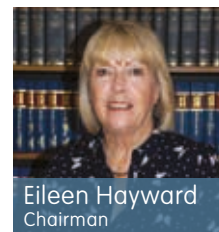
East Boro Housing Trust Senior Management Team



In the year 2018 - 2019 East Boro held:

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

East Boro Housing Trust Board Members



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.

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'

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