

# SPECTRUM matters

Autumn 2009

## New Housing and Community Project Wins Award

A project in Plymstock has won a National Award. Plymstock Library and The Orchard were nominated for the National Affordable Homes Ownership Awards and won in the category of "Best Contribution to Neighbourhoods and Communities". Spectrum's Development and Home Ownership team attended an event in London to collect the award from Sarah Beeny (Channel 4 Property Ladder presenter).

The mixed use development of residential accommodation and a new Library in Plymstock is part of a joint scheme with Plymouth City Council and was completed at the beginning of this year. Plymstock Library and The Orchard were designed by Rogers and Haynes Architects and constructed by Rok under a design and build contract. Other members of the project team were; Structural Engineers - Airey Coles, Building Services Engineers - Services Design Solutions and Quantity Surveyor - Norman Rourke Pryme.



Pictured at the Award Ceremony with Sarah Beeny (centre) are Spectrum representatives from left to right: Andrew Lawrie - Regional Development Manager, Greg Warner-Harris - Home Ownership Manager, Annette Cattle - Accommodations Manager, Craig Francis - Projects Manager.

## Breaking New Ground in Resident Involvement

Spectrum's residents will be taking a keen interest in the work of the Spectrum Housing Group, thanks to the establishment of the new Spectrum Residents' Group (SRG).

The SRG brings together resident representatives from across the Group and will have a direct relationship with the Spectrum Board. It will act as both advisor and scrutinizer.

Wayne Morris, Group Chief Executive, says " We hope it will mark a sea change in the Group's commitment to residents and give real meaning to our commitment to put tenants at the heart of our Organisation."

The SRG will have powers to mount investigations and call the Group Board to account for decisions made.

## Signpost Services Wins First Healthcare Contract

Signpost Services has won its first maintenance contract in the Healthcare sector. The new contract is worth around £1.2million over three years. It will be managed by the local Signpost Service team in Exeter who will provide maintenance to hospital premises owned / managed by The Royal Devon and Exeter NHS Foundation Trust.

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# An Extract from Spectrum Housing Group's Annual Report and Accounts 2008 - 2009

## Purpose and values

"To be recognised and respected for providing quality homes and services. Empowering people, supporting active communities and building better futures".

Delivery of this mission is underpinned by the following key values:

- Committed to Quality
- Committed to Equality
- Committed to Partnership Working
- Committed to Growth
- Committed to staff

Our three core objectives are:

- One Organisation
- Tenants at the Heart
- Working Communities

# Chairman's Report, David Wells OBE

## Business review

Welcome to the autumn edition of Spectrum Matters. I'm very pleased to report, in this summary version of our consolidated annual accounts, that Spectrum continues to make a surplus in what has been an immensely challenging year.

The Group's surplus for the year was £3.8million. Turnover decreased by 3% to £85.2million whilst total operating costs decreased by 6.3% to £62.1million.

The Group adopted the accounting requirements of the Statement of Recommended Practice Accounting by Registered Social Landlords (2008). As such an adjustment has been made to the 2008 financial statements and prior years to reflect £3.5m of surplus from first tranche home ownership sales within the income and expenditure reserve.

The year has seen continued growth in the social housing activities of the Group. The Group spent £61.4million on the acquisition and development of housing properties. The number of units owned or in management by the Group is 17,081. The Group has capital and reserves of £56.4m (2008: £51.8m restated). The cash attributable to these reserves has been

invested in the Group's housing stock thus reducing borrowing requirements.

Source Development Partnership was re-accredited as a partnering body for the Homes and Communities Agency's 2008-11 programme with a grant allocation of some £22million. During 2009-10 the Homes and Communities Agency allocated a further £65 million grant to the Partnership. As at 31 March 2009 the grant allocated to Spectrum Housing Group totalled £40 million for the 2008-11 programme.

During 2007/08 an extension to facilities was finalised with the Royal Bank of Scotland (£20m) and the Bank of Scotland (£28m) taking total facilities to some £500m.

The onset of the "credit crunch" in the summer of 2007 resulted in significant increases in variable interest rates. Although market rates eased towards the end of 2008 there remained a significant differential between base rates and LIBOR. As part of the 2008/09 budget a decision was taken to put in place further hedging arrangements to reduce LIBOR related interest rate costs across the Group.



The strategy to manage medium/long term exposure will also be dependent on Group restructuring/refinancing plans.

We know that the next 12 months will continue to be challenging. We feel confident however that Spectrum is in a strong position to continue our aspirations of delivering affordable housing, putting our tenants at the heart of what we do helped by the birth of the Spectrum Residents' Group and creating one organisation by, for example, creating common board structures. In addition we continue to encourage our staff to work together across the Group to deliver innovative and consistently high standards in our homes and services.

David Wells  
Chairman

The number of units owned or in management by the Group at the year end was as follows:

	<b>2009</b>	2008
General Needs	<b>10,786</b>	10,422
Sheltered	<b>921</b>	1,019
Home ownership accommodation:		
Shared ownership	<b>1,038</b>	944
Leasehold schemes for the elderly	<b>209</b>	209
Care homes providing personal care	<b>131</b>	146
Nursing homes	<b>166</b>	171
Home Challenge	<b>19</b>	48
Market rented	<b>85</b>	85
Student accommodation	<b>1,062</b>	725
NHS and other key worker initiatives	<b>1,762</b>	1,784
Supported housing	<b>895</b>	823
Staff accommodation	<b>7</b>	7
	<b>17,081</b>	16,383

"Home Challenge" is an initiative developed by the Group whereby properties are acquired on the open market without the use of Social Housing Grant and, through an agreement with local authority partners, provides accommodation to homeless families previously living in bed and breakfast accommodation.

## Consolidated Income and Expenditure Account for the year ended 31 March 2009

	2009 £000	As Restated 2008 £000
<b>Turnover</b>	<b>85,248</b>	87,915
Operating costs	<u>(62,104)</u>	<u>(66,255)</u>
<b>Operating surplus</b>	<b>23,144</b>	21,660
Surplus on sale of housing property fixed assets	<b>1,506</b>	2,824
Interest receivable and similar income	<b>230</b>	366
Interest payable and similar charges	<b>(20,810)</b>	(23,061)
Other finance cost	<b>(222)</b>	(119)
<b>Surplus on ordinary activities before taxation</b>	<b>3,848</b>	1,670
Tax on surplus on ordinary activities	<b>(37)</b>	292
<b>Surplus for the year</b>	<b><u>3,811</u></b>	<b><u>1,962</u></b>

## Consolidated Balance Sheet as at 31 March 2008

	2009 £000	2009 £000	As Restated 2008 £000	As Restated 2008 £000
<b>Fixed assets</b>				
Housing properties – cost and valuation		<b>774,448</b>		724,347
Less: Housing Grant		<b>(303,585)</b>		(285,308)
Less: Depreciation		<b>(23,772)</b>		(20,817)
		<b>447,091</b>		418,222
Investments		<b>1</b>		1
Homebuy and Starter Home Initiative Loan	<b>3,542</b>		3,787	
Homebuy and Starter Home Initiative Grant	<b>(3,542)</b>		(3,787)	
		<b>-</b>		-
Other tangible fixed assets		<b>11,822</b>		11,822
		<b>458,914</b>		430,045
<b>Current assets</b>				
Stocks	<b>4,262</b>		4,538	
Debtors due within one year	<b>23,144</b>		12,721	
Cash at bank and in hand	<b>7,046</b>		6,404	
	<b>34,452</b>		23,663	
<b>Creditors: amounts falling due within one year</b>	<b>(38,832)</b>		(24,005)	
<b>Net current liabilities</b>		<b>(4,380)</b>		(342)
<b>Total assets less current liabilities</b>		<b>454,534</b>		429,703
<b>Creditors: amounts falling due after more than one year</b>		<b>393,079</b>		374,239
Pension scheme liability		<b>4,058</b>		2,665
<b>Provisions for liabilities and charges</b>		<b>1,278</b>		1,208
<b>Capital and reserves</b>				
Revaluation reserve		<b>14,333</b>		12,317
Income and expenditure account		<b>41,786</b>		39,274
		<b>454,534</b>		429,703

# Board and Executive Details

## Board of Management and Officers at end of March 2009

### Board of Management

Chair David Wells  
Vice chair Alastair Hoare

### Other members

John Earley  
Chris Garland  
Clive Jones  
Anne Murphy  
Lynda Price  
Maureen Robinson  
Dr Howard Rose  
David Singleton  
Chris Sledge  
Jacqueline Swift

### Company Secretary

Jeanette Clarke (appointed 1 June 2008)

### Group Executive Team

Group Chief Executive	Wayne Morris
Deputy Group Chief Executive	Bob Adams (retired 30 June 2008)
Group Finance Director	Martin Lucas
Group Development Director	Jitinder Takhar
Group Human Resources Director	Anne Wildeman
Group Director of Operations	Rob Webber (appointed 30 June 2008)
Group Director Support Services	Brian Miller (retired 30 June 2008)
Managing Director –Medina HA	Martyn Pearl
Managing Director –Signpost Homes	Martyn Dunleavy (contract expired 30 December 2008)
Managing Director –Signpost Services	Paul Bryan
Managing Director –Signpost HA and Signpost Care Partnerships	John Wright

Interim Operations Director - Western Challenge Housing Association

Wendy Pittendrigh (appointed 1 December 2008)

The figures within this document are extracts from the Financial Statements of Spectrum Housing Group Ltd which have received an unqualified audit report. A full copy of the Financial Statements can be requested by contacting the offices below or by visiting our website at [www.spectrumhousing.co.uk](http://www.spectrumhousing.co.uk).

## Head/Area offices and contact telephone numbers

Spinnaker House, Grange Road, Christchurch, Dorset BH23 4GE Tel: 01425 283600 Fax: 01425 283555 DX: 51130 Christchurch

Signpost House, Sunrise Business Park, Blandford Forum, Dorset DT11 8SA Tel: 01258 484800 Fax: 01258 484840

Registered in England under the Industrial Provident Societies Act 1965 Registration Number 28960R

Registered with the Tenant Services Authority as a Registered Social Landlord under the housing Act 1996 Registration Number L4234

[info@spectrumhousing.co.uk](mailto:info@spectrumhousing.co.uk) [www.spectrumhousing.co.uk](http://www.spectrumhousing.co.uk)

## Growing Spaces Project Flourishes on the Island



Pictured: A younger resident takes part in the project.

Following last year's success in the Pan area of Newport on the Isle of Wight and having won funding through the Big Lottery Local Food Grants Scheme, Medina is extending its Growing Spaces project to 150 new households over the next two years. The project involves installing a raised vegetable bed filled with soil/compost in the resident's own garden or in the communal garden area of flats. Participants also receive plants, seeds, information and training on how to look after them.

The Growing Spaces project started against a backdrop of the planned extension to the Pan estate in the building of 1000+ new homes, which Medina is involved with. The concept was to focus on a "Growing" community both in terms of size and in terms of horticulture. The primary aim of the project is to encourage low income households in disadvantaged areas to grow and use their own vegetables. To date the idea and the reality is flourishing with over 50% of participants changing their eating habits as a result.

## www.sha.co.uk

Signpost Housing Association's website has recently been overhauled and updated. The new site includes:

- Features to assist users with a disability
- A 'behind the scenes' system which makes adding information to the site much easier
- Ability to report repairs on-line
- A much brighter, more attractive, site all at a click of a button

Rowan Allinson, Web Manager at Spectrum Housing Group said, "We wanted to create a website that would be easy to maintain and, above all else, inclusive for users by introducing facilities such as BrowseAloud, the ability to enlarge text and translate information. We asked several residents what they thought of the site and the feedback has been really positive."

Users of the website will be able to find out information about the company and services offered by the Association. The website will continue to evolve, and in the future Signpost will be offering residents the chance to log-in to view information such as their rent accounts, and to update their personal details.

The Association is keen to receive feedback – please contact Rowan Allinson, Web Manager on 01258 484787 or rowan.allinson@spectrumhousing.co.uk

## £20 million Student Pad is Unveiled as Red Arrows Fly Past

The arrival of the Red Arrows completed the finishing touches at the opening of Lyme Regis House at Holdenhurst Road in Bournemouth on 21 August.

They formed part of the highly successful Bournemouth Air Festival which conveniently coincided with the opening of this scheme.

Over 400 Bournemouth University students have moved into this contemporary new-build in the heart of the town. The scheme was constructed by the Leadbitter Group. It is one of the largest new-build student schemes to have been built in Bournemouth by Signpost Homes at a cost of £20million.

Professor John Vinney, Pro-Vice-Chancellor (Education & Professional Practice) at Bournemouth University said: "The opening of Lyme Regis House is a key milestone in the development of Bournemouth University's plans for affordable and contemporary student accommodation near the centre of town. We are grateful to Signpost and Leadbitter for helping BU to achieve this very important goal and we look forward to welcoming our students this Autumn to their new home."

The scheme also includes 6000sq ft of retail / commercial space which, it is hoped, will boost the local economy through employment opportunities.



Pictured: External view of Lyme Regis House with the Red Arrows flying over

## Over £100million for Source



Source Development Partnership recently topped the £100million mark to provide over 1,800 homes across the Partnership. Spectrum's share will be around 800 homes. This is a particularly good achievement in what has been a difficult year for the period 2009-11.

To find out where the partners are currently working, please visit the Source website at [www.source-development.co.uk](http://www.source-development.co.uk).

## Rowancroft Ready to Welcome Students



Pictured: External view of Rowancroft with Simon's sculpture in the foreground

Western Challenge Housing Association opened its first student scheme in Exeter. The £11million new development will house 219 University of Exeter and Peninsula Medical School students.

Mi-space, part of the Midas Group, built the Rowancroft student apartment scheme for Western Challenge Housing Association, in partnership with the University of Exeter.

David Allen, Deputy Chief Executive and Registrar of the University of Exeter says; "When students compete with local families in the private rented sector, it adds to the pressure on the local housing market. It is for this reason that we are committed to a major building programme to house students in purpose-built accommodation. By working in partnership with organisations like Spectrum Housing Group we can offer high quality student accommodation which provides an alternative to the private

rented sector." A large sculpture entitled 'Breaking Through', by Simon Ruscoe was, commemorated at the opening with the unveiling of a plaque.

## Working more efficiently

The beauty of a Group structure is that we can reduce duplication of effort. The benefits of this are clearly being seen from the stock transfer that happened in Devon last year, whereby Western Challenge transferred its stock to Signpost Housing Association, eliminating the need for two offices and reducing the amount of travelling time with two members of staff covering the same geographical patch.

Because we know it works we are now hoping to carry out a similar exercise in Dorset and Wiltshire in areas covered by both Western Challenge and Signpost. Some homes will be transferring to Signpost and some to Western Challenge – for full details please visit our website at [www.spectrumhousing.co.uk](http://www.spectrumhousing.co.uk). A full consultation process is taking place with residents whose homes will be affected by the transfer, and we hope to complete the process by the end of December 2009.

## Spectrum Achieves 10 Years as an Investor in People

Spectrum first achieved Investors in People in March 1999, with successful reviews in 2000, 2003, 2006 and, most recently, in July of this year. We were assessed by Recognising Excellence Ltd, the Investors in People Centre for the South West.

Recognising Excellence assessor, John Dewar commented, "I am delighted that Spectrum Housing has, once again, received a successful review against the Investors in People Standard.

The Management and Leadership Development Programme, 'Steps 4 Success' is open to all staff to help to develop them, so that there is a pool of staff with leadership and management skills in-house and ready for promotion.

Everyone I spoke to confirmed that they were given the opportunity to discuss their current training needs and their career aspirations."

Investor in People's aim is to help employers across the UK develop their businesses by making the most of their most valuable asset – their people.



Pictured: Sharon Burrows - Group Learning & Development Manger Spectrum, collects the recent IIP award

## Quicker Service for Adaptations

Western Challenge Housing Association and Christchurch Borough Council have signed a landmark agreement which will see disabled adaptations being carried out more efficiently.

The agreement means that any adaptations up to a cost of £1,000 each – which include ramps, grab rails, external lighting, flashing doorbells and special taps – will be dealt with directly by the Housing Association without having to go through the Council to access grants.

Cllr Sue Spittle, Portfolio Holder for Improving Prospects for Housing at Christchurch Council, added: "We are grateful to Western Challenge for introducing this innovative scheme. Tenants who are unable to reside in their own homes without these special adaptations will now receive a much better service."



Photograph from left to right: Jon Tremlett - Western Challenge HA, Cllr Sue Spittle - Christchurch Borough Council, Sarah Penney - Western Challenge HA and Steve Beveridge of Christchurch Borough Council

## Spectrum Drives Charity Contributions to over £12,000

Thanks to its ever-popular Charity Golf Day, Spectrum has once again been able to contribute a sizeable sum to charity. This year the event took place in August at Canford Magna Golf Club in Dorset. Over 30 teams took part from across our 'spectrum' of suppliers and contractors. The event raised over £3,300 through team participation and sponsorship.

Signpost, and now Spectrum, have raised over £12,000 for a number of charities over the past few years from this event.

Our thanks to go to all who supported the event. If you are interested in taking part in the event next year, please contact Charlotte Mountney on 01258 484756 or by email: [charlotte.mountney@spectrumhousing.co.uk](mailto:charlotte.mountney@spectrumhousing.co.uk).



Picture: Winners from the Charity Golf Day

## Spectrum Introduces Single Equality Scheme

Equality, Diversity and Inclusion are areas that most organisations are deeply committed to, but communicating the importance of an organisations' commitment to these issues to staff, residents and stakeholders can be quite difficult. To help this process Spectrum has pulled together several stand-alone schemes on equality and diversity issues in a Single Equality Scheme. This scheme now wraps up six diversity strands in one document. These strands include:

- Age
- Gender
- Disability
- Ethnicity
- Faith
- Sexual orientation

The scheme will be monitored closely and we're hoping that it provides a simple and more effective way for people (staff, residents and stakeholders) to understand Spectrum's commitment to Equality, Diversity and Inclusion.

## Two Become One

The Tenant Services Authority has approved changes to the rules of Signpost Housing Association and Signpost Care Partnerships, allowing us to take forward a proposition to run both organisations through Common Purpose Boards which meet together.

Appointments to the Board have still to be finalised but will be made from the existing membership and there will be no change to current arrangements on local authority or tenant representation.

We are currently in the progress of recruiting to the Chair positions to replace the outgoing Chairs, Chris Sledge and Anne Murphy. A moderator role will also be required, in effect to run the meeting and this will be taken by John Earley, who is currently an independent member of the Spectrum Group Board.

In the long run we hope that the other two housing associations, Western Challenge and Medina will join the common purpose Boards structure.

## Spectrum Corporate Plan

Enclosed with this edition of Spectrum Matters is a copy of our summary Corporate Plan which provides information on our plans for the next five years.

If you have any comments or queries please contact Mark Smith at Spectrum on 01258 484779 or by email: [mark.smith@spectrumhousing.co.uk](mailto:mark.smith@spectrumhousing.co.uk).



### Head/Area office and contact telephone numbers

Spectrum Housing Group Ltd

Spinnaker House, Grange Road, Christchurch, Dorset BH23 4GE Tel: 01425 283600 Fax: 01425 283555 DX: 51130 Christchurch

Signpost House, Sunrise Business Park, Blandford Forum, Dorset DT11 8SA Tel: 01258 484800 Fax: 01258 484840

Spectrum incorporates:

Medina Housing Association Ltd, Signpost Care Partnerships Ltd, Signpost Homes Ltd, Signpost Housing Association Ltd, Signpost Services Ltd, Western Challenge Housing Association Ltd

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