



Circle  
Anglia

# Annual report 2007

So much more





**Left** Roger Humber, Group Chair  
**Right** Mark Rogers, Group Chief Executive

**Circle Anglia owns over 28,000 homes in about 80 boroughs across London, Hertfordshire, Bedfordshire, Cambridgeshire, Norfolk, Suffolk, Sussex and Essex.**

**Circle 33 Housing Trust** was set up in 1968 and is the most established and largest partner in the group. In total Circle 33 Housing Trust owns 15,126 homes.

**Old Ford Housing Association** was set up in 1998 as the successor to Tower Hamlets Housing Action Trust and owns 1,059 properties in Tower Hamlets, on three estates.

**South Anglia Housing** is made up of the former Stort Valley, Vange and Ryeland Housing Associations, which were all set up to handle stock transfers, as well as Blackwater, and Barking and Dagenham. South Anglia Housing now owns 6,313 homes in over 23 local authority areas.

**Wherry Housing Association** was formed in 1990 following the transfer of 3,716 Broadland District Council properties. It currently owns 5,595 properties across Norfolk, Suffolk and Cambridgeshire.

**EPIC Trust** provides specialist care and support to over 5,300 Circle Anglia and local authority residents. Established in 1997, it works in residential care, sheltered housing and shared accommodation and provides floating support in people's homes. It also includes three key services for young people – Alone in London and the group's Foyers and Independent Learning Centres.

**Commercial Services Circle Anglia** is the group's commercial partner. It handles the sales and marketing of New Build Homebuy and private sales schemes for the Your Lifespace brand and manages leasing schemes and leasehold, market rent and commercial properties. It also includes Anglia Maintenance Services, which provides responsive repairs and maintenance to group members, other social landlords and commercial organisations.

The figures on this page are correct at 31 March 2007.

# Joining the group



**RODDONS HOUSING ASSOCIATION**



**PARKSIDE**



**MOLE VALLEY HOUSING ASSOCIATION**



folk

Suffolk

Kent

**Circle Anglia is keen to expand by working with like-minded organisations and pursuing stock transfers. Tower Hamlets' Parkside Estate transferred to us in July 2007 and we are looking forward to welcoming four new partners to the group this year. In total, this growth would see Circle Anglia managing nearly 46,000 homes.**

**Roddons Housing Association** will manage nearly 3,800 properties, including 14 sheltered housing schemes, as well as employing a Direct Labour Organisation with 40 staff when it joins Circle Anglia. In the first five years after the transfer £1 million will be spent on community projects, as well as £50.1 million on improving homes. The new partner will be established in November, subject to the approval of the Secretary of State.

**Mole Valley Housing Association** will manage nearly 3,800 homes, including 17 sheltered housing schemes, after 86% of local residents voted for the move, with a turnout of over 70%. £52 million will be spent on improving homes in the first five years following the transfer. The new partner will be established at the end of October, subject to the approval of the Secretary of State.

**Russet Homes** was formed in 1991 to handle stock transferred from Tonbridge and Malling Borough Council, Kent, and has agreed to join Circle Anglia, subject to Housing Corporation approval. It manages over 6,600 homes and 11 sheltered schemes.

**Invicta Telecare** is a subsidiary of Russet Homes which offers telecare and housing support services to over 100,000 people throughout England and will also be joining Circle Anglia as a new partner.

**Old Ford Housing Association** was one of the group's six original partners and has undergone considerable expansion. In July 2007, 2,293 properties on the Parkside Estate transferred to Old Ford from Tower Hamlets Council. As part of the transfer £42.8 million will be spent over the next five years to improve homes and communities on the Estate.



RUSSET HOMES

# Key achievements

Over the last year Circle Anglia has enjoyed a period of successful growth, introduced numerous service improvements and developed strong, productive partnerships with residents and stakeholders alike. Here are just some of our many achievements.



**The eye-catching Fabrika development in Bow won its second RIBA award for architectural excellence. The 30 unit mixed tenure development was described by the judges as “almost shocking – all that white amid the drabness of the East End”.**

In August 2007, with an 80% turnout, 87% of residents on the Mardyke Estate voted ‘yes’ to Old Ford Housing Association becoming their landlord. The 550 homes on the estate will now proceed towards transfer to Old Ford and an £80 million estate regeneration programme.

As part of our development agency service, Circle Anglia has teamed up with Peterborough’s largest social landlord, Cross Keys Homes, to develop up to 500 much-needed affordable homes per year.

The group’s new partnership with Rockingham Forest, which will tackle the serious shortage of affordable housing in Northamptonshire, got off to a flying start when it was awarded preferred registered RSL status by Corby Borough Council.

Circle Anglia’s House Exchange service became increasingly popular with residents and social housing providers alike. The web-based mutual exchange service now features properties from 13 housing associations and three local authorities.

**5th highest housing corporation allocation in the country for 2006/08**

Work got underway on a £14.5 million programme to redevelop the Vange Estate in Basildon. The first homes developed under the Vision for Vange programme should be completed by spring 2008.



**Circle Anglia signed up to the Government's Respect initiative, reinforcing its commitment to working with local organisations to tackle antisocial behaviour. As part of this drive, a dedicated website has been setup to help residents tackle anti-social behaviour: [www.circleangliarespect.org](http://www.circleangliarespect.org)**

MP Charles Clarke officially opened an £18.7 million development of new sustainable, energy efficient homes in Norwich. The largest development of affordable housing in the City for many years, it provides 148 homes for 600 people.

Customer support improvements included strengthening Neighbourhood Teams, by providing higher staff visibility on estates, encouraging greater resident involvement in housing and service issues and developing strong local partnerships to tackle key issues like anti-social behaviour.

The group has teamed up with the US Air Force to provide much-needed family homes for UK-based military personnel. 120, three and four bedroom homes in

Thetford are being leased to the Air Force. The properties are being managed by Commercial Services Circle Anglia.

EPIC Trust's extra care scheme in Bow, won three awards in 2006. It picked up a Europe-wide award from Wel\_hops, the best social care category of the Association of Public Sector Excellence and the older people's care category of the Community Care Magazine awards.

Ten year-old Daniel Whiting won the Hero category in Wherry's 2006 Community Spirit Awards after going to the aid of a classmate having an epileptic seizure. The annual awards pay tribute to unsung heroes nominated by their friends and family.

**Our Supported Housing Department provides homes and landlord services for more than 3,750 people, including elders and those with mental health problems or learning disabilities.**



The management of over 4,000 households located in the Home Counties, Tower Hamlets and Barking and Dagenham was transferred to their local association within Circle Anglia, in August 2007. The move means that residents will benefit from a more local service by being geographically closer to neighbourhood teams.



**Designer Wayne Hemingway, praised Wherry's Brooklands Avenue development in central Cambridge – the social housing element of the award-winning Accordia site – as “one of the best examples of well designed, human scale social housing” he has seen.**

A scheme to build 44 eco-friendly, timber framed homes got underway in Cambridgeshire, we worked with Ipswich Council to transform a derelict site into six much-needed family homes and eight homes were built in Norfolk under the Affordable Rural Exceptions Scheme.

Osborne has been appointed to provide a repairs and maintenance service to all Circle 33 Housing Trust Homes from the end

of 2007, replacing a network of smaller contractors. This follows high resident satisfaction rates during a pilot scheme in Camden and Hackney.

Old Ford opened two new community centres on its regenerated estates and teamed up with Poplar Housing and Regeneration Community Association to win a five-year contract from Tower Hamlets Council to provide youth activities and services for 13–19 year-olds in Bow.

Residents who took part in the group's Have Your Say consultation received detailed feedback on the findings, together with what has already been achieved, as a result of their feedback, and what we plan to do in the future.

Residents of all ages benefited from thriving community development programmes, which included employment initiatives, youth schemes to reduce anti-social behaviour and free courses on everything from smoking cessation to line dancing!

**2,000**  
**new affordable homes**  
**a year – we are on course**  
**to meet this target**

## Olive, Tower Hamlets

Olive is one of a group of residents who have helped change the Tredegar, Monteith and Lefevre Estates in Bow for the better. “We worked to get the best results for local residents,” Olive says, who chairs the Residents’ Association. “Once we found the right architect, we told them what we wanted and we now have an estate and a park that we can be proud of.”

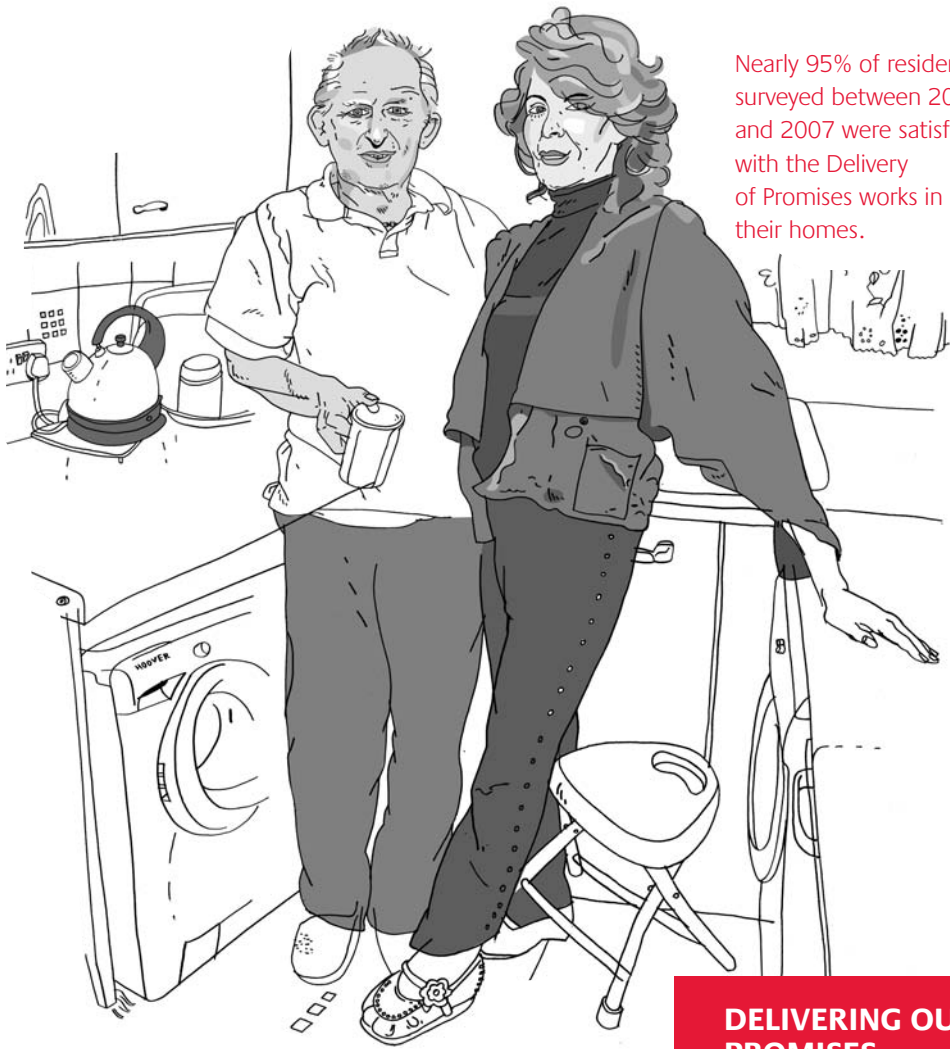
Eighty per cent of Old Ford residents are satisfied with their landlord, the highest rating received in a MORI poll of key social housing providers in Tower Hamlets.

### TRANSFORMING COMMUNITIES

Over the last few years Old Ford residents have seen – and overseen – the dramatic transformation of their neighbourhood. Where there once stood tower blocks connected by ‘rat runs’ encouraging crime and isolation, now there are high quality, low rise houses with gardens and community activities.



## Keith and Doreen, Buntingford



Nearly 95% of residents surveyed between 2003 and 2007 were satisfied with the Delivery of Promises works in their homes.

“All the work was completed in just three weeks,” says Doreen. “The workmen were so considerate and kept to their schedule. We were given a choice of colours for the bathroom and choice of units and worktops for the kitchen. We were absolutely delighted with the end result!”

### DELIVERING OUR PROMISES

It's been five years since residents voted to transfer 2,700 homes from East Herts District Council. Since then South Anglia Housing has kept to the Delivery of Promises programme that was agreed as part of the transfer, working through £19 million to modernise homes, as well as spending a further £500,000 on improving communities.

## Rachel, Haringey

“I shudder at the thought of where I would be right now without support from EPIC Trust and I still cannot believe how far I’ve come. My support worker was amazing and encouraged me through the darkest times of my life. Having the support shone a light that I never thought existed at the end of the tunnel.”

EPIC Trust provides care and support to over 5,300 people with learning disabilities or mental health problems, elders, families and young people.

### PROVIDING SUPPORT

After falling into debt and abandoning her University course, Rachel, a young single mum, sought help from EPIC Trust’s floating support service. With the encouragement of a support worker, Rachel was able to turn her life around as well as giving her the confidence to take part in community activities and to start a new course.



The name used in this case study has been changed to protect the service user's identity.

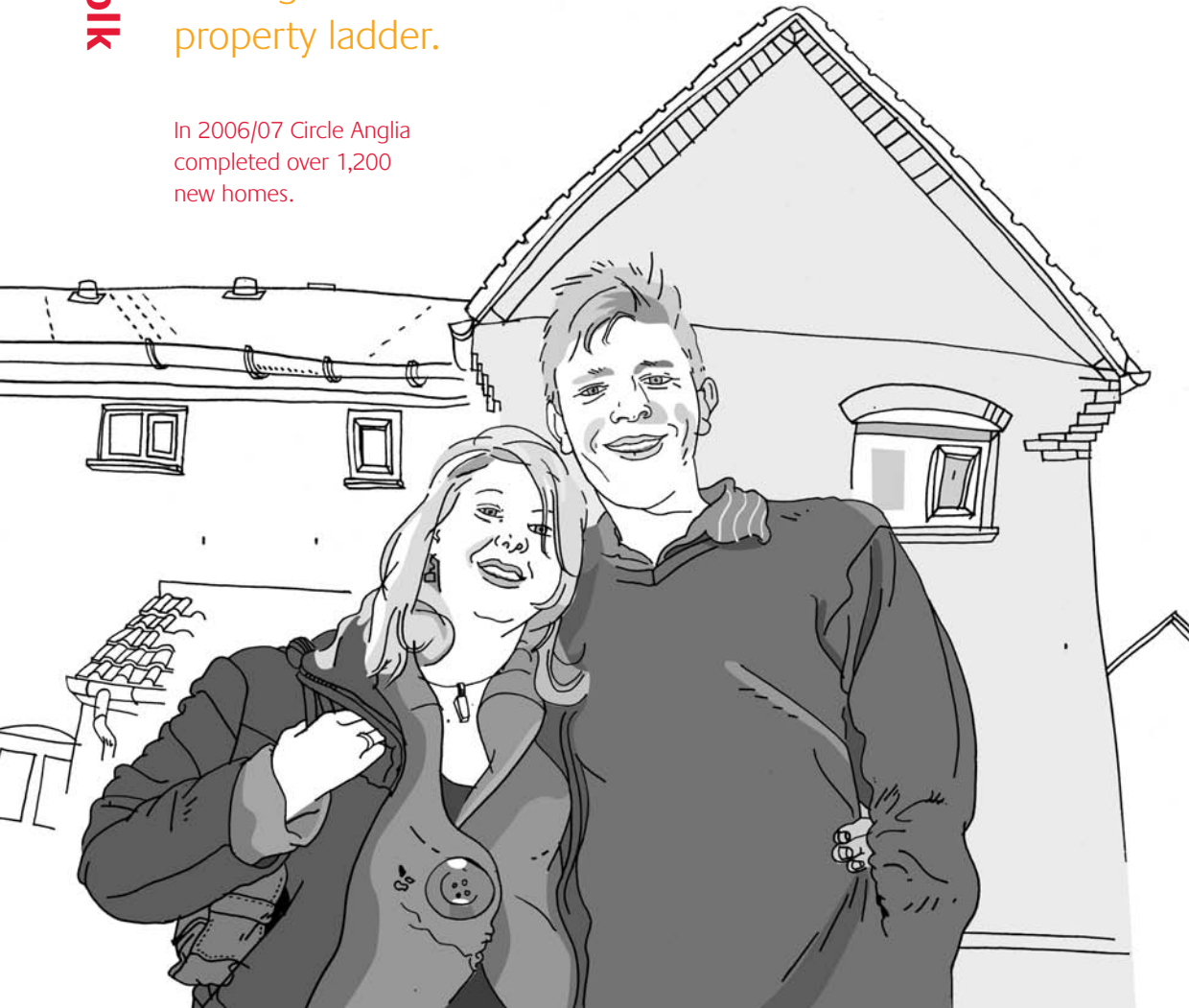
## Laura and Adam, Mid Suffolk

Laura and Adam wanted to remain in the area they grew up in, but simply couldn't afford to buy on the open market. Laura comments; "There is no way we could have bought our first home outright". This option meant that they could get their foot on the property ladder.

In 2006/07 Circle Anglia completed over 1,200 new homes.

### BUILDING NEW HOMES

Dental nurse, Laura Pushman and trainee quantity surveyor, Adam Barton moved into their first home this February at Cross Green thanks to the option of buying a home through shared ownership. This has allowed the couple to buy a 50% share in their home and pay affordable rent on the remainder.



[www.circleanglia.org](http://www.circleanglia.org)

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### Front cover:

Circle 33 Housing Trust resident, Fiona Bradbury, is delighted with her new, safe home at Bronte Court, which has received the Metropolitan Police's prestigious Secured by Design accreditation for its effective crime prevention and security standards.