

# Chairman's Report 2010.

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During 2010 the Housing World appears to have been buffeted from all directions by constant changes. These have been generated not only by the global financial crisis but also by many other factors such as a change of Government and of course a change in every one of our Regulators. Despite this massive turmoil in the outside world, all is very calm within the Homesdale complex as we seek to provide the Christian love and care for individuals for which our organisation is rightly famed.

The staff team do a remarkable job throughout the complex and I salute them all here for their professionalism and expertise in such challenging times. There were two crucial staff appointments during the year. Firstly, after an exhaustive interview process managed by external consultants, we appointed Peter Townrow to the post of Chief Executive on a permanent basis with full TSA approval. Peter continues to make a positive impact towards the life and work of the complex and we join in thanking him for his unique contribution. Meanwhile, the residents voted overwhelmingly in favour of the soon to be vacant Warden position being filled by someone who would not live on site. The initial search had revealed that many potential high calibre candidates were discouraged from applying by the occupational requirement to live on-site. Consequently, after further interviews, we welcomed Julie Lewer as our new Scheme Manager/Warden on a more conventional nine to five basis. Julie brings a wealth of experience to the position and is already making tremendous progress. Jenny Brewster meanwhile retired as Warden but continues to work as a Pastoral Support Worker throughout the complex.

A consequence of the decision to appoint an off-site warden coupled with changes in the Care Home legislation led us to join the Redbridge Central Control system. Their direct line to emergency service control rooms and the ability of modern electronics to allow them to monitor visitors and open doors remotely has so far proved very successful.

We were delighted in October to be formally approved by the new CQC for both Homesdale Residential Care and for Homesdale DCU. The subsequent assessments placed both arms of the organisation in the category of "Good" which was naturally encouraging for all involved in the work at the complex. This is a direct reflection of the dedication and genuine loving care that Lisa Richardson and her senior team Joyce, Sheila & Tonia in the Care Home, along with Jackie Baker and her staff in the DCU, all bring to their work. We thank and congratulate them all.

Meanwhile Sarah Walsh has continued to mastermind a range of projects from the "new office space/scooter store" and "Tunstall installation" to the new lounge project to be built during next year at Homesdale. Similarly Mina Sindha has kept the organisations finances on an even keel on a daily basis as well as managing the payroll of the 34 staff employed within the complex. Both members of staff work quietly and meticulously behind the scenes but

their contribution is immeasurable and we thank them both through the medium of this report.

We were delighted to welcome Bev & Luis Fuentes to the Committee during the year. They bring a unique set of skills and a clear Christian perspective to the mix of those already on the Committee and we were delighted that they kindly agreed to join us. We wish them many years of enjoyable service in this new role.

The Committee of Management have also been kept busy. Apart from their responsibilities with regards to the crucial matter of employing the key staff described earlier, along with the equally crucial appointment of new committee members, an abridged list would show: they have trained in the new CQC requirements; agreed a finance tender process; approved a range of promotional activities from leaflet drops to local Churches to 10,000 flyers delivered by hand to local homes; reviewed the allocation process for Sheltered Housing; adopted new standards of conduct and governance documents; authorised an annual tenants report; analysed and agreed a 10 year financial planning document and approved the withdrawal from Supporting People. Clearly, Committee membership is not for the faint hearted!

Finally, I would thank all those who are involved in the Spiritual aspects of the work throughout the complex. The meetings and services all contribute to our unique identity and ethos. Whatever else is happening in the outside world, we are determined that this Christian work will continue to flourish over the months and years ahead and that it will continue to give glory to our Lord through the service it provides.

Keith Hawkins.  
Chairman.