



Michelle Aldridge
 Sue Ashcroft
 Jane Breeze
 Sue Butcher
 Carol Calder
 Beth Chappell
 Lucy Charles
 Angela Cirello
 Liz Corscadden
 Steve Cox
 Chris Crocker
 Caroline Curle
 Andrea Davies
 Sarah Davies
 Hilary Dawe
 Mandy Evans
 Jamie Evans
 Jo Evans
 Kath Eveleigh
 Becky Ford
 Deb Gould
 Jan Grady
 Sian Hopkins
 Jane Hutchinson
 Denise James
 Andy Johnson
 Rhian Jones
 Donna Jones
 Cheryl Kadim
 Helen Kerrell
 Joanne Lawson
 Gwyn Lewis
 Sandra Lewis
 Jennifer Lopez
 Ann MacMillan
 Damien McCann
 Lisa Morgan
 Sarah Newton
 Lisa Nihan
 Beth Radford
 Karen Rowley
 Angela Smythe
 Jill Stephenson
 Vicki Williams
 Kay Williams
 Nicola Williams

Human Resources Officer
 Service Development Manager
 Human Resources Manager
 NVQ Coordinator
 Finance Officer
 Finance Officer
 Human Resources Admin Assistant
 Admin Officer
 Assistant Support Services Director
 Chief Executive
 Support Services Area Manager
 Human Resources Manager
 Finance Officer
 Tenant Action Group Admin
 Admin Officer
 Support Services Director
 Human Resources Officer
 Human Resources Admin Assistant
 Admin Officer
 Support Services Area Manager
 Tenant Action Group Coordinator
 Admin Officer
 Admin Officer
 Support Services Area Manager
 Support Services Area Manager
 IT Director
 Service Quality Director
 Office Manager
 Admin Officer
 Autism Services Manager
 Support Services Area Manager
 Support Services Area Manager
 Support Services Area Manager
 Human Resources Officer
 Support Services Area Manager
 Assistant Support Services Director
 Support Services Area Manager
 Finance Manager
 Human Resources Officer
 Support Services Area Manager
 Support Services Area Manager
 Human Resources Officer
 Admin Officer
 Admin Officer
 Human Resources Director
 Support Services Area Manager

michellea@oht.org.uk
 suea@oht.org.uk
 janeb@oht.org.uk
 sueb@oht.org.uk
 carolc@oht.org.uk
 bethc@oht.org.uk
 lucyc@oht.org.uk
 angelac@oht.org.uk
 lizc@oht.org.uk
 stevec@oht.org.uk
 chrisc@oht.org.uk
 carolinec@oht.org.uk
 andread@oht.org.uk
 tag@oht.org.uk
 hilaryd@oht.org.uk
 mandye@oht.org.uk
 jamiee@oht.org.uk
 joe@oht.org.uk
 kathe@oht.org.uk
 beckyf@oht.org.uk
 debg@oht.org.uk
 jang@oht.org.uk
 sianh@oht.org.uk
 janeh@oht.org.uk
 denisej@oht.org.uk
 andyj@oht.org.uk
 rhianj@oht.org.uk
 donnaj@oht.org.uk
 cherylk@oht.org.uk
 helenk@oht.org.uk
 joannel@oht.org.uk
 gwynl@oht.org.uk
 sandral@oht.org.uk
 jenniferl@oht.org.uk
 annam@oht.org.uk
 damienm@oht.org.uk
 lisam@oht.org.uk
 sarahn@oht.org.uk
 lisan@oht.org.uk
 bethr@oht.org.uk
 karenr@oht.org.uk
 angelas@oht.org.uk
 jills@oht.org.uk
 vickiw@oht.org.uk
 kayw@oht.org.uk
 nicolaw@oht.org.uk



Opportunity Housing Trust Ltd
 Unit 5 Cleeve House
 Lambourne Crescent
 Llanishen, Cardiff CF14 5GP
 Tel: 029 2075 1122
 Facs: 029 2075 9966
 E-Mail: oht@oht.org.uk

Company Registered Number 1966665
 Charity Registered Number 517149

designed by John Garland



Mission Statement
 “to empower and support people with a disability to enjoy a valued life in their community”

Annual Report 2005

Chairpersons Report 2004-05

As Chair of Opportunity housing Trust I welcome you to our annual report for the year ended March 2005.

It is pleasing for myself and Trustees to be able to report on the good progress the organisation has made in the 12 months covered by this report. We have observed at first hand and also in the reports and information considered by us at our Trustee meetings, the tremendous commitment and enthusiasm of staff in supporting our service users and the progress we have made.



There are still many issues we have to deal with on a day to day basis which frustrate us and detract from the main purpose of the organisation. However, the organisation continues to face up to these challenges in a professional and honest way, with the needs of the people we support being at the forefront of how we respond.

Once again it has been very satisfying for myself and my fellow Trustees when we have visited

service users in their own homes to see how well supported they are. The attitude and quality of our staff is there for all to see. I wish to express my thanks and appreciation to all staff in the organisation. I know that my fellow Trustees support me in acknowledging your hard work. We can be confident that it is through what you achieve that OHT will go on proving itself as an organisation of which we can all be justifiably proud to be associated with.

We know that the next few years will bring additional problems and worries, but we must maintain the continuous improvement of the quality of life for people with learning difficulties. We will do this in cooperation with the organisations that commission our service and those that we work with. We also know that OHT has proved over the last 20 years that it has the people and systems that can respond to these challenges and so we can move forward with confidence.

This year is the anniversary of our 20th year of providing services. Over this time we have seen people come and go, including service users, staff and Trustees. Throughout this time we have worked to the fundamental values and principals that were established when we started and it is these that will direct and shape the way the organisation continues to develop.

I hope that you enjoy reading this report.

Granville Tatham (Chair)



“there has been tremendous commitment and enthusiasm of staff in supporting our service users”...



Strategy

If we are to continue to be a successful organisation, it is vital that we all work to clear objectives. For individual staff, this process is developed through the implementation of our Annual Review system. For the

organisation as a whole, these individual contributions are linked to our Strategic Aims and through performance monitoring we will judge how well we are doing in achieving our overall mission.

As an organisation we have identified a number of key aims to enable us to work towards our overall mission statement. The development of these aims comes as a result of working with Trustees and staff and reflects those areas of our business which we recognise must be addressed. We are conscious of the need to be a service user led

organisation but we know that the systems we have in place are not sufficiently developed to enable us to use this information to inform our aims. For this reason we will be specifically targeting resources and energy into developing the way we consult with and listen to the views of those people who use our service. This area of work is an integral part of our strategic aims.

These aims are set out below and each year we will identify specific objectives we need to achieve for them. This detail forms part of our annual business plan and performance review system.

STRATEGY - Knowing where we are going and developing clear priorities.

CULTURE AND VALUES – Developing an organisation that understands, values and develops its staff and the people they support.

OUTCOMES – Being able to demonstrate what difference our support makes in the lives of people and how we develop staff to do this.

SUSTAINABILITY – Ensuring that the organisation is viable and capable of responding to the changing environment within which we operate.

If our Corporate Plan is to succeed it is vital to ensure that our people strategies are aligned with the organisational strategies and that the organisation takes account of people as contributors to our success. We must ensure that the supply of people in terms of numbers, knowledge, skills, attitudes and values is matched with demand and that a process exists by which people considerations are raised early in our strategy setting. To achieve this we need;

- Effective resourcing to ensure the provision of enough people in the right places with the right skills to deliver.
- People are rewarded and recognised in a motivational way.
- Employee commitment is secured in a well managed and equitable employee relations environment.
- Training and Development is available to satisfy the needs of the organisations and the individual.



Effective resourcing to ensure the provision of enough people in the right places with the right skills to deliver



Tenant Participation

During the year we made significant progress on implementing our tenant participation strategy. Some of the outcomes from this work are presented below.

CONSULTATION & PLANNING

Aim -To develop & implement a Tenant Participation Strategy.

The Strategy has been developed and launched. We are currently applying to the Welsh Assembly for Wales for funding for an accessible version.

Aim - To review the Compliments & Complaints procedure & Finance Policy via task & finish groups & to evaluate this approach.

Eight service users participated in a Compliments & Complaints Group over 5 meetings and in 1:1 work at home. Funding has been applied for from the Welsh Assembly for Wales to develop an accessible version.

THE FINANCE POLICY REVIEW COMMENCING IN 05/06.

Aim - To develop local user led groups to support learning & discussion around issues that affect them.

Two service users set up a Move On Group. Two meetings have been held, attended by nine service users.

The Vale crew group (4 service users) developed their roles & attended training to develop their group skills. 14 service users in the Vale attended each of the 8 informal meetings.

Three users in North patch met with the Chief Executive to discuss issues affecting them due to increase in community care charges.

Four service users trained to become Rights & Responsibilities trainers over 19 training sessions.

23 service users participated in a series of 3 recruitment workshops from the Vale & East patches. They were then involved in interviewing for support development workers and personal assistant's for their patch.

Five service users from Cardiff participated in a research project called "Better lives".

INFORMATION

Aim -To develop a tenant friendly communication around key organisational issues.

We produced an organisational newsletter on DVD and sent this to all service users. In the future, we intend to produce this twice a year.

MONITORING & EVALUATION

Aim - To continue to monitor & review Tenant Participation within the existing staffing structure.

We introduced new Tenant Participation Worker monthly reporting forms and revised our Tenant Participation Enabler monthly monitoring forms. The information obtained via these forms has been used to inform our Business Plan.

During the year we have undertaken monitoring on the following: the number of house meetings, the number of TP Enablers, the number of TP Workers and service user involvement in TP co-coordinated groups/events.

In addition to the above a number there were a number of other significant achievements:

1. We were the TPAS Award winner for Participation in Supported Housing, one service user attended the presentation event in Llandudno.
2. 115 service users & staff attended our Service User Conference.
3. 5 service users were supported with issues around Move on & Move in.
4. 1 service user made a presentation at our AGM.
5. 1 service user attended Learning Disabilities Forum meetings.
6. Three newsletters were produced (contributions from 11 service users).
7. 146 service users were issued with updated service user guides.



Significant progress has been made with the tenant participation strategy

Investors in people award

We were delighted to receive our Investors in People Award at last years AGM.

It is a recognition of everyone's contribution and high level of commitment that has resulted in such an accolade.

The assessors in concluding their assessment stated that they were left in no doubt that OHT meets the Investors in People Standard and that we will continue to uphold its good practice in the future.

In addition to our IIP assessment, in September 2004 OHT distributed its first employee opinion survey to find out individual views to feed directly into OHT's business planning objectives for the future.

We asked staff to tell us what was working well and also what they thought needed to improve.

The survey which was issued was a common one developed with four other similar providers with a view to not only telling us how we were doing but also to allow us to compare results with each other.

It told us that there are areas that we need to give some further thought to, particularly in the areas of communication and employee satisfaction.

The audit also showed differences in results from different levels of staff within OHT. For example, when comparing data at a job level, senior managers rated communication as high, whereas support staff, working at a team level rated it much lower. This was the same for the employee satisfaction section. This shows us that we need to pay particular attention to adopting future strategies and communications that are suitable for a wide dispersed workforce.

Both the audit and the assessment results showed a high degree of correlation that enables the Directors and the Board of Trustees to make informed decisions about future Business Plan Objectives.



INVESTOR IN PEOPLE
BUDDSODWR MEWN PŴRLE



"...there is a culture in which training is a high priority"

"...there is a high level of commitment to training and staff development"

"...a growing cohort of managers who are seen as good role models"

"...a stable core workforce that has been with the organisation for over 15 years"

"...strong culture of peers support and teamwork"



These Financial Statements give a really encouraging picture regarding how staff have worked to bring about greater financial stability and control across the organisation. The Trustees and Management Team are clear that we must remain diligent in monitoring and managing our financial resources. We have a long way to go to build our reserves back up to previous levels but are confident that we have in place the systems and controls that we need to be able to do this. In doing so, we know that we will be able to demonstrate to commissioners that we are an efficient and well run organisation.

The above figures are taken from the full audited financial statements of Opportunity Housing Trust Limited for the year ended 31st March 2005, approved by the Trustees and submitted to the Charity commission and the Registrar of Companies. The auditors Haines Watts, whose opinion was unqualified, have confirmed that this summary is consistent with the full report. These summarised accounts may not contain sufficient information to allow for a full

STATEMENT OF FINANCIAL ACTIVITIES

Year Ended 31st March 2005

(including the Income and Expenditure account)

	General Fund	Restricted Funds	2005 Total Funds	2004 Total Funds
Incoming resources				
Income from Charitable activities:				
Received from service users	1,583,820	0	1,583,820	1,602,344
Local government grants	0	10,533,625	10,533,625	9,340,765
SPG and other allowances	0	2,279,845	2,279,845	3,036,313
Interest receivable	2,905	0	2,905	403
Other income	4,665	0	4,665	0
Total incoming resources	1,591,390	12,813,470	14,404,860	13,979,825
Resources expended				
Charitable expenditure:				
Direct charitable expenditure	1,457,942	12,702,415	14,160,358	14,681,312
Management and administration of the Charity	63,312	0	63,312	61,429
Total resources expended	1,521,254	12,702,415	14,223,670	14,742,741
Net incoming/(outgoing) resources	70,136	111,054	181,190	-762,916
Transfer between funds	25,267	-25,267	0	0
Net movement in funds	95,403	85,787	181,190	-762,916
Fund balances b/fwd at 1 April 2004	142,676	310,928	453,604	1,216,520
Fund balances c/fwd at 31 March 2005	£238,079	£396,715	£634,794	£453,604

Alan Davis (Treasurer)



BALANCE SHEET

	Year Ended 31st March 2005	2004 (Re-stated)
Tangible Fixed Assets	739,593	851,903
Current Assets		
Debtors	590,428	774,116
Cash at bank and in hand	125,811	82,389
	<u>716,239</u>	<u>856,505</u>
Current Liabilities		
Creditors: Amounts falling due within one year	821,238	1,254,804
Net Current Assets	<u>-104,798</u>	<u>-398,299</u>
Total Assets Less Current Liabilities		
	£634,795	£453,604
Less: Provision for liabilities and charges	0	0
	<u>£634,795</u>	<u>£453,604</u>
Represented by:		
Restricted funds	396,715	310,928
Unrestricted funds	107,566	107,566
Designated funds	130,513	35,111
General funds	<u>238,079</u>	<u>142,676</u>
	<u>634,795</u>	<u>£453,604</u>