

# Anchor Trust and the role of our Board

Jane Ashcroft – Managing Director for Care Services

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## Anchor Trust & our Board – Key facts

England's largest not-for-profit provider of housing, care and lifestyle options

- 50,000 customers each week
- Customers range in age from 55 to 110
- Services provided from 1,100 locations
- More than 10,000 staff



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**Anchor**

People want choice: What do you want when you get older?

## Anchor Trust & our Board: What we offer



### Anchor Retirement Housing

- Sheltered housing for rent
- Housing nearly 24,000 older people in more than 750 schemes



### Guardian Management Services

- Sheltered housing to buy (leasehold)
- Almost 7,000 properties at 232 estates

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## Anchor Trust & our Board: What we offer



### Anchor Homes

- Residential & nursing care
- 100 care homes, with a total of 4,325 places



### Anchor Care

- Providing home care to 5,000 clients
- Just won major three-year contract with Wigan Council.

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## Anchor Trust & our Board: What we offer



### Anchor Staying Put

- Helps homeowners with repairs and improvements to properties
- 52 home improvement agencies across England



### Anchor Integrated Care & Housing

- Housing with 24-hour on-site care staff
- 24 ICH schemes plus two to open in Coventry...plus Denham

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## Anchor Trust & our Board: What we offer



### Denham Garden Village

- 326 new two and three bedroom homes
- vibrant village centre with restaurant, café bar, post office and village shop
- fitness suite with swimming pool, gym and sauna.
- All the benefits of Integrated Care & Housing

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## Anchor Trust & our Board: Financial performance to March 2007

Turnover: £247.4m, 6 per cent up on previous year

Significant investment: 8 per cent of homes do not yet meet 2010 decent homes standard, (Previous year: 28 per cent)

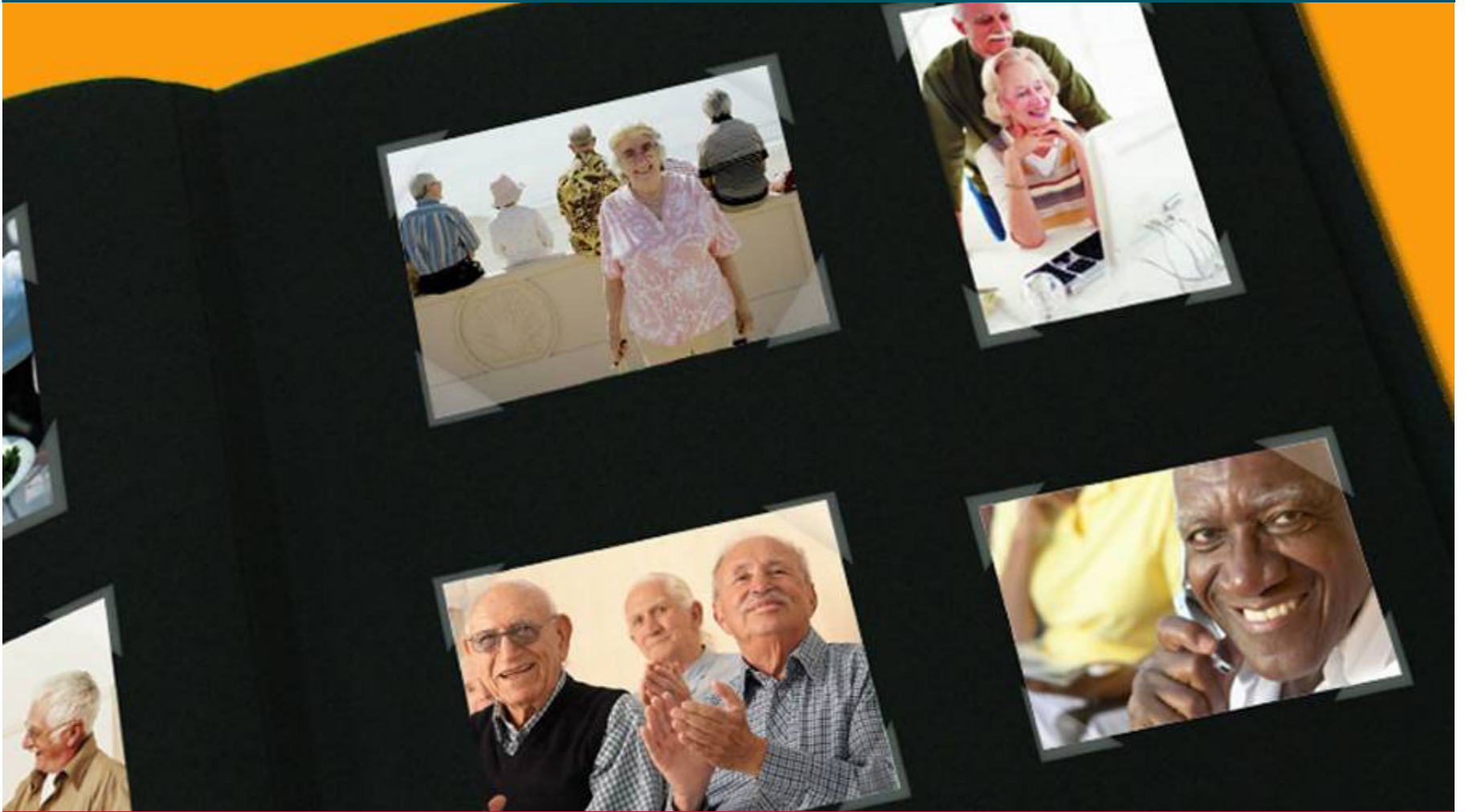
Income from non-social housing activities: £10.8m – mostly from Denham Garden Village



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# Anchor Trust & our Board – Evolution is the key to success



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## Anchor Trust & our Board



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## Anchor Trust & our Board – Paid Board members: Why?

- To maximise the recruitment pool
- To attract experienced Non-Executive Directors
- To recognise the scale of the responsibility

## Anchor Trust & our Board – Paid Board members: How?

- Approved by the Charity Commission December 2003
- Remuneration set at levels determined by the Housing Corporation
- Board Members: £12,000pa Chairman: £20,000pa

## Anchor Trust & our Board – Paid Board members: The impact

- Excellence response to recruitment
- Strong rating to independent review of Board effectiveness
- Improved attendance at meetings
- Organisational success and development

## Anchor Trust & our Board – Awards wins 2006/07

Independent Healthcare Awards – Anchor Homes' catering team

Care Awards – Anchor Homes (Care innovator)

What House? – Gold for best retirement development

Guardian Public Services – Care of older people

Hot Property New Home – Gold in retirement category

Ceretas Home Care – Registered Home Care Manager

Helpdesk Institute's Helpdesk Excellence Awards

...we won or were short-listed for 16 awards in total!



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