

Chair's message

Maximising our impact

During my first year as Chair I recognised very early that, although housing has always been East Thames' core business, it's not the whole business. I saw firsthand the full package of services East Thames brings to its developments and communities. These services include providing specialist care and support, building quality and sustainable homes, and delivering community programmes that have a real impact.

The value-added support services we provide is what sets us apart and enables us to build sustainable neighbourhoods. However, as resources and funding get harder to come by, we need to ask ourselves 'SO WHAT?' when evaluating these services and planning for the future. What is our impact?

We know that the impact of our programmes is critical to our local authority and business partners, particularly in this economic climate. With an increasing number of people competing for a diminishing pot of funding, the spotlight will be on those who can deliver the services that have the biggest and most tangible impact on peoples' lives and local issues.

That's why this year's annual review focuses on the achievements which made a real difference to the people we serve. And to continue to make a difference, we're working hard to be a stronger business and to create more surplus. We're in the business of being a charity. Therefore any efficiencies and savings we achieve will directly benefit the communities we serve.




Tina Tietjen,
Chair of East Thames Group

To help us make East Thames stronger, we've also improved our resident involvement approach, including establishing a Resident Scrutiny Panel. The Panel members are tasked with representing their neighbourhoods and with putting our services under the microscope to find improvements. We're also excited to have three new resident Board members. They will be involved in the strategic development of the business. These moves will give our residents a bigger voice and the opportunity to help shape the future of their East Thames.

My first months as East Thames' Chair have been both challenging and inspiring. Following on from the work of my predecessor, Bob Chilton, I'm committed to seeing East Thames grow to become a leaner, stronger organisation. Most importantly, I'm driven to ensure we continue to provide the value-added services that produce a positive and lasting impact for our residents and communities.

so what?

We've continued to build and support sustainable neighbourhoods in east London and Essex

...but what's the real impact of this work?

Find out what our chief executive has to say about the future of East Thames on page 32.