



OUR HOUSING AND ESTATE INVESTMENT

HOUSING MANAGEMENT SUPPORT COSTS (£)

Aids and adaptations	65,728
Tenant support	19,993
Security to garage sites	10,611
Garden assistance	5,611
Kitchen/bathroom grants	1,658
Total investment	103,602

MAINTENANCE SPENDING (£)

	Birmingham	Shropshire
Reactive	1,388,972	335,886
Preventative	72,200	27,428
Cyclical	659,795	129,014
Improvements to housing stock	2,268,083	93,630
Total investment	4,389,049	585,958

BOURNVILLE ESTATE (£)

Estate maintenance	355,217
Tree maintenance	33,922
Aerial maintenance	36,319
Communal services	15,281
Roads, paths and fences	50,460
Bournville schools	39,586
Landscape renewal	104,101
Tree Programme	30,346
Tree Planting	14,728
Commercial properties: Maintenance costs	62,716
Management costs	59,887
Community Halls	53,239
Total investment	855,803

The above is an extract from the performance of the Trust's Estate Management team.

DEDICATED AND COMMITTED STAFF

INVESTING IN OUR PEOPLE

The Trust first achieved Investor in People status in 1997 and has successfully retained recognition ever since. In 2004, we continued to strengthen our commitment to the development of our staff.

As part of the process, the Trust actively encourages a High Performance Culture amongst all staff. This has several aims, including:

- The creation of a strong sense of direction
- Clear feedback to all staff on their own performance
- Improved communications throughout the Trust
- Breaking down barriers between departments so that everyone shares a common purpose
- The removal of the 'blame culture' wherever it could exist in the Trust.

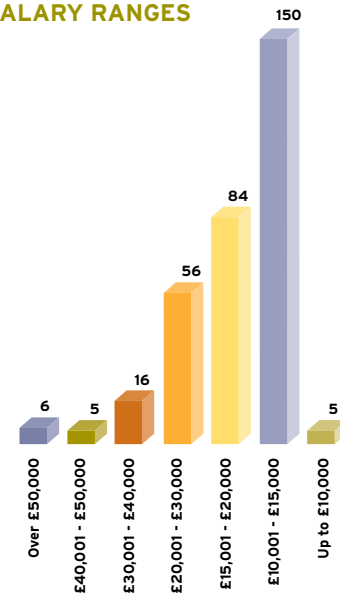




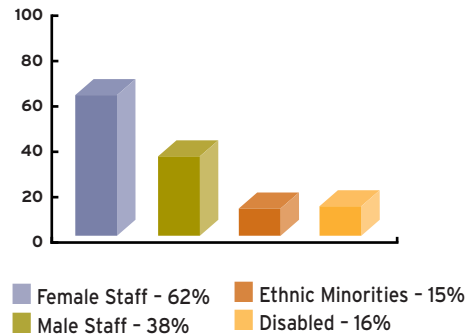
Altogether, almost £100,000 was invested in training and staff development in 2004. The year also saw the relaunch of a staff appraisal system known as Individual Performance Review - a crucial step towards the achievement of a High Performance Culture.

Other initiatives included our continued support for the West Midlands PATH scheme, which aims to provide practical experience of work in the housing sector for trainees from ethnic minorities. In 2004, the Trust joined a new initiative - COFEM - which is designed to develop career opportunities for people from ethnic minorities. COFEM is supported by both the Housing Corporation and the National Housing Federation.

SALARY RANGES



% OF TOTAL STAFF



EQUAL OPPORTUNITIES AND DIVERSITY

Number of staff and Trustees as at 31 December 2004

		Male			Female			Grand Total
		BME*	White UK	Total	BME*	White UK	Total	
Trustees	Grade	-	8	8	-	4	4	12
Executive	J	-	8	8	-	-	-	8
Senior Managers	I	-	6	6	5	5	5	11
Specialist & Middle Management	H	2	5	7	-	6	6	13
	G	3	7	10	3	22	25	35
Admin/Clerical/Senior Care	E-F	3	11	14	4	33	37	51
	A-D	1	3	4	1	32	33	37
Tradespeople and Gardeners		1	52	53	-	-	-	53
Care Call/Care Staff		1	7	8	25	47	72	80
Cleaners		1	-	1	2	9	11	12
Total		12	107	119	35	158	193	312
Disabled Staff		3	17	20	2	28	30	50

*BME = Black & Minority Ethnic

