


Thorngate Churcher Trust
HOUSING AND CARE SINCE 1868

ThorngateLiving

Annual Report 2024



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Introduction



Our Mission

Providing comfort and security to those in need since 1868 and committed to developing the highest standards of housing and professional care in a supportive, respectful and friendly community.

Our Values



We seek to improve lives through passionately promoting excellence in support, care and housing.



We strive to be transparent, approachable, listening to each other and acting with empathy and consistency.



We will each commit to take responsibility for our role in our teams encouraging, respecting and supporting each other.



We will respect and support everyone as individuals, treating residents and colleagues with dignity and compassion, behaving professionally whatever our role.

Chairman's view

Mark Hook



I'd like to start my message with a heartfelt tribute to Mark Child. Mark worked with Thorngate for five years as chief information officer

and passed away quite suddenly in March 2024. His influence on Thorngate was significant and his infectious energy is sorely missed by the team here. We are extremely grateful to Mark's family, who donated money collected at his funeral to Thorngate as a beautiful gesture in his memory.

Throughout the past year, your board members (pictured on page 29) have continued in their role to support our executive team, housing and care staff to provide the very best housing, care and support to our residents. As a group, we held regular educational board days throughout the year, ensuring that we remain up to date with our responsibilities as housing and Care Quality Commission regulations have been updated.

I am delighted to report that in the last year we have received a grant from Homes England that has enabled the construction of new residential properties

at Grove Road in Gosport to get underway. This project has been planned for some time and to see work begin on site has been an exciting development that means we will be able to provide 30 new homes to over 50s in the local area.

We have also been developing our workforce at our care home, Russell Churcher Court, through two recruitment drives, employing workers with certificates of sponsorship. These colleagues bring a wealth of experience to the home and have become a valuable asset in caring for our wonderful residents.

I want to thank the other members of the board for their support of me and the organisation, and I'd like to say a special thank you to our chief executive, Anne Taylor. Her commitment to Thorngate is unwavering, as demonstrated by the many months of hard work and negotiation she put into securing the Homes England grant, without which we could not have progressed on the Grove Road site.

Though pressures on the social care sector continue, we have a lot to be proud of from the last 12 months and more to look forward to in the year ahead. May I wish you a happy and healthy 2024-25.

"We have a lot to be proud of from the last 12 months and more to look forward to in the year ahead."

Chief Executive's view

Anne Taylor



It's been another busy year for all of us here at Thorngate. As I reflect on the last year, there have been challenges along the way but

also some significant achievements to highlight, all of which centre around our provision of safe, warm and comfortable social housing and residential care in our care home, Russell Churcher Court.

I continue to be very proud of the team here and how we all work toward helping our residents live as independently as possible, achieving fulfilled and happy lives.

As ever we have said goodbye to some of our team and welcomed new members over the past 12 months. Heather Bridgman left her role as my executive assistant after two years in post, and we recruited Tracy Brown as her replacement. Murat Canbek has also joined us as Property Services Manager, and both Tracy and Murat have quickly settled in and become valued members of the team. It's important to me to ensure this document stays focused on the people of Thorngate Churcher Trust while also reporting on key information each year, and I'm very pleased to share some more detailed stories of our residents and staff later in the document.

In Russell Churcher Court, our Registered Care Manager Fiona Taylor is now well into her second year with the

organisation and has made a significant impact in her role. Her extensive knowledge and passion for caring for others is evident and her joyful nature spreads throughout the team. In the past year, she has overseen a move to using Person Centred Software for care planning, which has streamlined how we manage care for our residents, and welcomed a number of new staff to her team, including Hollie Hall, who quickly progressed to the role of deputy manager and was central to the transition to the new care planning system.

In 2023, we also recognised carer Val Cousins after an incredible 30 years of caring for residents at Russell Churcher Court. Val joined the Trust before any residents even arrived, her first role being to ensure everything was ready to accept residents as the home was nearing completion and since then she told us the years have flown by. There are always such lovely stories from residents and staff about people's experiences at Thorngate and it's a privilege to get to know them.

One such story is of resident Ray, who initially moved to a flat in Bradbury House. He later switched to a ground floor flat at Lucas Court for better accessibility, before a decline in his health necessitated a move into Russell Churcher Court. To have someone want to stay with us as they transition through the different stages of their life in this way is a heartwarming testament to the supportive environment we work hard to create for our residents.

We have all been delighted to see construction begin at our site in Grove Road, where next year we will see 30 new residential flats open for people in the local area. The project has been going for some time and has suffered delays in planning amongst other things, but thanks to a grant from Homes England and funding from Charity Bank we were able to bring Vale Construction in to start work in Spring 2024. Securing this funding required a lot of time and effort and has been a strong focus for me personally in the last year, so it's been rewarding to see work begin and I joined the team onsite for the official groundbreaking ceremony. It's an exciting project that will bring much needed homes to people in the area – homes we know will be welcomed and enjoyed for many, many years in the future.

As well as creating new homes, we maintain a focus on improving our existing properties too, and we are currently working through a programme of refurbishment in Russell Churcher Court. Every one of our bedrooms has an en suite bathroom with a shower, all of which are

being upgraded with air conditioning units to provide the most comfortable environments for the people using them.

In our retirement homes, we started a programme of kitchen refurbishments in Melrose Gardens, commencing in February 2024, to ensure our residents can enjoy modern and efficient facilities.

I'd like to finish with a message of thanks to those I work closest to in the management team. In the past year we have seen progress on some significant projects and delivered an improved financial position across the board while maintaining service levels to our residents, which is no easy task with rising costs in many areas. This is down to the hard work and dedication of our teams and I truly appreciate all you do. I'd also like to thank the board for their continued support; we are fortunate to have board members who all care deeply about supporting the people living in our properties and this is reflected in your commitment to Thorngate as an organisation. I look forward to another productive year ahead with such a strong team alongside me.

"Thanks to carer Val Cousins for an incredible 30 years of caring for residents at Russell Churcher Court."



About Thorngate Churcher Trust



Our year in numbers



Founded in
1868



142
people living in our
residential flats



80
people employed
by Thorngate



In excess of
£3.6m
annual turnover



30
new homes in
development



100%
of our care home
rooms have
en suite bathrooms

We are members of



Resident Stories

At the heart of everything we do at Thorngate is our residents, and we are delighted to share some of their stories in this year's report.

Tony and Wendy Street

Tony and Wendy Street (pictured below) have lived in a flat in Elizabeth Court for three years and are very happy in their home. Wendy said, *"All my neighbours are lovely here, we all have a laugh. I like to make cakes and sometimes a pudding, and I'll always take some round to our friends. We speak most days and look out for each other, plus the wardens are always on hand to listen if you need to get something off your chest. There's a wonderful sense of community."* Tony works locally in Gosport and is looking forward to his retirement in October 2024.

Wendy is a local woman, she moved from Portsmouth to Gosport when she was just 17 years old and has never wanted to leave. Her connection to the trust also goes back many years as she has a relative who moved into the almshouses in Inverness Road in 1980 and then transferred to Elizabeth Court when it first opened in 1981.

The couple loves their flat and garden, which they decorate with lights and decorations at Christmas time. Wendy told us, *"We're so grateful to Thorngate for the opportunity to live here, it really is gorgeous. We love it here and wouldn't ever want to leave!"*



*"We love it here
and wouldn't
ever want to
leave!"*

Wendy Street

Marion Field

Marion Field has lived as a resident at Thorngate Court for 16 years and has always enjoyed living in her flat, so much so that she says she would not want to live anywhere else. She lived her whole life in Portsmouth with her husband and three children, working in a florist for many years as her children got older and left home.

Marion loves getting involved in the activities at the Thorngate Court Social Club and particularly enjoys the films in the afternoons. She said, *"The wardens are very good; I am well looked after but I like to do things for myself and I feel like I have independence here. I can keep busy, I like going to the lounge for coffee and a chat with the girls and the crowd here is nice. I would never leave this place!"*

Sue Newton

Sue Newton will have been living at her flat for a year in September 2024. Originally from Kent, Sue moved to Gosport around 10 years ago and works in local GP surgeries as a phlebotomist. She told us, *"I really do love it here; everyone is friendly and it's a nice community, I've made friends here and we have a good laugh."*

Sue has a son who has visited her new flat along with her two grandchildren, to see where she has set up home. She has attended yoga classes with other residents, goes along to the monthly Sunday roast and bingo activities, and has even been talking to the wardens about arranging new events for residents.

Marion Field (left),
Sue Newton (right)

*"I've made
friends here
and we have a
good laugh."*

Sue Newton



Our people



Building a strong team

In August 2023, we welcomed **Murat Canbek** to Thorngate Churcher Trust. Murat is responsible for maintaining the Trust's range of properties, including both pre-planned and reactive maintenance. He is also Thorngate's 'go-to' for all things health and safety, and works tirelessly to ensure that we provide a safe place to live and work for all our residents and employees.


It's a busy role and Murat has an important part to play in budget control through procurement and managing contracts and contractors.

In addition, he manages a team of three multi-trades, supporting them with organising workloads and ensuring that all relevant materials are available

to ensure our properties can be well maintained.

Murat is popular with staff and residents alike - he takes enormous pride in his job and participates in residents' meetings to ensure that he's aware of the feedback we get and can meet people's needs.

Murat said: *"The residents' satisfaction has to be at the forefront of everything we do. It's my favourite part of the job - seeing the difference our work can make to their quality of life. I really enjoy managing all of these varied projects, seeing them through to completion when everything comes together. The fact I get to do this with such support around me has made the past year so enjoyable."*



"The residents' satisfaction has to be at the forefront of everything we do."

Murat Canbek

Jill Francis is our Housing and Support Manager, taking care of our sheltered housing schemes, wardens and residents' application processes. Previously, she worked as a Registered CQC Service Manager and as a manager of mental health residential and learning disability independent living teams. She's been with the Trust since April 2016 and has had an enormous impact in that time.

Jill is passionate and motivated about how she supports our residents and developing her role. She attends conferences to learn from other areas and bring new perspectives into how we work at Thorngate, and in March 2024, she secured her CIH Level 2 Certificate in Housing Practice qualification.

When asked about her favourite part of the job, she said: *"Helping applicants secure safe, affordable housing and providing support services that can transform lives."* Jill's commitment to our residents is clear in her meticulous, compassionate and determined approach to her role.

We have also welcomed some more new staff members in the past year. We were delighted to bring **Tracy Brown** into the team towards the end of 2023. With an eye for detail, an exceptional work ethic and a flair for managing HR issues, Tracy came on board as the Executive Assistant to Anne Taylor, providing administrative support to Anne as well as for the Board of Trustees meetings and coordinating cross-organisational meetings and events. She also acts as HR Assistant, managing the HR administrative process.

Tracy said: *"Joining Thorngate Churcher Trust has been a breath of fresh air; feeling so valued and being heard is very important - especially when starting a new role - and the team has made me feel totally welcome since my very first day. It's genuinely a joy to get up in the morning now and I actually look forward to work."*

Tracy's role is varied - something that she enjoys immensely as it 'keeps every day fresh and interesting' - and she is fully immersed as a team player, regularly connecting and communicating with different members of the Trust throughout her working week.

Jill Francis (left),
Tracy Brown (right).



*"Joining
Thorngate
Churcher Trust has
been a breath of
fresh air."*

Tracy Brown

Martin Hutchings also began working with Thorngate at the end of 2023 and says his time with the charity has been a great experience. Martin provides day to day maintenance support across our sites, including painting and decorating, remedial plumbing works, minor building repairs. He said, *“Thorngate gave me the opportunity to start a new career and every day is a joy to come to work. I enjoy meeting new people and facing new challenges, but the diversity of what I do is what I love most.”*

Another new staff member joined our team back in mid-2023, when **Hollie Hall** started at Russell Churcher Court. Hollie was quickly recognised as experienced and diligent in her role and before long was promoted to Deputy Care Home Manager. Hollie is responsible for making sure the home runs smoothly;

this involves helping to manage the team working at Russell Churcher Court, as well as ensuring that residents consistently receive the highest quality care. A large part of this is keeping their care plans up to date so that care staff can always respond to individual needs.

We asked Hollie what her highlight was of her first year with Thorngate Churcher Trust: *“Honestly, I think it’s been getting to know the team that work at Russell Churcher Court. There are so many different roles and responsibilities within the home, so it’s been great to learn how each person affects the running of the home.”*

“However, I have to say that my favourite part of the role is interacting with the residents - they are such a fantastic bunch, and it means the world knowing that the work we do every day makes a difference and helps to improve their lives.”



Martin Hutchings (left),
Hollie Hall (right).

*“Everyday
is a joy to
come to
work.”*

Martin Hutchings

Delivering the best possible support and care

During the year, we have changed our training provider at Russell Churcher Court. The feedback from staff is that this has had a positive effect on teams' understanding of their responsibilities.

Given the ever-increasing risks of information security and the reliance on data, cyber security has also been a focus this year. We are working with our IT services provider, Vermont, which also keeps our data safe, to ensure we have the most effective processes in place. We have embarked on a programme of cyber security and phishing emails training for all staff with Thorngate email addresses to ensure we all know how to identify and manage any potential breaches.



Building strategy



Energy and environmental strategy

Energy efficiency and sustainability are important factors that will ensure we can continue to provide modern, warm and safe homes for our residents and seeking improvements in these areas continues to be a core focus for us. We have previously reported that all our homes met the Energy Performance Building Rating C seven years ahead of the government's target and we are working to maintain that position and further develop our sustainability strategy.

In some areas these changes are large scale and in others they are small steps that contribute to a larger impact on our carbon footprint, such as the new energy efficient industrial boiler we have installed at Thorngate Court, serving 22 flats in the building.

We have also made changes to our waste management processes at Russell Churcher Court. We are now able to increase our recycling while reducing our general waste as well as reducing clinical waste.

We are continuing with our four-year programme to refurbish the en-suite bathrooms in our care home and remain on schedule. This is a long-term project while we work to minimise disruption to the residents and at March 2024 we had completed our year target of 28 out of 44 rooms, installing more energy efficient bathroom furniture and air conditioning units that can cool in the summer and provide heat in the winter.

Digital strategy

This year we have continued to develop our digital capability to improve our efficiency as an organisation. During the financial year, we moved our main care planning software to a cloud-based programme, followed by all our management folders. This means we can oversee care delivery and manage resources more effectively, with better oversight of data.

We have also rolled out cyber security training to all staff and trustees to ensure we all understand the risks and threats of potential cyber attacks and how to avoid them. We hold personal information for residents and staff and we want to minimise the likelihood of any data breach issues with shared knowledge.

With this in mind, we have begun working towards the government-backed Cyber Essentials certification, an assessment toolkit that details specific requirements, helps identify any areas of risk and provides guidance for improving our overall cyber security. We have also completed the Digital Security and Protection Toolkit from NHS Digital.

Estates strategy

As well as working to maintain quality homes for the residents of our flats and care home, we are also looking to the future with the development of 30 much-needed new flats on Grove Road, Gosport.

After going through the processes for planning and design of the new building, this year we were delighted to secure funding to instruct Portsmouth-based building company Vale Southern, ready for construction to begin in April 2024.

Funding for the new project has been made possible thanks to a grant from Homes England and support from Charity Bank. Carolyn Sims, director of lending from Charity Bank, said she was pleased that the bank has been able to help Thorngate with this project.

“Older people should have somewhere decent to live and almshouses like Thorngate play a great role in this,” she said. “I’m personally thrilled we can support this project and look forward to the homes taking shape.”

The flats will be ready for people to move in from summer 2025. We have an extensive waiting list for our residential flats and we are conscious that we can’t satisfy the demand for specialist housing for older people looking for independent living with warden support. These new properties will be a welcome addition to the area and have been carefully designed to include all the key features we know are most popular for our residents such as a multi-use space in the resident lounge, easy access for buggies and parking, and great transport connections.

“I’m personally thrilled we can support this project and look forward to the homes taking shape.”

Carolyn Sims



Engaging with the local community



Highlights from Russell Churcher Court

A large part of our role in supporting people living in our care home is providing a range of activities for them to get involved in and remain part of their community. Our team are excellent at planning a varied range of events, often arranging visits from different businesses in the local area such as toddler groups, petting zoos and singers.

We all joined together to watch the King's Coronation last year, with a street party, bunting and decorations throughout the home and crowns for everyone to wear. There was a sense of joy throughout the whole home!

Everyone enjoyed fish and chips from the local fish shop and we also had an afternoon visit from an ice cream van, rounding off the festivities with a performance from the Gosport Warblers, a local choir. We also welcomed lots of family and friends along to join in with fun and it was the most people we'd had inside the building since the pandemic started, a truly enjoyable moment for us all.

We are grateful for the support we get from local community and periodically the team at Asda Fareham and Gosport visit us with goodies to thank our amazing

care heroes who work at Russell Churcher Court. Always a welcome treat!

Every summer we hold a fun day at Russell Churcher Court, raising money with various stalls and different activities for residents and visitors to get involved in. In 2023, we included a BBQ, games, refreshments, a cake stand, and – of course – the famous RCC raffle.

The entertainment involved a seated Zumba class, the talented Abigale sang for us, Chris the Balloon Man created everything from an octopus to a tommy gun and the team at Doorstep Entertainment provided music, fun and laughter. We raised an incredible £722.07 which has been used to fund more activities for our residents.

As we ended the year, we were preparing to welcome five duck eggs for us to hatch. They came from Incredible Eggs which is an ethical provider of high-welfare hatching kits, a great experience that we have wanted to provide for our residents for a long time. Nothing lights up people's faces like when we have animals and children visit us at Russell Churcher Court and there was great excitement for all of us as we took delivery of the incubator ready to care for our little hatchlings.

Thanks to Asda Fareham & Gosport (left), Our five ducklings (right).



Value for money financial report



Our social housing financial performance

The Regulator of Social Housing requires us to report to them how we are performing financially overall on social housing (i.e. excluding our care home operations). This metric indicates our financial stability – it shows the margin we make operating the organisation on a day-to-day basis.

We compare this to a peer group of similar organisations. The metrics we have chosen and have consistently reported on for the last few years are a mixture of both hard financial data and targets related to social impact and based on our charitable objects.

This translates into a number of monthly key performance indicators that the executive reports on monthly, procurement measures that we review periodically, and forward-looking targets which reflect our forward focused business plan to 2024, as well as systematically examining our governance.

Void reporting

Void reporting is how we monitor any vacant rooms or flats in our properties. Both housing and care home voids are reported monthly to the board and Thorngate sets its own targets on voids. Thorngate also benchmarks itself against the Smaller Providers Benchmarking Group, and this figure has been reported on where relevant below.




We report voids on a percentage basis monthly and on a lost revenue basis annually. Our target is 2.5% or less voids. This can be affected by, for example, increased development or major repairs, if this means more transfers of residents or decanting.

Void pro-rata 12m	Thorngate 2023-24	Thorngate 2022-23	Thorngate 2021-22	Thorngate 2020-21	Peer group 2023-24
Housing %	0.14%	0.23%	0.22%	0.27%	1.19%
Care %	4.08%	4.67%	1.70%	3.90%	N/A

We have once again turned in an excellent performance on housing voids and are ranked in the first quartile yet again in the peer group of smaller similar housing associations. This reflects just how desirable our combined package of high-quality housing and high-quality housing support delivered by on-site staff are to residents. This is also reflected in our very long waiting list for units (currently around 120 applications for 124 flats) with a wait time of around two years. Our care voids for 2023-2024 have stayed approximately constant despite the refurbishments in Russell Churcher Court.

Procurement

Since the VFM standard was first introduced, Thorngate has reported its performance against prior years in a number of areas. This has shown useful trends and this has been continued this year. The focus areas continue to be gas and electric purchases, and care home food costs. These have been chosen because almost all our properties have gas included in the weekly maintenance charges, communal electricity is a large cost and for our care home, food is one of the largest costs. These figures can only be considered year on year within the same organisation because of different characteristics between different providers.

Gas		2021-22 £46,305 -24.1%	2022-23 £43,739 -5.54%	2023-24 £71,019 +62.4%
Electric		2021-22 £50,515 +1.1%	2022-23 £48,418 -4.15%	2023-24 £45,425 -6.2%
Food (care home per resident)		2021-22 £2,164 +54%	2022-23 £2,040 -5.73%	2023-24 £2,287 +12%

While we seek to reduce our utility costs, we seek to at least maintain our food cost budget per person level, as there is a correlation between quality and cost and the case of food for care home residents, and nutrition is a key part of caring for frail residents.

On gas and electric procurement, we go to the market and our three-year deal on gas ended in December 2023, with electricity ending in June 2024. We were extremely lucky to get a good deal in Spring/Summer 2020. A new contract has been negotiated which while competitive is nevertheless higher than the very low-priced deal we came out of. Gas is used for heating and hot water in both housing and care homes and only the new developments of Lucas Court, Garden View and Bradbury House buy their own gas. It should be noted that if housing residents had to buy their own gas or electric they would not be able to buy this as competitively as we do, however of course they would have more control over usage.

Gas: Our spend on gas has increased dramatically this year. This is due to the ending of our advantageous gas contracts in December 2023, and the start of a good but nonetheless more expensive (270% increase) contract in January 2024. Further, our actual unit usage increased by 5.3%.

Electric: Spend on electricity has decreased this year. Given that our price has not changed this is the result of using fewer units. Overall unit usage dropped by 12%.

Food: The cost of food increased during the year due to continuing inflation. We work hard to buy as competitively as possible but the market has been challenging throughout 2023-24. The longer-term food cost environment remains uncertain and the current budget for 2024-2025 period is £2,518 per person.



Complaints Policy



We take any form of complaint very seriously and we have procedures in place to ensure we respond quickly, fairly and consistently, as well as identifying any areas for improvement as part of the process. The Housing Ombudsman's Complaints Handling Code was updated this year and we have reviewed our policies in line with the new document.

Complaints performance and service improvement report 2023/2024

Thorngate Churcher Trust (TCT) has completed the annual self-assessment against the Complaints Handling Code to ensure TCT's complaint handling policy remains in line with requirements. TCT conducted a resident survey in October 2023, which included the new Tenant Satisfaction Measures. This gathered feedback on resident's experiences with the complaint handling process. The survey asked about responsiveness, effectiveness, and satisfaction levels.

When handling complaints, TCT strives to interact with residents in a professional, empathetic, and solution-oriented manner. There was only one formal complaint (later split into two separate issues) made in the year. This review report refers to the handling of that complaint.

The letter acknowledging and investigating the resident's complaint clearly explains the steps that will be taken to address their complaint, including timelines and any potential outcomes. The complaint resolution process had taken time and the resident was given regular updates on the progress being made, this was carried out in person, by email and letter and documented in complaints log. This helps to manage expectations and demonstrates TCT's commitment to resolving the issue.

To take proactive measures to prevent similar complaints from arising in the future, training was provided to the housing team and the relevant policies and procedures are in the process of being updated. After the complaint had been resolved, TCT followed up with the resident to ensure that they are satisfied with the outcome.



TCT has kept detailed records of all interactions related to the complaint, including the initial complaint, any communications with the resident, and the resolution. This can be helpful for reference in case similar issues arise in the future.



TCT is looking at ways to collate resident feedback on complaint handling, formal or informal feedback mechanisms such as adding complaints to the agenda of TCT quarterly resident consultative meeting and a section to be added for residents to give feedback on complaints to be included in the next resident survey.



TCT already supplies suggestion boxes at all sites, feedback surveys after a repair have been carried out and complaint process is in fortnightly resident newsletter as well as on the TCTs website with an online form.



TCT has not refused to accept any complaints during the last year.

There are no findings of non-compliance with this Code by the Ombudsman, or any other relevant reports or publications produced by the Ombudsman in relation to the work of TCT.

TCT has a section in the annual report 2023 p27 detailing Complaints policy and copy of 2023 self-assessment, a copy is given to all residents and published on TCT website.

TCT has examined records of past complaints and resolutions for the last 12 months, April 2023 - March 2024.

1. Response Time: Complaint received 19.12.23, an acknowledgement letter sent 21.12.23 (2 working days) 8.1.24 responded to the complaint (9 working days) 19.1.24 follow on complaint received, an acknowledgement letter sent 22.1.24 (next working day) 26.1.24 responded to the complaint (4 working days) resident contacted on 5.2.24 to discuss complaint further 7.2.24 meeting was offered 14.2.24 confirmed meeting date for 22.2.24.

2. Resolution Time: Resident met with complaints officer 22.2.24 and agreed complaint was resolved.

3. Number of Complaints: TCT has received one complaint from one resident, which was broken down into two issues. As the TCT received two issues/complaints in this period from one resident, there is not enough data to look for patterns on how complaints are handled and whether there are recurring issues.

4. Repeat Complaints: There are no complaints that are recurring or related to unresolved issues.

5. Resident Satisfaction Ratings: TCT score is 63% for complaints, this is the first year that we have calculated the satisfaction score so unable to compare, we will be able to do this going forward.

6. Resolution Rates: The complaint that was received was resolved to the satisfaction of the resident. Going forward we will be able to measure the effectiveness of the TCT's efforts in addressing issues.

Thorngate Trustees



Our Trustees



Mark Hook

In his role as chair Mark is committed to both the wellbeing of residents and the long-term future of the Trust.



Jim Gilhooley

As a former chair of trustees, Jim's expertise as an HR professional continues to be an important element of our board.



Christopher Matthews

Chris is a partner in law firm Churchers. There has always been a partner from Churchers on the board of trustees and Chris is mainly involved in strategic decisions and adding value to legal and business decisions.



Julie Palmer

Julie's background in social services is a key area of expertise on the board of trustees.



Reeta Ram

Reeta is founder of DPR Housing Limited and Dementia Partners Limited, offering 24-hour staffing for high level support.



John Clark

John is a housing professional who has worked for various large housing associations in roles ranging from repairs and complaints management to housing manager before becoming executive director at Orione Care.



Ollie Zaki

Ollie is a partner at local law firm Glanvilles and says he is pleased to be involved as a trustee using his professional expertise and the opportunity to give something back to the community.



David Popoola-Smith

David joined the board of trustees in 2022 and as a social worker is highly experienced in adult social care.



Thorngate Churcher Trust
HOUSING AND CARE SINCE 1868

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thorngate.org.uk

Thorngate Churcher Trust is a charitable company limited by guarantee.
Registered in England and Wales company number 9953572. Registered charity number 1169965.
Registered non-profit private provider of social housing number 4839.

