



Abbeyfield & Wesley
Annual Report 22/23

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The Board presents its report for 2022/23 - a year in which the association continued to recover from the impact of the COVID-19 pandemic.

The principal activity of Abbeyfield & Wesley, a registered non-profit making Housing Association recognised by the Charity Commission for Northern Ireland as having charitable status, is the provision of a range of housing and support services for older people across Northern Ireland.

The Abbeyfield Ethos

The underlying focus of the Abbeyfield Ethos is to enable older people to continue to enjoy more meaningful social connections in their home life and local communities. People are independent yet together, and with this spirit of togetherness, the association aims to make Abbeyfield a friendly place and active part of the local area.

Abbeyfield Guiding Principles

- Older people have an important role to play amongst their families, friends and in the community;
- Overcoming loneliness and insecurity can make all the difference to an older person's well-being and quality of life; and
- Local people have an essential part to play in helping older people in the community.

From the formation of the Abbeyfield movement in 1956, there has been a recognition that older people should maintain their social connections and close links with the local community in order to prevent and alleviate the loneliness that can come with later life and which can have such an impact on health and well-being.

Our Abbeyfield Vision is for a world that ends loneliness in later life

Our Abbeyfield Mission is to create communities that keep more people connected in later life

We are residents and neighbours, trustees, employees, volunteers and partners, working together to make a difference to people in our neighbourhoods and society

Our Abbeyfield beliefs

Our beliefs guide our actions, our interactions and the decisions we make

- We believe in the **Power of Home**
- We believe in the **Potential of Community**
- We believe in **Positivity in Later Life**

Into Action

Working together, we will create homes which foster community and alleviate loneliness in later life.

We aim to provide a service which meets the highest possible performance standards whilst at the same time managing resources effectively and efficiently.

Service Provision

Abbeyfield & Wesley provides a range of housing across Northern Ireland. We make time for our residents and aim to enhance their lives by bringing everyone together in homely, friendly accommodation that has links within their community.

Abbeyfield & Wesley is more than a home, *it a neighbourhood, a community, a family.*



Ballycastle
Ballymena
Hamilton Rd
Barnagh
Downpatrick
Holywood
Merville

Ballymoney
Ballyholme
Ward Ave
The Parade
Greenisland
Lurgan
Portstewart

Wesley Court,
Carrick /
Fleming & Stutt,
Belfast /
Bryans House,
New Mossley

Palmerston Care
Home, Belfast

Tennent Street /
Geoffrey Street,
Belfast

Sheltered Housing



- On Call Support
- Sense of Community

Abbeyfield Supported Sheltered Housing



- Support of onsite staff and call staff
- Companionship
- Home made meals
- Family style living

Care Home



- 24 Hour Care
- Specialist Dementia Support
- Stimulating environment

The Board and Management Team

The Board of Management met on five occasions during 2022/23. The Finance Committee met on four occasions, the Property & Development Sub-Committee met on four occasions, and the Governance & Audit Sub-Committee met twice.

Members' attendance at board meetings during the course of the year were as follows:

Board Members	Meetings Attended	Possible Attendance
Ms Eileen Stewart - Chair	5	5
Mr Malcolm Beattie	2	3 - appointed 12.9.22
Dr David Capper	4	5
Mr Ken Gordon	4	5
Mr Billy Graham	4	5
Mrs Celia Worthington	3	5
Mr Glenn Montgomery	3	5
Mr Andrew Shott	1	1 - resigned 12.9.22
Mrs Paula Sands	4	5
Mrs Margaret Bunting	1	1 - co-opted 12.3.22
Mr Kevin McParland	1	1 - co-opted 12.3.22
Mrs Heather Taylor	1	1 - co-opted 12.3.22
Dr Gillian Turner	1	1 - co-opted 12.3.22

Property Committee

Ms Eileen Stewart - Chair
 Mr Charles Ballantyne
 Miss Liz Currie
 Mr Billy Graham
 Mrs Margaret Bunting

Governance & Audit Committee

Ms Eileen Stewart - Chair
 Mr Glenn Montgomery
 Dr David Capper

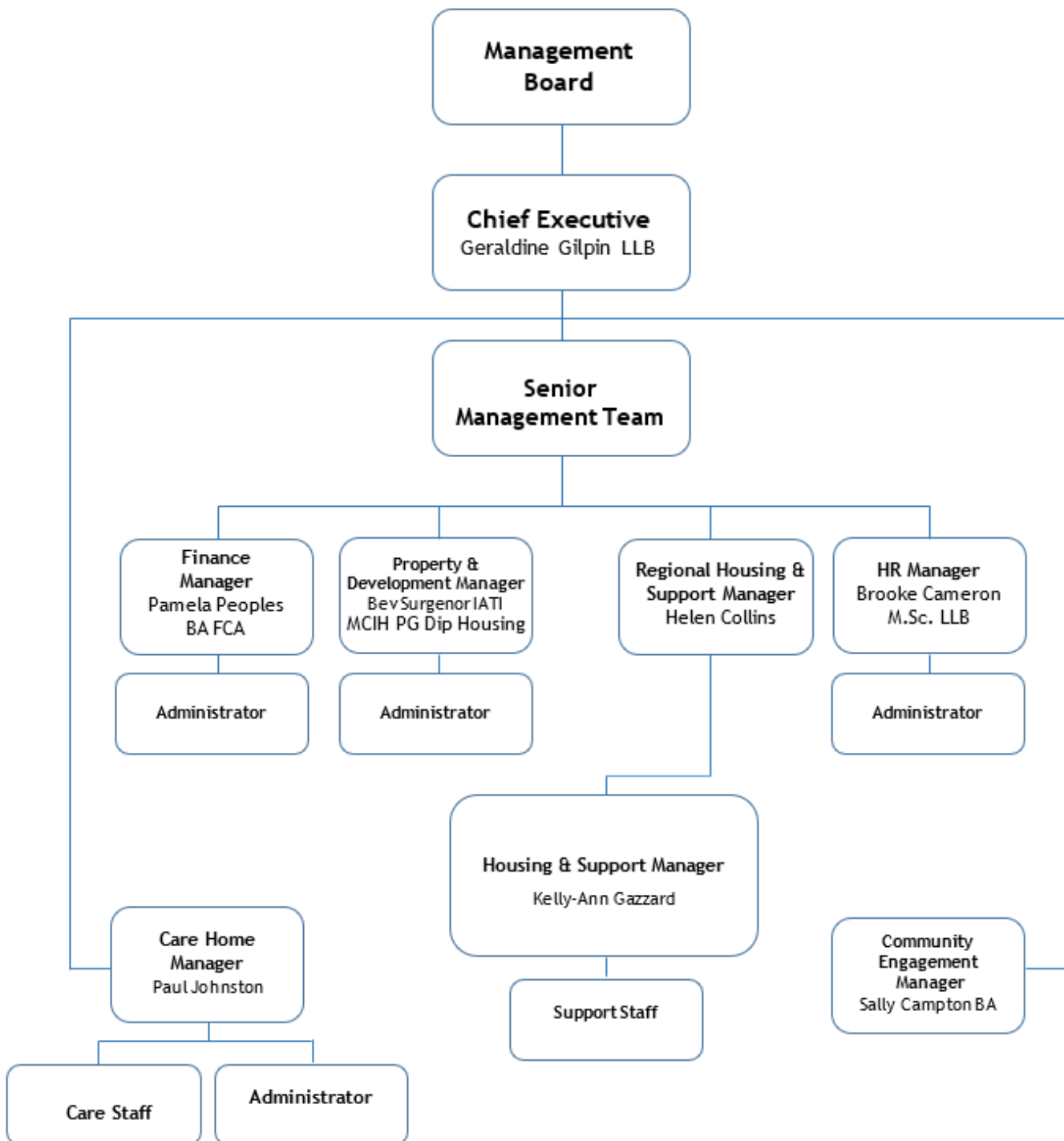
Finance Committee

Mr Malcolm Beattie - Chair
 Mr David Lennox
 Mr Ken Gordon
 Mrs Paula Sands
 Mr Kevin McParland



Eileen Stewart

Abbeyfield & Wesley - Organisational Structure



Senior Management Team

Geraldine Gilpin, Chief Executive
 Brooke Cameron, HR Manager
 Sally Campton, Community Engagement Manager
 Helen Collins, Regional Housing & Support Manager
 Bev Surgenor, Property & Development Manager
 Pamela Peoples, Finance Manager
 Paul Johnston, Care Home Manager



An Overview of 2022/23

The recovery from the impact of the Covid Pandemic has continued through 2022/23.

Occupancy has slowly improved and by the end of the year the void targets had been met, although these are still lower than pre-covid targets.

Over the period of the Covid pandemic, cyclical redecoration and planned maintenance had been low priorities, with the focus on urgent repairs and statutory compliance. Support Staff put all their endeavours into providing residents with a safe and secure environment and consequently, the houses lost their “homely”, well cared for appearance.

The Property Asset Management Strategy was revised to take account of the planned maintenance programme being halted during the pandemic, the cycle of works becoming out of sync and priorities of what work was required having changed.

An action plan was implemented including redecoration, curtains, etc.

Abbeyfield & Wesley provides more than simply somewhere for older people to live. In both the housing and care accommodation, the aim is to create a sense of family, establishing close links with the local community and enabling residents to maintain the social connections which research has shown are so vital to health and well-being.

Community Engagement activity focuses on ways of promoting well-being through connections within houses and externally, enjoying entertainments in the company of others and finding ways for creative expression.

Through the year there were many opportunities for engagement and creating a sense of belonging for residents. Fundamental to well-being are good relationships based on interdependence and this continues even when people get older and require support and care. The Staff team, supported by the Management Board, have worked tirelessly to ensure this is in place.

Based on evidence gathered during 2022/23 in a number of our supported sheltered houses, the research project, *“The Value and Practice of Relational Care with Older People”*, carried out by the Open University, was launched in the House of Lords in May 2023. Abbeyfield & Wesley is one of the examples of good relational care noted in the report, and this has provided independent evidence that this style of housing creates community connection and a home like environment:

“...enables a sense of belonging, freedom to act and is also warm and accommodating for everyone who works in or visits the facility.”

The Board is responsible for ensuring that the association is effectively and properly run. The Code of Good Governance which sets out the principles and practices of good governance for the Association was reviewed during the year. The revised code is based on an amalgamation of the 3rd edition of the Code of Good Governance adopted by the Developing Governance Group in Northern Ireland and endorsed by the Charity Commission for NI and the National Housing Federation revised code published in 2020.

Internal Control

- a. The effectiveness of the Association's system of internal financial control is continually reviewed. The Board, along with senior management, ensure that detailed control and reporting procedures are in place.

Key elements of the control system:

- The Board has adopted a formal schedule of matters reserved for its approval ensuring it maintains responsibility for overall strategy, approval of all property transactions and other major capital expenditure projects.
 - There is an organisational structure with clearly defined lines of responsibility and delegation of authority.
 - Detailed budgets are prepared covering the Association's operations, which are approved by the Board. Actual results are compared against budget and appropriate action identified and initiated.
 - The Governance Sub-Committee review matters relating to internal control.
- b. The Governance & Audit Sub-Committee agreed a programme of work with the Internal Auditors during 2022/23 and audits were carried out on Governance Arrangements and Gas Safety.
 - c. The independent auditors reported that in their opinion the financial statements give a true and fair view of the state of the Association's affairs as at 31.03.23 and have been properly prepared in accordance with regulatory requirements.

Risk Management

The Board recognises that the operation of the Association will be subject to a range of risks and a Risk Management Policy and Procedure has been developed. This covers inherent and residual risks for the key strategic areas within the association and involves input from everyone in the Association. Procedures to control the impact of the risks are implemented and are reviewed and amended on a rolling basis.

Value For Money

Abbeyfield and Wesley aims to provide more than simply somewhere for older people to live. In our accommodation we aim to create a sense of family and close links with the local community, enabling our residents to maintain social connections which are so vital to health and well-being. In order to provide this added social value, as well as providing quality services and maintaining properties to a high standard, resources have to be managed as efficiently and effectively as possible. Everyone in the association is involved in this endeavour, and we also actively encourage input from external resources. The key themes in the Strategic Plan for 2023-24 reflect the aims of enhancing the lives of older people and providing social impact and value for money.

Strategic Changes in the Coming Year

- The Association will continue to implement the post-covid recovery plan, concentrating on returning the occupancy levels to pre-pandemic levels and restructuring the planned maintenance programme which has been delayed.
- Mrs Geraldine Gilpin, Chief Executive, will be retiring later in 2023. In preparation for her retirement a recruitment exercise has been undertaken and, following a period of handover, Mr Patrick Thompson will be taking over as CEO.

Secretary & Registered Office

Geraldine Gilpin
Abbeyfield & Wesley
2 Wesley Court
Carrickfergus
BT38 8HS

Solicitor

DWF (Northern Ireland) LLP
42 Queen Street
Belfast
BT1 6HL

Registered Auditor

ASM (B) Ltd
20 Rosemary Street
Belfast
BT1 1QD

Internal Auditor

Wylie Bisset LLP
168 Bath Street
Glasgow
G2 4TP

Bankers

Danske Bank Ltd
77 Main Street
Bangor
BT20 5AP

- Registered with The Charity Commission for Northern Ireland
Registration Number: NIC106288
- Registered as Industrial & Provident Society in Northern Ireland - IP244
- Registered with DfC - No. 46

Financial Position and Performance

a) Financial Position

The recovery for the Association from the Coronavirus pandemic was slower than anticipated during the financial year. Void levels remained significantly higher than budgeted and increased staff pressures resulted in agency costs being higher than budgeted. However, improvements in occupancy were noted in the last quarter and houses were beginning to return to pre-covid style.

The Association returned an overall surplus of £73,696 this year, a decrease of £43,256 on the surplus in 2021/22 of £116,952. The operating surplus on social housing activities was £57,400 compared to a deficit of £418,095 in 2021/22.

The Board aims to keep rents and charges affordable for all, however, with the annual increases in minimum wage payments (and resulting implications for differential payment levels), as well as pension contributions, increases in costs, particularly in relation to food, utilities and maintenance, combined with a lack of a meaningful increase in Supporting People funding and Residential Care Home tariff, this continues to be increasingly challenging. At the start of the year, charges for housing were increased by 5.8% for Supported Sheltered and 4% for Sheltered, charges for support were increased by 5.8%.

The Financial Position remains strong with net current assets of £1,572,838 and total reserves of £6,766,551.

Statement of Comprehensive Income

<u>Year Ended 31st March 2023</u>	<u>2023</u>	<u>2022</u>
		£
Turnover	4,398,307	4,548,839
Operating Costs	<u>(4,296,487)</u>	<u>(4,465,167)</u>
Operating Surplus (Deficit)	<u>101,820</u>	<u>83,672</u>
Other Income Receivable		
Interest and Investment Income	18,509	13,879
Unrealised deficit on revaluation of properties held for resale	(65,000)	-
Fair value adjustment on investments	(22,020)	19,401
Gain on disposal of property held for resale	40,387	-
Surplus for the Year	<u>73,696</u>	<u>116,952</u>

Statement of Financial Position

<u>At 31st March 2023</u>	2023	2022
Fixed Assets		
Housing Properties	15,186,046	15,366,143
Other Tangible Assets	140,328	130,636
Investments	<u>286,155</u>	<u>308,175</u>
	<u>15,612,529</u>	<u>15,804,954</u>
Current Assets		
Debtors	373,409	709,875
Cash and Bank Balances	415,469	433,313
Investments	852,975	850,190
Properties held for sale	<u>435,000</u>	<u>106,856</u>
	<u>2,076,853</u>	<u>2,100,234</u>
Current Liabilities		
Creditors	<u>(504,015)</u>	<u>(590,696)</u>
Net Current Assets	<u>1,572,838</u>	<u>1,509,538</u>
Creditors Due After More Than One Year	<u>(10,418,816)</u>	<u>(10,621,637)</u>
Total Assets Less Current Liabilities	<u>6,766,551</u>	<u>6,692,855</u>
Financed By		
Share Capital	8	8
Capital Reserves	42	42
Revenue Reserves	<u>6,766,501</u>	<u>6,692,805</u>
	<u>6,766,551</u>	<u>6,692,855</u>

a) **Rents & Arrears**

Total Arrears	<u>27,533</u>	X 100 = 0.67%
Total Income Receivable	4,101,165	

b) **Maintenance of Properties**

	Budget £	Actual Expenditure £	Budget Spent %
Response Repairs	173,000	144,157	83%
Cyclical Maintenance	194,973	171,418	88%
Planned	262,610	136,761	52%
Total Maintenance Expenditure	630,583	452,336	72%

This represents a reinvestment on existing housing properties of

$$\frac{\text{Works to existing properties} - \text{£452,336}}{\text{Housing Assets} - \text{£15,186,046}} \times 100 = 3\%$$

Five disability adaptations were completed during the year at a cost of £4,000

c) **Complaints**

There were 13 complaints during the year and all were resolved.

d) **Staff**

Admin/Front Line Manager	13
Care Staff	44
Housing & Support Staff	<u>77</u>
Total	<u>134</u>

Further Information

For further information on the activities in 22/23:

- Website: <https://www.abbeyfieldandwesley.org.uk/>
- Facebook: <https://www.facebook.com/abbeyfieldwesley/>
- Newsletters
- Resident Survey
- Social Impact & Value For Money Statement
- Report and Accounts



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