

ABBNEYFIELD & WESLEY

HOUSING ASSOCIATION



Annual Report 2023-24

PERFORMANCE AND SUMMARY FINANCES

OUR ETHOS

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

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 loneliness** that can come with later life and which can have such an impact on health and wellbeing.

Formed in 2013 through the merger of Abbeyfield UK (NI) and Wesley Housing Association, Abbeyfield & Wesley is a registered non-profit making housing association specializing in the provision of a range of housing and support services for older people across Northern Ireland.

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 Abbeyfield 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**

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

Welcome from the Chair and Chief Executive

We are delighted to present our Annual Report 2023-24.



The past year remained a period of recovery for the Association and again has proved to be a challenging time attempting to return to pre-pandemic occupancy levels. We are delighted to report that Sheltered Housing and the Care Home occupancy has stabilised around pre-covid levels, and remain hopeful that the Supported Sheltered Housing will follow with improved occupancy in the coming year.



This year saw the retirement of our long-serving Chief Executive, Geraldine Gilpin and we welcomed our new Chief Executive, Patrick Thompson in July 2023. It has been a smooth transition and Patrick has spent considerable time meeting the staff and teams that make Abbeyfield & Wesley unique amongst housing associations. With his previous housing experience, Patrick has quickly understood the challenges of turning around our occupancy levels, dealing with the unprecedented cost of living increases, and the difficulties in recruitment currently being felt throughout the housing and health sectors.

The Association is delighted to report that our residents and tenants have continued to experience a return to “normality” after the pandemic, and we were enthused by their appetite to do what may appear simple things, such as leaving the supported sheltered houses for a Christmas lunch for the first time in a number of years.

Community engagement activities has always been an important part of what the Association does and during the year we have continued to create opportunities for engagement and to foster a sense of belonging for residents through our volunteers and dedicated staff. It is that ability to continue to create a community spirit and a high level of engagement in and beyond Abbeyfield & Wesley, that helps our residents, tenants and staff to thrive.

In commending this Annual Report, we close by saying a heartfelt thank you to our Board Members, Committee Members, Management Team, and staff and volunteers for walking with us through the challenges of the past year and previous years. We continue to make time for older people and continue in our efforts to return the Association to a firm financial footing after the challenges of the pandemic and rampant inflationary cost of living pressures which we have been exposed to since 2020.

The housing that we provide at Abbeyfield & Wesley covers a wide spectrum of types uniquely focused on providing the right type of accommodation at the right time for older people. From general needs properties for active over 55s, through traditional sheltered housing with support services on hand, to supported sheltered housing providing that extra bit of support and companionship, with fresh, home cooked meals, cleaning and laundry included as well as overnight staffing. In our residential home we can cater for dementia sufferers in a friendly and supportive environment. We are proud that our housing focuses on, and meets the needs of older people.



OUR PROPERTIES

293 units

owned and managed across Northern Ireland, comprising a 39-bed residential home, supported sheltered housing in 18 locations and sheltered & general needs housing across five locations.

TENANT AND RESIDENT SATISFACTION



97%

feel safer living in an Abbeyfield & Wesley Supported Sheltered House

85%

of sheltered residents would recommend Abbeyfield & Wesley

100%

very satisfied or satisfied with the care in Palmerston Residential Home

7

complaints received (all resolved at stage 1). Down from 13 in 2022-23



RENTAL INCOME

Rent collected

£4,071,950

Rent arrears: **0.45%**
(non-technical arrears)

Rent increase 2023-24
9.7% - 11%*

*depending on accommodation type



MAINTENANCE

1,285 repair requests

Completed within target:

77.2% Emergency Repairs

67.7% Urgent Repairs

69.7% Routine Repairs

Total Maintenance Spend:

£522,103

Planned/Cyclical: **£369,609**

Reactive: **£152,494**



HEALTH & SAFETY COMPLIANCE

Gas safety: **100%**

Oil safety: **100%**

Fire Risk: **100%**

Electrical Systems: **100%**

CO detectors: **100%**

**100% OF HOMES MET
DECENT HOMES STANDARDS**

“genuine sense of
community”

“any repairs needed have been
carried out on time and well”

“I have peace of mind
here”

“staff are very friendly and ap-
proachable”

GOVERNANCE

The work of Abbeyfield & Wesley is overseen by a voluntary Management Board and executed via the Chief Executive and Senior Management Team. The Management Board is responsible for ensuring that the association is effectively and properly run and it met on six occasions in 2023-24. The Board is also served by a Property Committee, Finance Committee and Governance & Audit Committee.

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

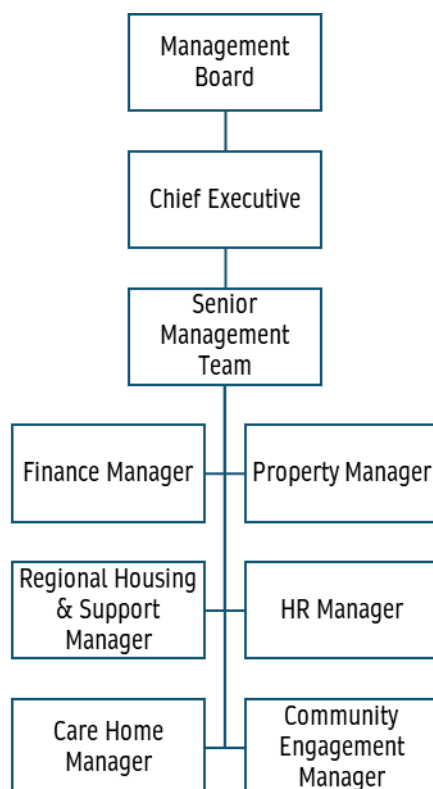
Board Member	Meetings attended	Possible Attendance
Eileen Stewart (Chair)	6	6
Celia Worthington	2	2 (retired 24/08/23)
David Capper	5	6
Ken Gordon	6	6
Billy Graham	4	6
Glenn Montgomery	1	6 (retired 27/03/24)
Paula Sands	4	6
Malcolm Beattie	5	6
Kevin McParland	6	6
Heather Taylor	4	6 (retired 25/03/24)
Dr Gillian Turner	4	6
Margaret Bunting	3	6

ORGANISATIONAL STRUCTURE

TOTAL EMPLOYEES

141

Admin	12
Housing & Support	83
Care	46



FINANCIAL POSITION

	2024	2023
Turnover	4,454,404	4,398,307
Operating Costs	(4,664,757)	(4,296,487)
Operating Surplus (Deficit)	(210,353)	101,820
Other Income Receivable		
Interest and Investment Income	43,660	18,509
Unrealise deficit on revaluation of properties held for resale	(55,000)	(65,000)
Fair Value adjustment on investments	19,781	(22,020)
Gain on disposal of property held for sale	-	40,387
Surplus for year (Before tax)	(201,912)	73,696
	2024	2023
Fixed Assets		
Housing Properties	14,942,307	15,186,046
Other Tangible Assets	131,836	140,328
Investments	305,936	286,155
	15,380,079	15,612,529
Current Assets		
Debtors	64,875	373,409
Cash and Bank Balances	608,605	415,469
Investments	806,205	852,975
Properties held for sale	380,000	435,000
	1,859,685	2,076,853
Current Liabilities		
Creditors	(440,176)	(504,015)
Net Current Assets	1,419,509	1,572,838
Creditors Due After More Than One Year	(10,234,949)	(10,418,816)
Total Assets Less Current Liabilities	6,564,639	6,766,551
Financed By		
Share Capital	8	8
Capital Reserves	42	42
Revenue Reserves	6,564,589	6,766,501
Total Reserves	6,564,639	6,766,551



2022-23

DfC REGULATORY JUDGEMENT: 2

“meets the regulatory standard”

“Based on a review of the evidence submitted, Housing Regulation Branch has determined that Abbeyfield and Wesley has demonstrated that it meets the Regulatory Standards for Governance, Finance and Consumer in respect of the 2022/23 year.”

“Meets the requirements but needs to improve in some areas in order to ensure continued compliance.”

Internal Audit Findings 2023-24

HR Policies and Procedures
Cyber Security

Satisfactory Assurance
Limited Assurance

Secretary & Registered Office

Patrick Thompson
Abbeyfield & Wesley
2 Wesley Court
Carrickfergus
BT28 8HS

Solicitor

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

Registered Auditor

Sumer Northern Ireland
Glendinning House
6 Murray Street
Belfast
BT1 6DN

Internal Auditor

Wylie Bisset LLP
168 Bath Street
Glasgow
G2 4TP

Bankers

Danske Bank Ltd.
Donegall Square West
Belfast
BT1 6JS

Registered with the Charity Commission for Northern Ireland: **NIC106288**
Registered as an Industrial & Provident Society in Northern Ireland: **IP244**
Registered with the Department for Communities: **No.46**

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