



Abbeyfield & Wesley

Annual Report 21/22

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The Board presents its report for 2021/22 - a year in which the association continued to face significant challenges, arising from 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.**

# An Overview of 2021/22

Confronting the challenges presented by the Covid-19 pandemic has continued. It had been assumed that recovery would begin in 2022/23 and this was reflected in the Strategic & Business Plan for the year, however, this has been delayed by further lockdowns and Covid outbreaks.

The safety and security of residents continued to be prioritised and staff are again to be commended for their dedication and commitment, going above and beyond their role description and working wherever and whenever was required. It was heartening to know that residents did appreciate the benefits of living in Abbeyfield during the pandemic and this was made clear in a series of discussions which took place in the Spring of 2021. The general consensus was that the overwhelming advantages of living in Abbeyfield during the pandemic were:

- Knowing that home cooked food was always available
- Not feeling lonely and having people around
- Feeling safe, secure and not on your own

The social impact of the accommodation and support provided has been more significant during this period.

The care and support sector throughout the country has been facing serious issues in relation to occupancy and staff recruitment and both these issues have had consequences for the financial results of the association.

Overall void levels had increased to 28% by the end of the year, with supported sheltered housing particularly affected. Two houses, Ballyclare and Carrickfergus, were closed temporarily during the year as their occupancy became unsustainable. An action plan was put in place to ensure that the various types of accommodation provided by the association is known and understood by older people and those advising them, including staff in health and social services as well as families and that it is recognised as a beneficial lifestyle. This has included targeted advertising on Facebook, information leaflets aimed at housing and social care professionals, advertorials in local newspapers. Additionally this year, vacancy signs have been placed on some sites, there was a series of webinars led by broadcaster Sarah Travers and pop-up shops in Ballymena and Carrickfergus.

Staffing constitutes the largest proportion of costs for the association. The dynamics of most care settings will include agency staff to ensure staffing levels are maintained at the legally required level, however it has been almost impossible to successfully recruit for casual/zero hours staff. With higher than usual levels of sickness and difficulty in recruitment, there has been substantially increased use of agency staff, which is costly but a necessity.

As the key priority during the pandemic was to provide a safe and secure environment for residents the number of people accessing each of the properties was kept to a minimum. Therefore, maintenance concentrated on meeting statutory obligations such as gas servicing and undertaking emergency and essential repairs, ensuring there were no risks posed to the health and safety of residents and staff. Once restrictions eased, the backlog of less critical repairs started to be cleared, however, progress has been slow due to problems experienced by contractors such as staff shortages due to covid infection and isolation, difficulties in obtaining parts, and a change in the Measured Term Contractor during the year.

Community engagement activity continued to focus on ways of promoting well-being through connecting with each other, some of which continued to take place online, moving to in-person activities as restrictions eased. A new initiative launched during the year was “Tea & Memories”, which uses archive film footage and memorabilia to bring residents together over a cup of tea to reminisce on a range of topics. Other activities included competitions such as Pumpkin Carving and Tallest Sunflower, entertainment by Plays Aloud, visits from schools.

The post-pandemic environment for volunteers looks very different to the traditional volunteering roles. It is likely that volunteering will include more “digital” volunteers who will support activities remotely and volunteers for specific projects such as Team & Memories or gardening through the Breath of Fresh Air project.

It is not surprising that coping with the various challenges which the last two years of pandemic has brought has affected business performance. What has not suffered is the commitment to support our residents and that we are successfully achieving this is borne out by the comments and stories from residents which have been gathered together in “Don’t Just Take Our Word for It!”

***“It was the best move I ever made, I would never want to leave Abbeyfield”***

***“Abbeyfield has let me keep on living the best life I’m able to right now and that means the world to me”***

## The Board and Management Team

The Board of Management met on five occasions during 2021/22. The Finance Committee met on six occasions, the Property & Development Sub-Committee met on four occasions, and the Governance & Audit Sub-Committee met twice.

With the exception of one meeting in September, meetings were held using video-conferencing in order to comply with the government guidelines on social distancing pertaining at the time.

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

Board Members	Meetings Attended	Possible Attendance
Mrs Eileen Stewart - Chair	5	5
Mr Malcolm Beattie	1	1 - resigned 14.6.21
Dr David Capper	2	5
Mr Ken Gordon	4	5
Mr Billy Graham	4	5
Mrs Joanna Shaw	1	3 - resigned 7.3.22
Mrs Celia Worthington	5	5
Mr Mark Bryson	0	1 - resigned 14.6.21
Mr Glenn Montgomery	4	5
Mr Andrew Shott	5	5
Mrs Paula Sands	4	4 - appointed 13.9.21

### Property Committee

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

### Governance & Audit Committee

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

### Finance Committee

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



# Governance

The Board is responsible for ensuring that the association is effectively and properly run. The Code of Good Governance sets out the principles and practices of good governance for the Association and this is based on the five principles set out in the Code of Good Governance (2<sup>nd</sup> edition 2016) adapted by the Developing Governance Group in Northern Ireland from the English Good Governance Code and endorsed by the Department for Communities and the Charity Commission for Northern Ireland.

## Internal Financial Control

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.

The Governance & Audit Sub-Committee agreed a programme of work with the Internal Auditors during 2021/22 and audits were carried out on Resident Charges and Arrears and Management of Maintenance Contract. 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 31.03.22 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. In 2021/22 this included COVID related risks. Procedures to control the impact of the risks are implemented and are reviewed and amended on a rolling basis.

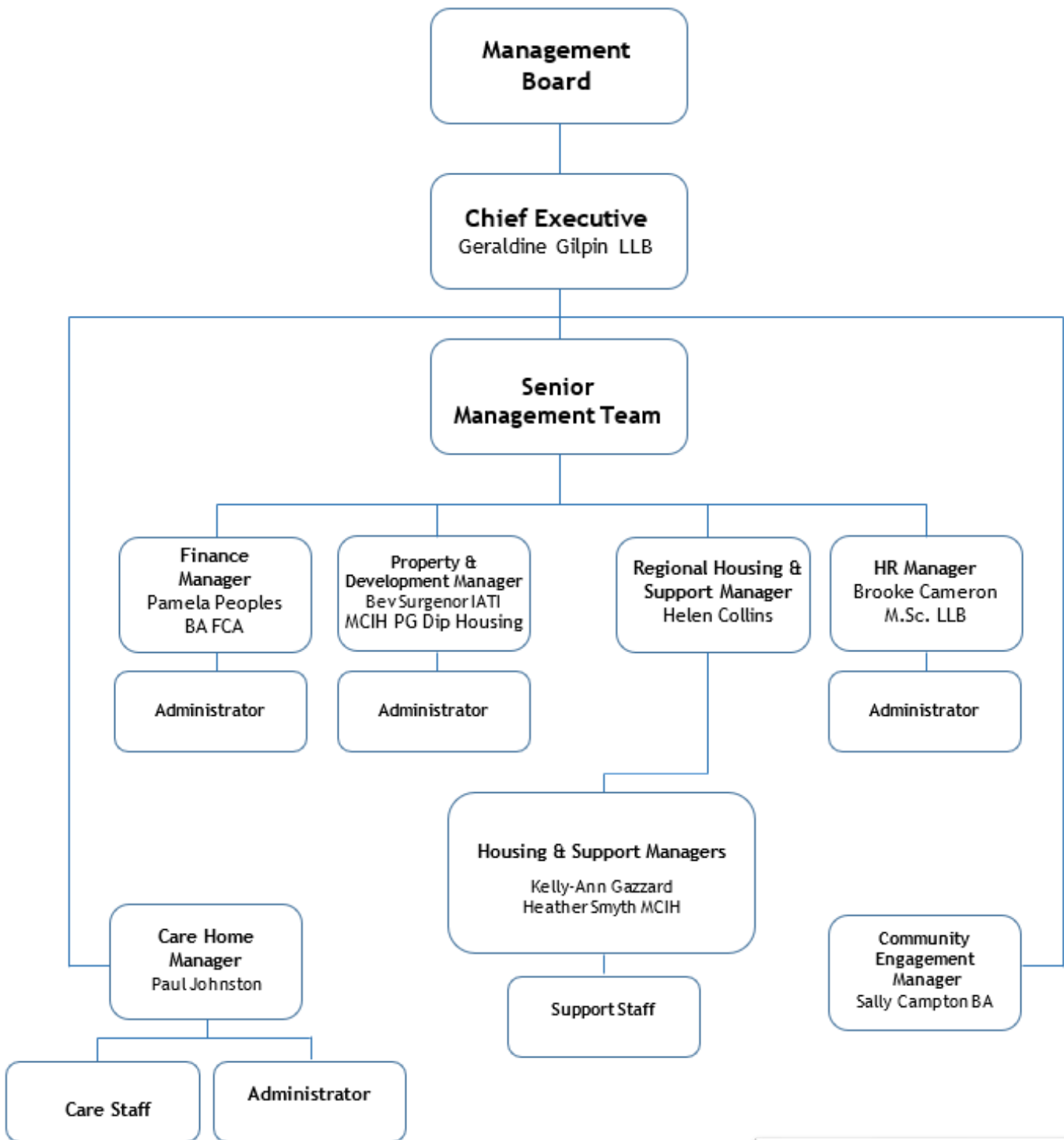
## Value For Money

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 2018-21 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 coronavirus pandemic continues to impact on the association. The high level of voids is likely to continue into the coming year, resulting in further loss of income, and with additional expenditure on staff cover, it is anticipated that the association will again incur a deficit. However the cash flow provides reassurance that the association can operate for the foreseeable future.

# Abbeyfield & Wesley - Organisational Structure



## Senior Management Team

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



# Financial Position and Performance

## b) Finance

The Association continued to be impacted by the Coronavirus pandemic during the financial year. Void levels remained significantly higher than budgeted and increased staff pressures resulted in agency costs being higher than budgeted. The Association returned an overall surplus of £116,952 this year, an increase of £254,700 on the deficit in 2020/21 of £137,748. The main contributing factors to the increase was the receipt of a legacy valued at £500,000 offset by the increase in voids of £185,640. The operating deficit on social housing activities was £418,095 compared to a deficit of £246,136 in 2020/21, mainly due to the increase in voids. 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, combined with a lack of increase in Supporting People funding this continues to be increasingly challenging. Added to this are the financial pressures resulting from dealing with COVID. At the start of the year, charges for housing and support were increased by 2.2%. The Financial Position remains strong with net current assets of £1,509,538 and total reserves of £6,692,855.

### Statement of Comprehensive Income

<u>Year Ended 31<sup>st</sup> March 2022</u>	<b>2022</b>	<b>2021</b>
	£	£
<b>Turnover</b>	4,548,839	4,145,681
<b>Operating Costs</b>	<u>(4,465,167)</u>	<u>(4,323,994)</u>
<b>Operating Surplus (Deficit)</b>	<b><u>83,672</u></b>	<b><u>(178,313)</u></b>
<b>Other Income Receivable</b>		
Interest and Investment Income	13,879	18,877
Gain/(loss) on disposal of fixed assets	-	(24,014)
Fair value adjustment on investments	19,401	<u>45,702</u>
		<b><u>40,565</u></b>
<b>Surplus for the Year</b>	<b><u>116,952</u></b>	<b><u>(137,748)</u></b>



## Statement of Financial Position

<u>At 31<sup>st</sup> March 2021</u>	<b>2022</b>	<b>2021</b>
		<b>£</b>
<b>Fixed Assets</b>		
Housing Properties	15,366,143	15,584,350
Other Tangible Assets	130,636	135,549
Investments	<u>308,175</u>	<u>288,774</u>
	<b><u>15,804,954</u></b>	<b><u>16,008,673</u></b>
<b>Current Assets</b>		
Debtors	709,875	210,392
Cash and Bank Balances	433,313	390,035
Investments	850,190	1,100,000
Properties held for sale	<u>106,856</u>	<u>106,856</u>
	<b><u>2,100,234</u></b>	<b><u>1,807,283</u></b>
<b>Current Liabilities</b>		
Creditors	<u>(590,696)</u>	<u>(415,254)</u>
<b>Net Current Assets</b>	<b><u>1,509,538</u></b>	<b><u>1,392,029</u></b>
<b>Creditors Due After More Than One Year</b>	<b><u>(10,621,637)</u></b>	<b><u>(10,824,800)</u></b>
<b>Total Assets Less Current Liabilities</b>	<b><u>6,692,855</u></b>	<b><u>6,575,902</u></b>
<b>Financed By</b>		
Share Capital	8	16
Capital Reserves	42	33
Revenue Reserves	<u>6,692,805</u>	<u>6,575,853</u>
	<b><u>6,692,855</u></b>	<b><u>6,575,902</u></b>

b) Rents & Arrears

<u>Total Arrears</u>	£39,309	x 100 = 1.07%
Total Income Receivable	£3,662,164	

c) Residents

	No. of Units	Residents Housed During Year
Care Home	39	58
Supported Sheltered	149	117
Sheltered & General Needs Elderly	<u>105</u>	<u>100</u>
	<u>293</u>	<u>275</u>

d) Maintenance of Properties

	Budget £	Actual Expenditure £	% Budget Spent
Response Repairs	161,164	161,033	99%
Cyclical Maintenance	209,594	197,630	94%
Planned	162,504	88,427	54%
Total Maintenance Expenditure	533,262	447,090	84%

Four disability adaptations were completed during the year at a cost of £1,941

e) Complaints

There were 10 complaints during the year and all were resolved.

f) Staff

Admin/Front Line Manager	13
Care Staff	43
Support Staff	82
Total	138

(118 Full-time equivalent)

# 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  
Banbridge  
Hamilton Rd  
Carrickfergus  
The Parade  
Greenisland  
Lurgan  
Portstewart

Ballyclare  
Ballymoney  
Ballyholme  
Ward Ave  
Barnagh  
Downpatrick  
Holywood  
Merville

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

Palmerston Care  
Home, Belfast

Tennent Street /  
Geoffrey Street,  
Belfast



# Further Information

For further information on the activities in 21/22:

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

## 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