



abbeyfieldscotland^{Ltd}

A Registered Social Landlord

Annual Report 2013

Welcome to Abbeyfield Scotland Ltd's Annual Report 2013



Chairman's Introduction

Leafing through our regular newsletter 'The Voice' and speaking with residents and staff I am aware that the quality of life in the homely setting of an Abbeyfield Scotland house is second to none. This experience is enhanced and supported by the efforts of our volunteers and Friends Groups.

Whilst I repeat my statement of last year that the Board will continue to focus on offering new services and independent living for the needs of the next generation I know that our staff are working hard to ensure that 'the Abbeyfield Scotland experience' in our traditional and purpose built houses is accessible and more attractive to those who are not yet our residents. The Board's duty to ensure that rents across Scotland were brought into order and that our income matches our expenditure led to the recent review of rents and charges. This action was necessary to ensure that the experience and standards which are so highly valued by our residents is sustainable into the future. The impact on our residents is not underestimated and we thank your families and yourselves for bearing with us through this necessary and vital change.

Whilst we are continually challenged by changing aspirations; stock condition; wide geographic dispersal; increasing costs and mushrooming regulation around services, employment and health and safety we in

Abbeyfield Scotland are fortunate that we do not face, at least in some degree, a number of major risks faced by others in our sector including under-funded pension liabilities; lending restrictions; grant cuts for new builds and the 'bedroom tax'.

I pay tribute to our talented staff who work extremely hard to maintain our high standards and to the many house volunteers and Friends who participate in and support the social life both inside and outside of an Abbeyfield Scotland house.

If you are an Abbeyfield Scotland resident who I have not already met then I look forward to meeting you soon or renewing acquaintance with those whom I have already met. To those of you working in the field of housing, care and support I do hope that you will be interested and encouraged to learn more about Abbeyfield Scotland Ltd and perhaps to work with us in the future.

James G. Craigie
Chairman

What is Abbeyfield Scotland

- Abbeyfield Scotland is a charity providing housing and support for older people.
- We aim to be the best in Scotland at what we do.
- Our work is founded on values of care, openness, honesty and respect.

Life in an Abbeyfield house is enriched by the dedication of a substantial body of volunteers, working as Friends to the residents. Meals and support are provided by house-based staff who also run the house on a day-to-day basis. They are supported in this by our staff in Falkirk, Airdrie and Turriff and a small staff team based in our Edinburgh office.

As a charity and registered social landlord, we exist for our customers and reinvest our income in serving their current and future needs and aspirations. Whether we call them our residents, tenants or service users, our purpose is:

- to **accommodate** our residents in comfort, safety and peace of mind
- to **support** them to live as independently as possible
- to **provide** them with tasty, nourishing meals and good company
- to **offer** mental stimulation and physical and social activity
- to **keep an eye out** for every resident's welfare.

Priorities for 2013

Our theme remains about building "Foundations for the Future" and the Board reviewed progress, with staff, in January 2013 and agreed the following priorities for 2013. We have made sound progress on a number of these already:

- eliminate trading loss – move into profit
- agree core service model for a sustainable future
- improve marketing and communication
- complete management restructuring.

In June, the Board also affirmed its attachment to the following Key Principles to inform its development as a business.

We offer a range of:

- support and care services of the highest standard
- attractive, high quality rented accommodation.

We serve older people who are looking for:

- high quality living, designed around their priorities
- help or support to meet their changing needs.

Underpinned by Abbeyfield values and guiding principles, we offer a distinctive, competitive range of personal support and care services which ensure:

- secure, independent living
- choice and personalisation
- access to a supportive community, close to home.

Achievements - What We Did in 2012/2013

People

- completed our consultation on the roll-out of our new staff structure and put the new arrangements in place from December 2012 to support services of better quality – and reduce voids
- concluded our consultation with residents and their families over the structure and level of our rents and charges, with effect from July 2013.
- raised awareness of Abbeyfield services through:
 - meetings with MSPs and Government Ministers
 - using our new Facebook page
 - targeted advertising
 - locally organised Open Days, teas, talks to groups, discussions with local authorities, attendance at Reshaping Care consultations .
- achieved the Abbeyfield Gold Star - confirming peer recognition of great staff performance in our houses and offices
- improved the Care Inspectorate grading for our housing support services
- resident participation - TPAS surveyed our residents and assisted with the production of a strategy and action plan for involving our residents.

Places

Planned and cyclical maintenance

This year, we continued with our ongoing programme of planned maintenance and health and safety works to our houses. Projects included:

- fire risk assessments, testing of gas, electricity and water supplies and the necessary compliance works, renewal of Houses in Multiple Occupancy (HMO) licences
- external painterwork
- kitchen replacements

Stock Condition

JMP was appointed to carry out a stock condition survey of all our housing stock to identify their immediate and long term investment needs.

The information collected during the survey is used to inform our future maintenance planning, capital investment programme and current and future compliance with the Scottish Housing Quality Standard. It will also allow financial planning and budget allocations to be identified for the coming financial years.

Scottish Housing Quality Standard

We are pleased to say that, as a result of investment to date and planned, our houses will all meet with the requirements of the Scottish Housing Quality standard by 2015 as required by the Scottish Government. The only exception will be for houses where cavity wall insulation is not physically possible.

The result for residents should be warmer, better-insulated houses.

How We Have Performed Facts and Figures at 31 March 2013

During the year we made 71 re-lets of our 210 tenancies. This compares with 2010/11 (69 new lets) and 2011/12 (53).

764 reactive repairs were carried out, of which 6 were emergency repairs that were completed within target time.

Gross rental income receivable was £2.7m and rent lost from voids amounted to £0.57m.

Staff costs reduced from 77 to 75% of turnover between 2011/12 and 2012/13.

The organisation continued to make a significant operating loss. Action on rents and charges, business efficiency, reducing voids, selective closures and developing new property are beginning to address this.

A full set of financial statements is available by contacting the office.

Introducing the Board

At 31 March 2013, the Board had 11 elected members. **These were:** Charlie Armstrong, Bill Brunton, Irene Christie, John Costigan, James Craigie (Chairman), Jane Green (Company Secretary), John Leggatt, Peter Furniss, Amanda Ling, Dave Ritchie (Vice-Chairman), Nance Smith.

Contact Details

Abbeyfield Scotland Ltd, 14 New Mart Road, Edinburgh EH14 1RL

Tel: **0131 225 7801**

Fax: **0131 225 7606**

Web: **www.abbeyfield-scotland.com**

