



Annual
Report
2015

abbeyfield
scotland



What is the Abbeyfield Experience?

Supported Independent Living



Homely, family atmosphere



A great quality of life for older people



Everything tailored to your lifestyle



All-inclusive, stress-free living



A unique service offering more support than sheltered housing and more independence than residential care

Our Board

At 31 March 2015, the Board had 9 elected members.

These were Bill Brunton, Irene Christie, Ian Craig, James Craigie (Chairman), Peter Furniss, John Leggatt, Amanda Ling, Kevin Toner and Nance Smith (Vice-Chair and Company Secretary).

During the year, Ian Craig and Kevin Toner were welcomed to the Board (with Jean Henretty following in April 2015).

The Board thanked two resigning Board members for their long and excellent service, Charlie Armstrong and Dave Ritchie.

Welcome to Abbeyfield Scotland's Annual Report 2015



During the current year we have continued to ensure that the Abbeyfield Scotland Experience represents the highest standards for our residents and prospective residents.

The changing aspirations of individuals allied to our existing stock portfolio and geographic dispersal is a continual challenge to the Board and staff but is one which we have continued to address throughout the year. The increased regulatory challenges around employment, health and safety, adult care services and social housing have been fully met to the benefit of our business and residents.

We continue to go through purposeful change to ensure that our service quality is enhanced for our current residents and that we are well positioned to deliver attractive and sustainable services well into the future. By maintaining and developing our housing and supported independent living for older people we provide a unique experience for people who wish to live independently and do not require full time care – the Abbeyfield Scotland Experience, one that is greatly appreciated by all of our residents.

Prudent control of service costs and administration overheads, including salaries, continues to stabilise our trading position. (I am also pleased to report that we continue to operate debt free - a position to which many companies would wish to aspire).

In order to meet our long term aims and Asset Management Strategy we have undertaken a major review of our stock and engaged in a controlled programme of withdrawal of unsustainable services in certain areas. This has often generated new capital resources which will benefit our development of services and properties in new and existing locations. The excellent upgrading of our Lenzie House is testament to our strategic approach.

We continue to be committed to developing and diversifying our services particularly in Aberdeenshire, Edinburgh and The Lothians, Forth Valley and East Renfrewshire and the provision of attractive and sustainable developments and services we are planning gives cause for encouragement and a promising overall position in the long term.

My thanks go to the volunteer and Friends Groups who work alongside our staff and residents to enhance the Abbeyfield Scotland Experience as well as to our excellent and dedicated staff who provide an exemplary service to our residents.

In addition, Abbeyfield Scotland is fortunate to have a very strong and dedicated Board and I thank everyone for their support throughout the year.

James G Craigie, Chairman

“I
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My new
power is
much easier
to use”

About Abbeyfield Scotland

Abbeyfield Scotland is a charity providing housing and support for older people. Its work is founded on values of care, openness, honesty and respect.

- ♥ Abbeyfield Scotland offers supported independent living for older people at twenty locations in Scotland
- ♥ Abbeyfield provides a unique experience for people who want to live independently and don't require full time nursing care
- ♥ We offer something different. We are supported independent living for older people. We are not sheltered housing, a care home, a nursing home, or residential care
- ♥ Abbeyfield offers affordable accommodation for independent older people – typically costs are half of a care or nursing home and cover all basic needs
- ♥ Most houses have a volunteer network providing companionship and social and community activities for residents

“I think of
staff as
friends”



The Strategy To 2020

In April 2015, the Board approved its Strategic Plan 2015-2020, Reshaping Services for Later Life, built around its vision for Abbeyfield Scotland to be acknowledged as an exemplary provider of care services for older people who value their independence.

This strategy sets out a new direction for Abbeyfield Scotland, managing its assets and developing the business to ensure that Abbeyfield remains a viable, relevant and successful option into the long term.

This will be achieved by:

- ♥ developing a sustainable new model of Abbeyfield living, building on a distinct target market
- ♥ concentration on new development in key locations, specifically Aberdeen, Aberdeenshire and Forth Valley and also considering possibilities in East Renfrewshire and East Dunbartonshire subject to demonstrated demand and opportunity
- ♥ a limited programme of remodelling existing services and properties
- ♥ improving the organisation's performance, by developing its people, improving service quality, developing governance and reviewing its cost base

Communication of the strategy commenced with Abbeyfield staff and the Scottish Housing Regulator and will continue throughout 2015.

Resident Satisfaction Survey 2015



of responders indicated overall satisfaction with their service (up from 90% in 2014)



of responders were generally satisfied with the last repair undertaken for them (91% in 2014)



of new residents declared themselves generally satisfied with the quality of their home

Staffing

At 31 March 2015, Abbeyfield Scotland Ltd employed 126 staff based in 23 houses, the Area office and in Edinburgh. The Chief Executive is Niall Patterson.

Achievements - What We Did in 2014/2015

Ferndean Lenzie was extensively modernised. This included a new extension which contains a platform lift for access to the upper floors, increased room sizes and brand new en-suites which were carefully designed in a contemporary style to suit older people's needs. Resources from the sale of houses will continue to be reinvested in such remodelling of services and properties across the stock portfolio.

Achievement of the Scottish Housing Quality Standard - extensive investment and planned works across all of our properties to meet all elements of the Scottish Housing Quality Standard by May 2015 as required by the Scottish Government. Warmer, better insulated houses with resultant savings realised on energy costs.

Investment in staff training and development - 2014/15 saw the first year of implementing a three-year training plan covering a wide range of necessary areas including health and safety, understanding dementia, and recruitment and diversity. Staff were also assisted to pursue the necessary SVQs in relation to care and support

A volunteer convention was held in August 2014 to strengthen links with the many volunteers and Friends groups supporting the Abbeyfield Experience across Scotland. This also served to launch the Volunteer Strategy.

Recognition for Lockerbie - following on from our Nairn house's winning Gold as the Best UK Retirement Housing Scheme under 24 units in 2013, Lockerbie was commended in the same category in 2014.

The housing support services were again inspected by the Care Inspectorate which noted improvements and maintained the current overall gradings for Abbeyfield Scotland's services.

A rolling programme of policy reviews was undertaken through the year.

An improved brand identity for Abbeyfield Scotland was rolled out across stationery, signage and other materials. Various improvements were made to the website and others are ongoing.

A programme of local and national profile-raising, both of individual houses and Abbeyfield's contribution to tackling social isolation were delivered.

Abbeyfield Scotland raised over £1,000 of the total £2.6 million raised for the STV Appeal by hosting a Knit-a-thon at the houses across Scotland. Three of the Abbeyfield knitters appeared on the STV Appeal show on 9th October 2014.

How We Have Performed Facts & Figures at 31 March 2014

During the year we made 45 re-lets of our 163 tenancies. This compares with 2011/12 (53), 2012/13 (71) and 2013/14 (35).



We undertook 756 reactive repairs of which 53 were emergency repairs. Emergency repairs were completed within an average of 10 hours of reporting, up slightly from last year's average of 8.7 hours.

Gross rental income receivable increased again to £3.38m and rent lost from voids increased to £1.08m.

Staff costs relative to turnover increased as a result of the current change process to 76%, up from 70% in 2013/14 and 75% in 2012/13.

Efficiencies in service costs and administration were offset to some extent by an increase in voids resulting in an operating loss on trading activities of £0.43m.

Receipts from selective house closures and legacies and donations boosted the cash reserve available for improvements to services and stock and new development.

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

Abbeyfield Scotland Ltd is a Registered Social Landlord (The Scottish Housing Regulator No. 20) and is a registered non-profit making organisation under the Co-operative and Community Benefits Act No.1883 R(S).
Abbeyfield Scotland Ltd is constituted under its Rule Book and is a registered Scottish Charity with the charity number SC012549.

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