



**Abbeyfield**

The Dales  
Making time for older people

Abbeyfield the Dales Ltd

**Annual Report 2025**

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# Welcome

I am delighted to welcome you to your new annual report for 2024-25 where we hope to give you a greater insight into how we spend your money and the changes and achievements we have made in the last 12 months.

This report is designed to give you greater insight into how we operate, and answer some of the questions you may have. Our aim is to be open and transparent in all that we do so you can gauge whether we provide the service you want and give you good value.

During the year we have focussed on fire safety improvements and other measures to ensure the buildings in which you live are safe and comply with updated fire regulations. We have sought to invest money in improving the environment in which you live as well as enhance our service to you in many ways. We continue to invest in our staff so they are trained and rewarded to provide a fantastic service to you. We have also invested in our systems and processes to remove unnecessary paperwork so that our teams have more time for you.

Our Board of Trustees and the Senior Leadership Team have a clear strategy for the coming years to continue to invest in our staff (our biggest asset), invest in technology to enhance our service to you and remove unnecessary paperwork, and continue to develop fantastic and quality care and other services.

The report is our first attempt to give you information that matters to you, so please do tell us if there is something missing or you would like to see changes and we will evolve the format and information for next year.

**Philip Birkinshaw**, Chief Executive

## Our Senior Leadership Team



Philip Birkinshaw  
Chief Executive



Clare Hobbins  
Director of  
Operations



Gwen Green  
Director of  
Support Services



Nicola McCaigue  
Financial  
Controller

# Year in Summary

## Last year Abbeyfield the Dales ...

Spent over £640K on housing improvements and fire safety repairs.

Made more than 4408 repairs , and 321 Health & Safety repairs

Carried out more than 1586 safety assessments

Helped tenants remain safe and compliant by carrying out:

- 253 gas safety checks
- Over 100 fire door adjustments made
- 13360 emergency light tests
- Joes Club is attended by 30 children per session before school 7am -9am and after school 3.30 – 6.30pm, with 2 staff & 3 volunteers, the space used is utilised by Joes Club & the Community Hub so used 5 days out of 7 available days.

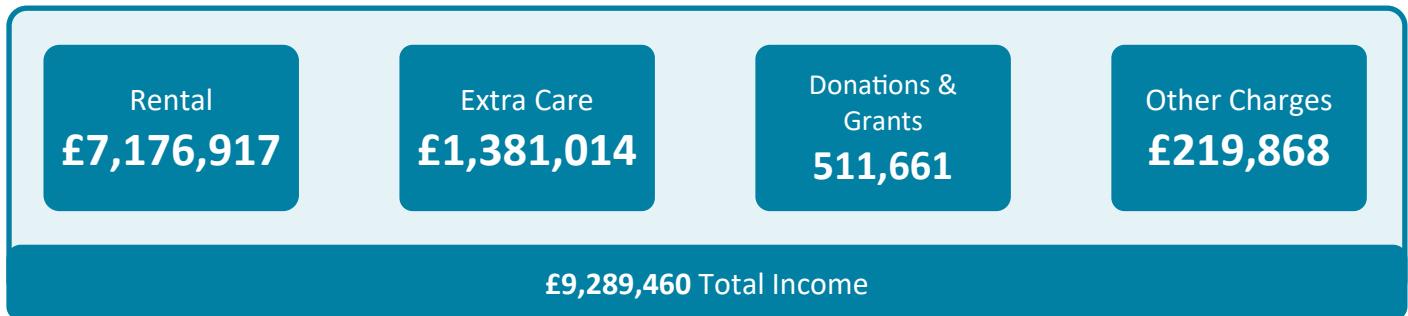
Acquired Sir Francis Crossley Almshouses (pictured below).

... and much more.



# Money matters

Where our housing income comes from and how it's spent:



# Rent & Service Charge Income

These are overall figures for Abbeyfield The Dales and will vary by service.

## How we spent each pound ...

Staff (58p)



Other Charges (10p)



Utilities & Insurance (9p)



Loan Repayments (8p)



Food 7p



Repairs & Services 3p



Capital Programme (3p)



Fire Safety Works (2p)



= £1



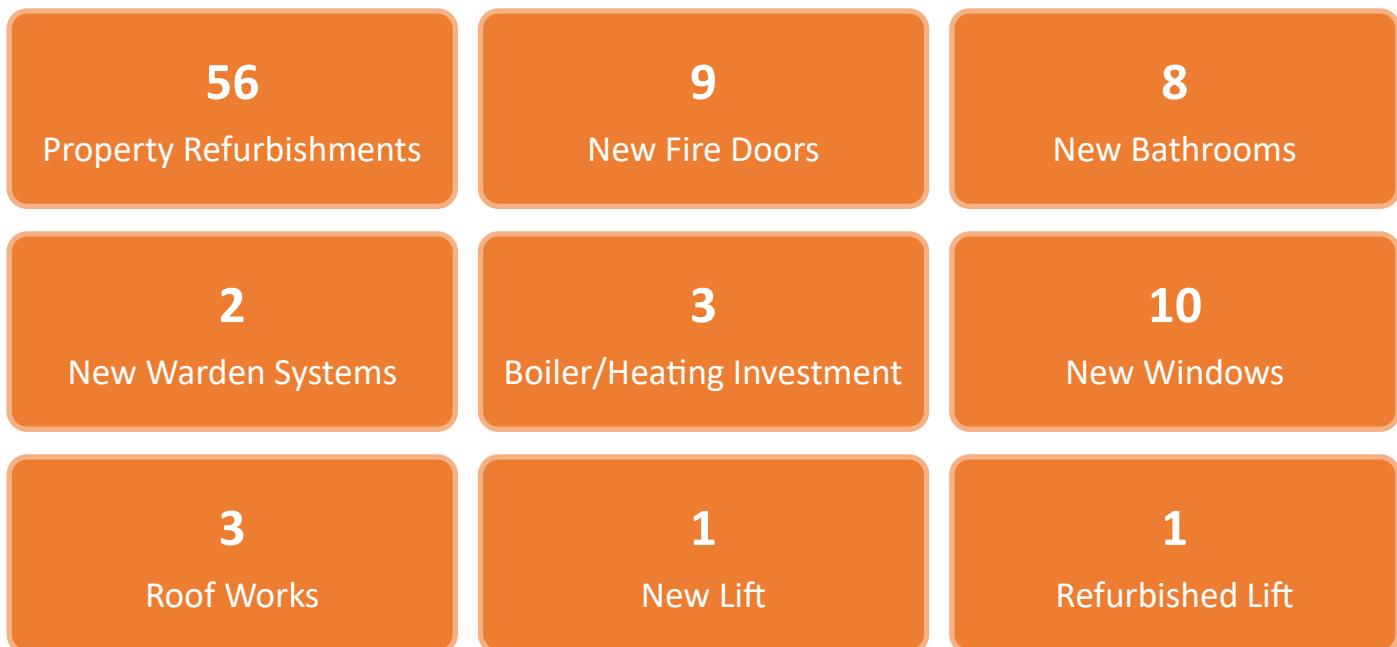
# Repairs & Maintenance

## Our goals are to:

- Make it easy for you to report repairs.
- Do repairs as per our Resident Handbook – immediate attendance for emergencies, urgent repairs within 24 hours, we aim for standard repairs within 7 days up to a maximum of 28 days.
- Improving fire safety across the business.

## Repairs and home improvements

Last year we made 4,729 repairs and maintenance jobs (4408 day to day repairs and 321 health & safety repairs) including:



## Safer communal spaces

### We work hard on safety improvements that make a difference to resident, for instance:

- We made winter ready checks at all our services to check paving, lighting and that footpaths were not overgrown.
- We continued our programme of fire safety works, electrical lighting upgrades.
- Heat regulation measures introduced.
- We also check work, with 230 audits done.

# Planned works 2025-26

Listed are the works planned by property and service throughout 2025-26, subject to affordability, and change due to unexpected/emergency works required.

## Independent Living with Extra Care / Residential

Site	Description of Works	2025-26
Beeches	Boiler - 3 port valve	2,400.00
Beeches	Gas interlock	1,500.00
Beeches	Replace dining room furniture	7,500.00
Beeches	Underfloor heating controller (top floor F9-12)	1,000.00
Beeches	Decorate corridors (Phase 2)	2,000.00
<b>SubTotal</b>		<b>14,400.00</b>
Fern House	1st floor lounge/dining room	3,000.00
Fern House	Pictures/points of interest	1,000.00
Fern House	Paint/decorate ground floor corridors	2,500.00
Fern House	Paint/decorate ground floor dining room and lounge	1,000.00
<b>SubTotal</b>		<b>7,500.00</b>
Grove House	Boiler - 3 port valve repair	2,400.00
Grove House	Underfloor heating - reception (2 port)	2,000.00
Grove House	Underfloor heating - hub (5 port)	4,000.00
Grove House	Replace Tunstall smoke heads (All 42 flats)	3,500.00
Grove House	New fire panel	14,000.00
Grove House	Carpet/floor in doorway (first door on the right)	3,000.00
Grove House	Balcony floors to be replaced	5,700.00
Grove House	ACU comms room	1,600.00
Grove House	Gas interlock	1,500.00
Grove House	Corridors freshen up (Ground floor)	500.00
Grove House	Dishwasher	3,479.98
Grove House	Upgrade kitchen aircon unit	4,500.00
Grove House	Grove House hair salon	2,000.00
<b>Sub Total</b>		<b>48,179.98</b>
<b>Extra Care / Residential Total</b>		<b>70,079.98</b>

Including £39,100 contingency costs our total investment in your properties in the coming year will be:

**£190,119.98**

## Independent Living

Site	Description of Works	2025-26
CES	Back doors	7,000.00
CES	Decorate kitchen/bathrooms	15,000.00
	<b>Sub Total</b>	<b>22,000.00</b>
Court	Door entry panel	3,500.00
	<b>Sub Total</b>	<b>3,500.00</b>
Elbolton	Tunstall Warden Call for fire panel	1,500.00
Elbolton	External windows	3,000.00
	<b>Sub Total</b>	<b>4,500.00</b>
Lodge	Tunstall Warden Call unit for fire panel	1,500.00
Lodge	Fire exit sign main door	200.00
	<b>Sub Total</b>	<b>1,700.00</b>
Kirkview	Carpet hall/stairs	4,000.00
	<b>Sub Total</b>	<b>4,000.00</b>
Pawsons	Boiler replacement	1,800.00
Pawsons	Bathroom floor replacement	1,000.00
	<b>Sub Total</b>	<b>2,800.00</b>
Pudsey	Corridor/stair lights	1,000.00
Pudsey	Cladding	500.00
	<b>Sub Total</b>	<b>1,500.00</b>
SFCA	Window replacement bank of 3 (double glazed)	4,129.00
SFCA	Window replacement bank of 2 (double glazed)	2,776.00
SFCA	Window replacement single 1 meter read (double glazed)	1,015.00
SFCA	Installation 2 extractors to kitchen and bathroom each flat	2,520.00
SFCA	Work from Fire Risk Assessment	10,000.00
SFCA	Kitchens/bathrooms	15,000.00
	<b>Sub Total</b>	<b>35,440.00</b>
<b>Independent Living Total</b>		<b>75,440.00</b>

## Supported Living

Site	Description of Works	2025-26
St Stephen	Pressure reducing valve	500.00
St Stephen	Progress /door entry system	5,000.00
	<b>Sub Total</b>	<b>5,500.00</b>
<b>Supported Living Total</b>		<b>5,500.00</b>

# Our Services

## Independent Living with Extra Care & \*Residential Care

Our care services are personalised to meet your needs so that you can enjoy freedom, security and peace of mind. Our highly skilled, professional and caring on-site staff provide 24-hour person-centred care and support when you need it.



**\*Fern House, Bingley**

49 Extra Care Apartments  
30 Residential Suites



**\*Grove House, Ilkley**

42 Extra Care Apartments  
16 Residential Rooms



**The Beeches, Menston**

28 Extra Care Apartments

## Supported Living

Accommodation for older people in a peaceful, friendly atmosphere where residents are encouraged to maintain their independence. It's a home from home with support from external agencies which we will signpost for you when you need it.



**St Stephen St, Burnley**

11 Studios



**Harriet St, Burnley**

10 Studios

## Almshouse Association Properties

Our Almshouse properties are set up to provide affordable accommodation for people in the local area targeting the over 65's, and we aim to support the continued independence of our residents.



**Charles Edward Sugdens, Oakworth**

7 Studios



**Pawson Cottage Homes, Ilkley**

8 Flats



**Sir Francis Crossley, Halifax**

20 Flats

# Independent Properties

Situated in idyllic locations our independent properties provide the freedom of living in your own self-contained, spacious home combined with the companionship of others.



**Abbeyfield Court, Ilkley**

13 Apartments



**Abbeyfield Lodge, Ilkley**

5 Apartments



**Abbeyfield Hse, Pudsey**

6 Flats



**Elbolton, Grassington**

7 Flats



**Kirkview, Shipley**

7 Flats



**Woodview, Shipley**

5 Flats

## Abbeyfield Living Society (ALS) Properties

Independent Living with Extra Care (Ing Royde/Woodlands), Independent Living (Leylands) Supported Living (Barnoldswick/Settle). Properties to transfer to ALS 1st April 2025.



**Ing Royde, Halifax**

30 Apartments



**Woodlands, Skipton**

31 Apartments



**Leylands, Bradford**

4 Flats



**Barnoldswick**

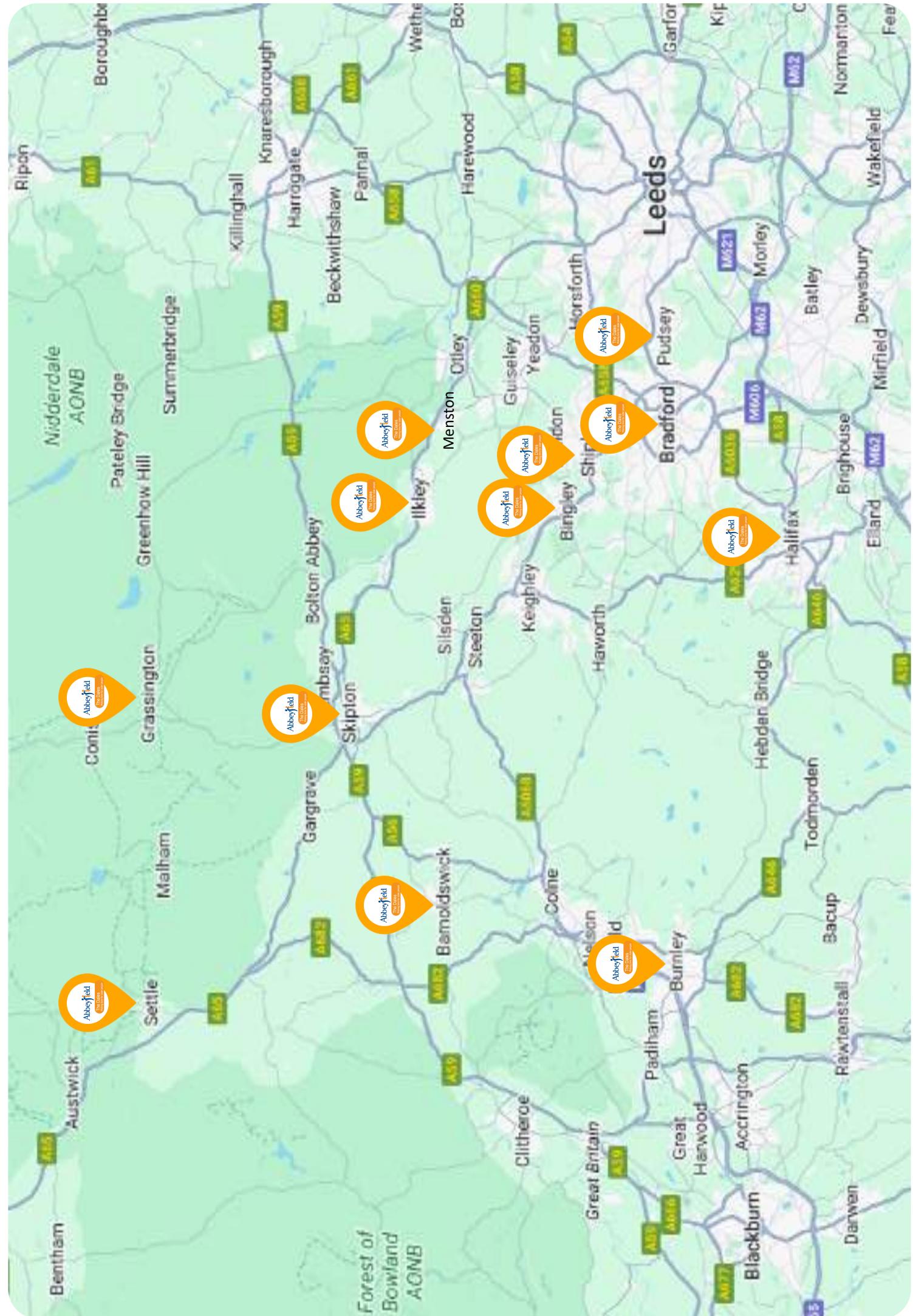
12 Studios



**Settle**

11 Studios

You can read more and view more pictures at  
**[www.abbeyfieldthedesales.com](http://www.abbeyfieldthedesales.com)**



# Resident Satisfaction

Our annual Resident Survey was completed in October, you should now have copies of the final reports for your site displayed on notice boards.

As a company our top scoring section of the survey was **'Onsite Staff'** with a **96.6%** satisfaction rate, this was the case for most of our sites.

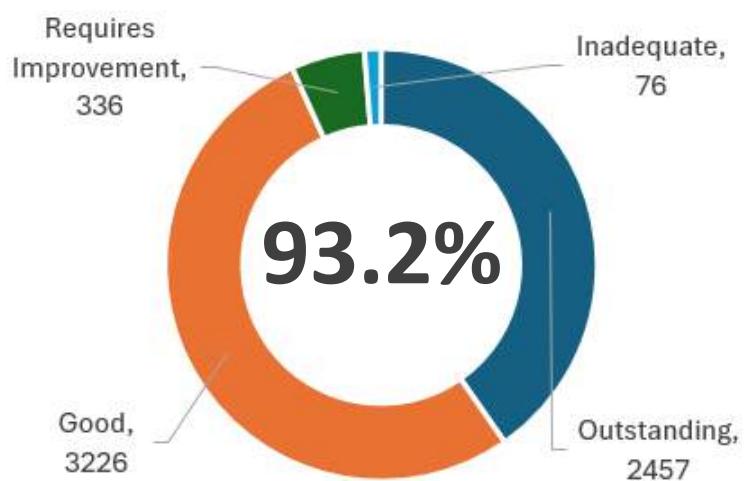
Our lowest scoring section was regarding **'The Food'** at **87.9%** satisfaction rate. This primarily centred around a

particular site where we experienced staffing issues. These issues have been resolved and we are planning to conduct a further survey specifically about food at the site in the new year to identify if improvements have been made.

All your comments and feedback have been collated, and action plans provided to the manager of your service to investigate and implement the necessary changes.

**Thank you for your feedback, your views are extremely important for shaping our organisation, and improving your experience living with us.**

Our overall satisfaction rate was



## Satisfaction rates by service type

Registered Services

**91.8%**

Supported Living

**98.4%**

Independent Living

**98.0%**

# Complaints

We are committed to providing the highest possible quality of service. However, we understand that sometimes things go wrong and you may wish to make a complaint.

If something goes wrong, your first course of action should be to raise the issue directly with the relevant manager or staff member concerned. In many cases, they will often be able to put things right very quickly and simply and no further action will be required. However, if you do not feel comfortable doing this, or you are dissatisfied with the initial response, you can make a complaint in many ways – and you don't have to put it in writing if you don't want to.

By email:

**info@abbeyfieldthedesales.co.uk**

By post:

**Complaints. Abbeyfield The Dales Limited, Grove House, 12 Riddings Road, Ilkley, LS29 9BF**

By telephone:

**01943 886000**

You can find our full complaints process including links to our full policy here:

**<https://abbeyfieldthedesales.co.uk/complaints-process/>**

Our complaints policy has been reviewed in line with the Housing Ombudsman Complaints Code, we now have a more streamlined process for you to follow. We have also supplied additional support and training to all employees so they give you the support you need to make a complaint with confidence that it will be dealt with efficiently.

## Housing Ombudsman Service

Address: **PO Box 1484, Unit D, Preston, PR2 0ET**

Phone: **0300 111 3000**

E-mail: **info@housing-ombudsmen.org.uk**

Website: **www.housing-ombudsman.org.uk**

# Our Board of Trustees

Our Board of Trustees are all volunteers of Abbeyfield the Dales. They are a group of individuals with a wealth of professional knowledge across various sectors. They meet regularly through the year to guide and support the Senior Leadership with the viability and continued progression of our organisation.



Lesley Hill  
**Chair**



Dale Smith  
**Deputy Chair**



Ian Hepworth  
**Co Secretary**



Angela Hunt



Dame Jackie  
Daniel



Graham Rawling



Ian Price



John Connelly



Martin Carter



Pamela Myers



Philip Myers



Terry Carroll

## Head Office

Grove House, 12 Riddings Road, Ilkley, LS29 9BF

**Tel: 01943 886000**

If you would like to share your views on this annual report, to tell us what you liked or you would like to see included next year, we'd be very happy to hear from you. Email your thoughts to:

**[info@abbeyfieldthedesales.co.uk](mailto:info@abbeyfieldthedesales.co.uk)**

