

## JOHN STILL MAKING AIRWAVES IN HIS SEVENTIES

Back in 2021, we interviewed resident John Flanner MBE for the Abbeyfield blog. Since then, John has published a new volume of his autobiography. We caught up with him to hear about his recent passions.

*John's story is truly remarkable. Having suffered a hearing impairment since childhood and going blind at 19 years of age, he went on to forge a successful career in the civil service, learn new skills as a motivational speaker, and has even authored five books since turning 60, the most recent of which, 'Striding Forward', was published in November 2023.*

"My love of writing started many years ago as a teenager, when I went to matches to watch my beloved Aston Villa. I kept a scrapbook and wrote up my own reports, which I always thought were much better than those in the Sunday newspapers! When I had to give up my original dream of being a professional footballer, becoming a sportswriter was my next choice. However, the prospect of another year at school and further academic qualifications was enough to scare me off.

"Much later, in my late 50's, when I started going around the country giving motivational speeches for the civil service, I received over 400 emails from people who had enjoyed my talks. Around a hundred of them said I had so many great stories that I should write a book. I heeded their advice, and within a year I had finished the first volume of my autobiography, *Fear, Fun & Faith*. I published it in 2009 and took it with me to my talks; it was so popular that I couldn't keep up with the demand!"

*John has since written three further volumes – Bitzaro to Buckingham (2015), Beautiful Game, Beautiful Memories (2017, about his love of football), and Striding Forward (2023) – alongside The Well Overflows, a collection of 55 articles around positivity and hope, first posted on Facebook during the 2020 lockdown.*



John Flanner

Continued on page 4 ➔

2

Success at the Great British Care Awards

5

Residents' food feedback opportunity

6-7

Christmas highlights from around the country

9

First-hand account of Abbeyfield's beginnings





## A MESSAGE FROM OUR CHIEF EXECUTIVE

I hope this edition finds you well and warm as we continue to experience wintry weather.

As always, you will find stories from around the country in the Voice. Whether it is collecting for local food banks, befriending nursery children, or making wreaths for our Christmas competition, I always enjoy being reminded of just how wonderfully creative and caring our residents can be.

This issue's cover story about John Flanner is a fascinating read about a remarkable resident who has overcome difficult challenges, showing us the enormous potential of positive thinking. I would also like to thank Norma Bennet, who shares on page 9 her first-hand memories of the early work of Richard Carr-Gomm and the foundations of Abbeyfield.

Finally, I am pleased to draw your attention to a new regular contribution from our Resident Engagement Manager, Justin, on page 5. His job is to find out what we can do to improve the Abbeyfield experience for our residents, and I am delighted that he now has the opportunity to connect with you directly through The Voice, as well as on his regular visits to our houses and homes. I hope you will be keen to share your opinions on what we're doing well and what we can do better.

My very best wishes for a happy and healthy 2024.

**Paul Tennant**  
CEO, The Abbeyfield Society  
Follow Paul on Twitter @CEO\_Abbeyfield

# WEY VALLEY SOCIETY LENDS A HELPING HAND

Nower House, Maitland House, David Gresham House, Hatch Mill, Ridgway Court and Wey Valley House care homes, managed by the Abbeyfield Wey Valley Society, once again ran their annual campaign to support organisations in their local community in the run-up to the festive season.

Donations connected at each of the homes over several weeks were passed on to Dorking and Farnham Foodbanks, Readifood in Reading and the Oxted Community Fridge, who support local people in need at Christmas and all year round.

Abbeyfield Wey Valley CEO Sally Tidy said: "We are proud of our links to the local community. The support we



Farnham Foodbank were grateful to receive their donations from the Wey Valley Society once again

get throughout the year – whether it is individuals volunteering for our charity, or local organisations supporting our various projects – is absolutely amazing. It is lovely for us to be able to help local people in need within our local area at this time of year. Our residents, staff and their families and friends are always so generous to donate whatever they can."

# ANOTHER SUCCESSFUL ROUND OF AWARDS

We are delighted that Liam Brown from Halcyon House in Formby was recognised at the North-West regional finals of the Great British Care Awards in November, in the Care Home Activity Coordinator category.

Awarding him Highly Commended status, the judges said, "An imaginative soul, Liam infuses creativity and challenges into the lives of his residents, transforming their homes. One lady returns for respite solely for his engaging activities. Liam, a kind and thoughtful individual, leaves a profound impact on the older people he supports, driven by genuine passion and often volunteering his efforts."

Our other nominee, the Northern Recruitment and Management Team, unfortunately did not receive an award this time around, though they still did incredibly well to be shortlisted.

We'd like to congratulate both our nominees. We hope to build on their success, and that of Caren Fowler at the



Liam at the Great British Care Awards

Housing at Care Awards (see the summer 2023 issue, page 2), by continuing to put forward our amazing staff and volunteers for national accolades, and by building our profile as a provider of excellent services in which our residents, their families and all associated with our organisation can take pride.

# ABBNEYFIELD DIGS VOLUNTEERING!

It isn't just our wonderful residents, their families and friends in the community who like to volunteer for Abbeyfield – our staff want to get in on the act too! Recently a group of our HR, Communications, Learning & Development and Volunteering support staff volunteered at Winnersh care home, near Wokingham.

Some of the team spent the day on Winnersh's allotment. Assisted by the home's Maintenance Manager, Dragos Zaharie, they constructed a shed, created raised beds for planting, introduced a path to provide safe wheelchair access, levelled off the ground, made space for no-dig patches and laid astro-turf.

Winnersh Deputy Manager James O'Keefe said, "The volunteers' help has enabled us to bring the residents to our allotment a lot sooner than envisioned. From all at Abbeyfield Winnersh, a massive well done and thank you. DIY SOS team, watch out –



The allotment team were supported by Winnersh Maintenance Manager Dragos Zaharie

Team Abbeyfield is coming for you!"

The remaining staff members spent the day with the residents, assisting with activities such as a fitness class and bingo.

Abbeyfield HR Director Gail Manley said, "The chance for us to interact personally with

our residents are few and far between, so we were delighted to provide that opportunity as part of our team volunteering day. It definitely helped us to connect with our charity's purpose and what we are here to do at Abbeyfield."

# SNAKES ALIVE!

Southampton residents make new fork-tongued friends.

Abbeyfield Court in Locks Heath, Southampton, played host to some cold-blooded visitors courtesy of Animal Encounters, an organisation specialising in introducing people to unusual creatures.

Residents had the chance to hold several different reptiles, while others dared get to know some creepy-crawlies including giant snails, millipedes and cockroaches!

Many were delighted with the experience. Abbeyfield Court resident Cindy said, "I really liked the corn snake, it was very unusual."

Fellow resident Joan added, "The millipede was very tickly – it felt like a hairbrush walking around with all the little legs."

Senior House Manager, Lucy Perry, said, "They were all very brave in handling the reptiles. Some said the snakes and bearded dragon didn't feel anything like they thought they would feel, and we learnt lots of interesting facts about them."



# A PLAYDATE FOR DOWNING HOUSE RESIDENTS

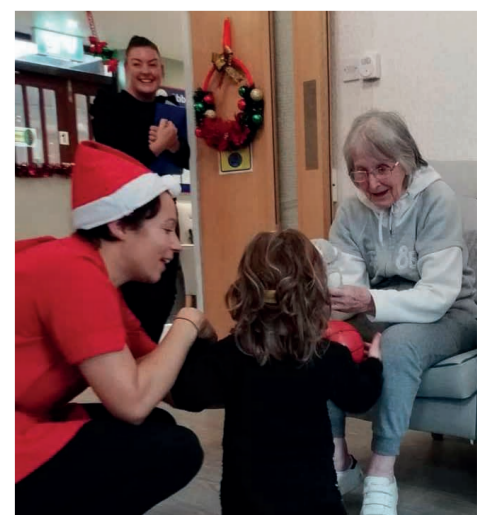
Manchester care home receives visit from local nursery.

Children from Superkids Day Nursery in Levenshulme visited Downing House to meet the residents and enjoy some playtime together.

Books, building blocks, bubble-blowing and nursery rhyme singalongs were the order of the day, with both children and adults having a great experience.

Resident Bernard Mole said, "It was lovely to sit back and watch how all the children played together. We are all looking forward to their next visit."

Activities Coordinator, Rubina Hewitt, commented, "The smiles on the residents' faces were priceless. This is the first time we have had the pleasure of a nursery visit and we are delighted that they have agreed to make it a regular fixture of our activity calendar."







## ➔ JOHN STILL MAKING AIRWAVES IN HIS SEVENTIES (CONTINUED FROM COVER)

"I thought *Fear, Fun & Faith* would be my first and only book, but interesting things keep happening in my life, good and bad, and I love to try to draw the positives from every situation. I realise now that people find that inspirational and encouraging, and if it's helping people then I'm happy to keep on writing."

John found a new way to reach an audience when, in the spring of 2022, he took notice of an advert reading 'New radio station for Solihull'.

"I have always loved radio and music, and it had been a long-held ambition to have my own show. The new On Your Radio Solihull station was looking for volunteers to be presenters, so I called them up immediately. Despite unconventionally leading with 'I'm 75 years of age, completely blind and severely hearing impaired, but I am passionate about radio!', I was offered a weekly slot playing 1950's, 60's and 70's music.

"I approached my good friend, Allan Davis, to be my co-presenter and provide some crucial sighted assistance on the tech side. 'Flanner & Allan' was the name that Allan had always used for the two of us, as it reminded him of the old music hall act, Flanagan & Allen, so it naturally became the name for the show.

"I'm delighted to say it's one of the station's most popular programmes. We like having guests on to pick their own favourites, we have a music-themed game for our listeners, and a segment when Allan quizzes me on a particular artist or band. I also take the opportunity to tell the odd story when I can too."

John, who received an MBE in the Queen's 2014 Birthday Honours List, moved into Abbeyfield in early-2019, following the passing of his wife, Sylvia, after 49 years of marriage.

"I very much enjoy my life here. I love the fact that I have people around to talk to and I try to pass on my positive attitude as much as I can.

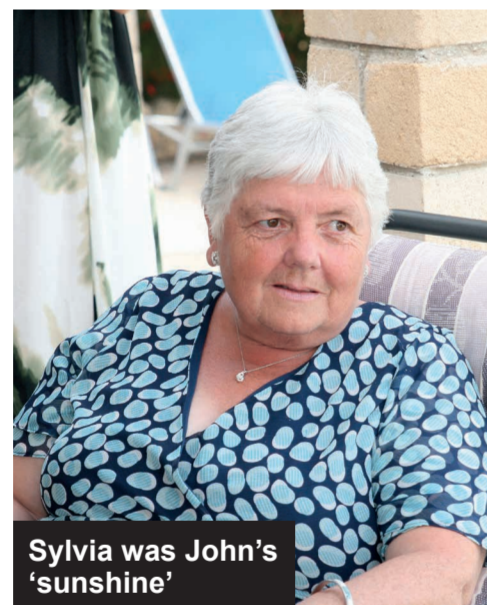
"The staff are also incredibly



An advert for the Flanner & Allan radio show



John is enjoying life at Hampton House



Sylvia was John's 'sunshine'

helpful. I got a bit too hot in the garden one day and felt a bit disorientated when I tried to find my way back to my first floor flat. One of the carers offered to help me and I told her that, if she could sing, I could follow the sound of her voice. By pure chance, she began singing *You Are My Sunshine*, which was an especially significant song for Sylvia and I. Sylvia was absolutely my sunshine and hearing it again at Abbeyfield made me feel like I was somehow nearer to her and completely at home."

John is still a season ticket



John signed copies of the latest installment of his autobiography, *Striding Forward*, at the launch event

**"I have always loved music, and it had been a long-held ambition to have my own radio show."**

holder at Aston Villa with his son, Ian, and also enjoys reading autobiographies, a particular favourite being *Ozzy Osbourne's 'I Am Ozzy'*.

"I don't care for his music much, but Ozzy received the first star on the Birmingham Walk of Stars,

and I found out that he grew up in a nearby street from me in Aston! We eventually went down totally different paths in life – he is a multi-multi-millionaire, whereas I went blind – but I think I got the better deal in the end. He is still searching for the meaning of life, whereas I feel absolutely fulfilled and at peace as a Christian."

John's radio show, *Flanner & Allan*, is live on Thursdays at 7pm and on demand at [onyourradio.co.uk](http://onyourradio.co.uk) and on your smart speaker.

You can find out more about John's incredible life and books via the publications page on his website, [johnflanner.co.uk](http://johnflanner.co.uk), and on [abbeyfield.com/blog](http://abbeyfield.com/blog). To purchase one of his books, please email him at [john@flanner.co.uk](mailto:john@flanner.co.uk).

# RESIDENTS' CORNER – A FOOD SERVICE PLANNED AROUND YOU

Food is an important part of all Abbeyfield houses and homes and our dedicated cooks, chefs and housekeepers work hard to ensure that healthy nutritious meals are served every day. They work closely with our residents to devise and agree menu plans. Each Abbeyfield is different, and all our residents have different tastes.

There are guidelines that we follow to ensure the food served in our homes meets everyone's nutritional requirements.

The government issues advice regarding nutrition, detailing what a healthy meal consists of. This includes a serving of protein (meat, fish, beans, lentils, etc.), plenty of vegetables (usually about 50% of the meal), a serving of healthy carbohydrates (rice, sweet potato, pasta, etc.) and a small amount of healthy fat, as illustrated in the image below.

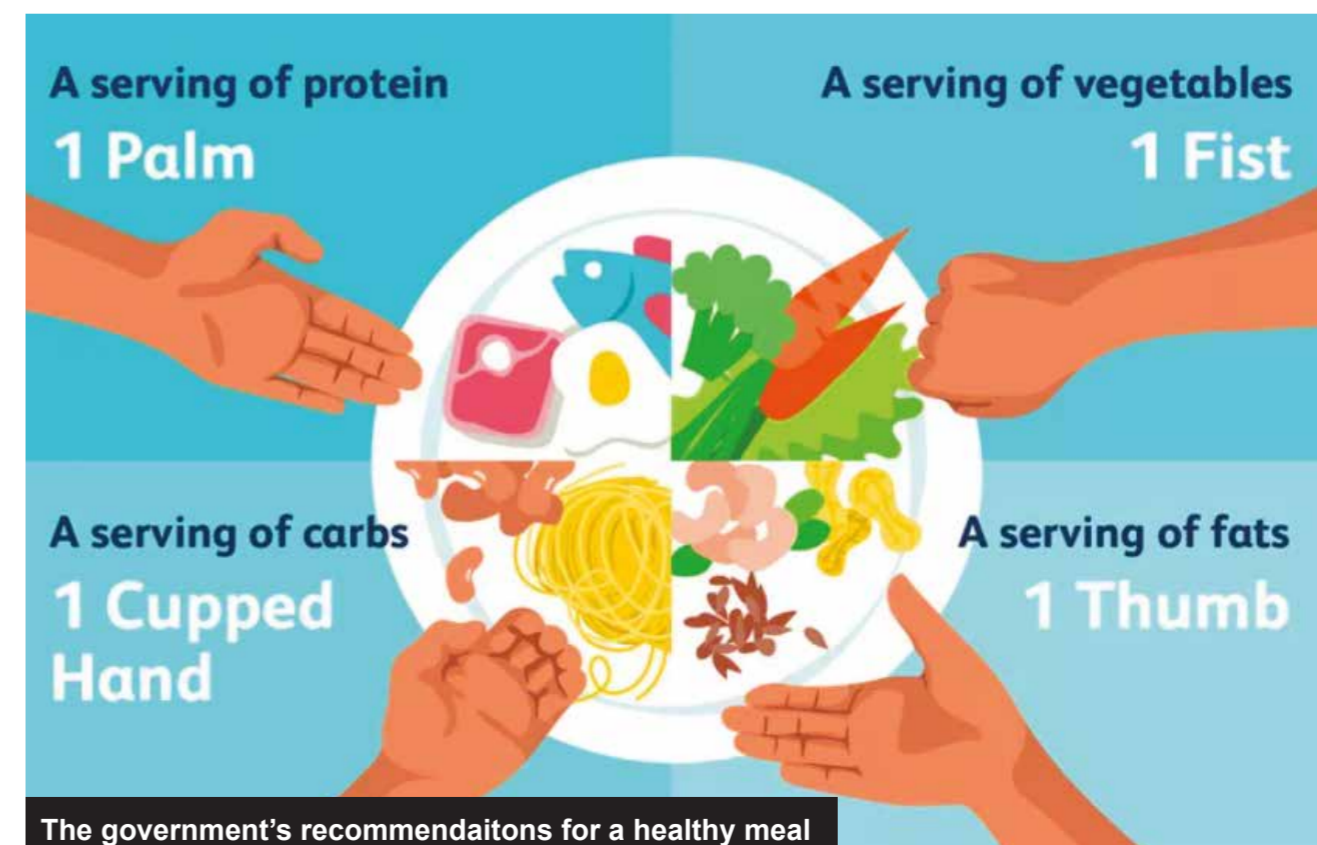
We understand that different residents have different tastes, and you will find that all our houses and homes have menus that have been planned with the residents in mind. No two Abbeyfields serve the same food.



The housekeeper, chef or cook will arrange regular meetings with the residents to discuss their menu and agree the food that will be served, and all residents can speak to a member of staff if they don't like the main meal served on a particular day. There should

always be an alternative available and our staff will be happy to try and accommodate everyone's likes and dislikes as much as possible.

Attending the house meetings is also a great way to let the staff team know what you like and to help plan your menu.



**Taste of Abbeyfield – submit your favourite supper recipe!**

We set up a project called 'A Taste of Abbeyfield' to celebrate and capture all the wonderful meals and recipes in our houses and homes and to highlight the importance of having good, healthy, nutritious meals. You can see all the recipes we have collected online at [abbeyfield.com/a-taste-of-abbeyfield](http://abbeyfield.com/a-taste-of-abbeyfield).

You will find lots of tasty, healthy recipes that have been submitted by residents and staff.

We would like to increase the number of supper recipes we have – a light meal usually served in the early evening. We are inviting any residents and staff who would like to submit their tastiest supper recipes to email them to [feedback@abbeyfield.com](mailto:feedback@abbeyfield.com).

All recipes supplied will feature on our Taste of Abbeyfield site. We look forward to receiving your favourites!



# CHRISTMAS AT ABBEYFIELD

Here are some Christmas celebration highlights from our houses and homes around the country. Follow us on social media to see more!

Music, food and plenty of dancing filled the room at the party at Abbeyfield House in New Malden, where residents celebrated Christmas with friends and family



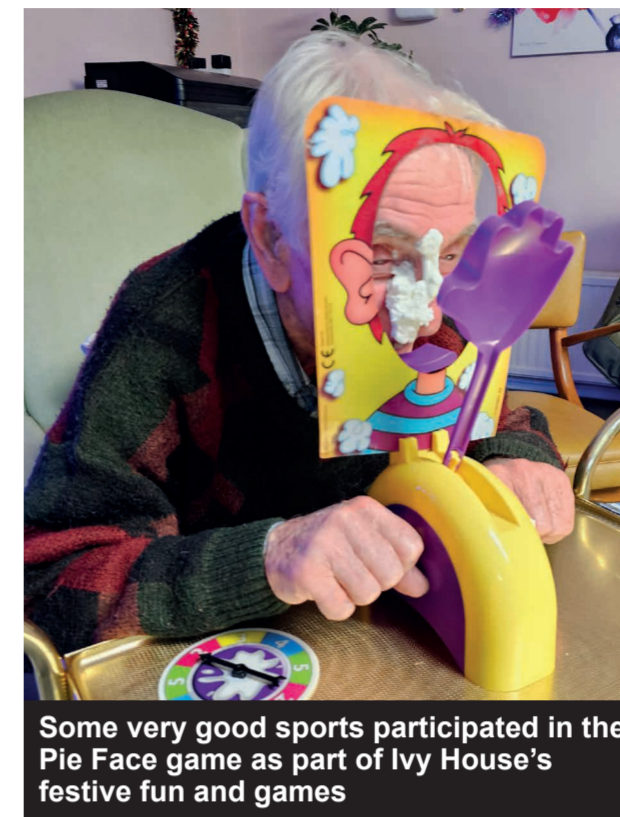
Residents at Abbeyfield House in Bramhall were dressed to the nines for their Christmas celebrations



Abbeyfield House in Newtownabbey celebrated Christmas Jumper Day with a festive meal at Corr's Corner



Everyone at Esk Moors Lodge exchanged presents at their Christmas party



Some very good sports participated in the Pie Face game as part of Ivy House's festive fun and games



Eileen Ward helped to decorate the tree at Abbeyfield House in Bangor



Avondale received a donation courtesy of RPL Construction as part of Brightbulb Design's Mince Pie Marathon



Residents and staff played various roles in the Jill and the Beanstalk panto at Abbeyfield House in Wendover



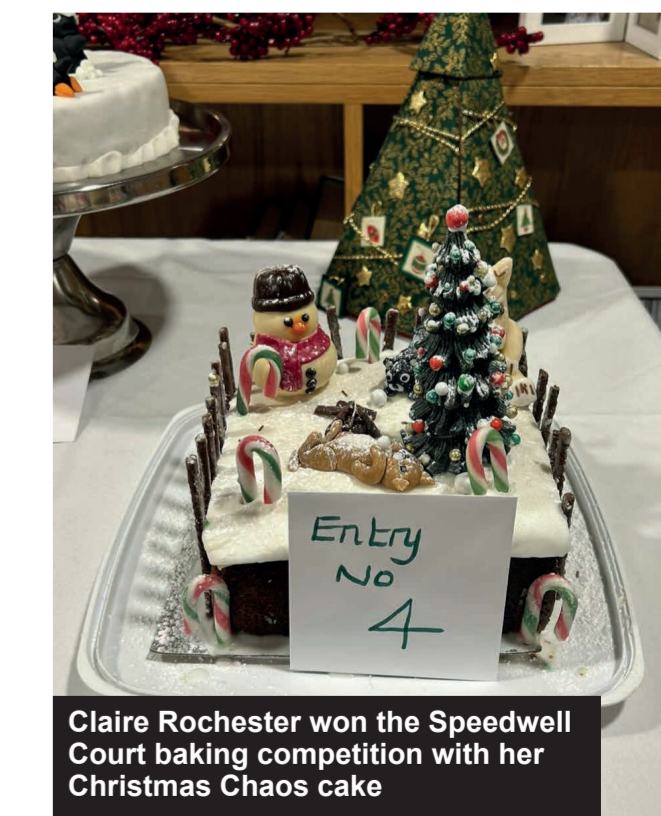
Norma Rosson enjoyed the Christmas singalong at Downing House



Four generations of Betty's family visited Father Christmas at the Halcyon House grotto



Harold from Hill House was adamant that he had been good this year as Santa paid the residents a visit on Christmas Day



Claire Rochester won the Speedwell Court baking competition with her Christmas Chaos cake

Head over to page 10 to see some of our residents' amazing Christmas wreaths!



## A MEANINGFUL REMEMBRANCE SUNDAY

In November, many of our residents joined together in our houses and homes around the country to remember and pay tribute to the service men and women in our armed forces who have given their lives to defend their country.

Remembrance Sunday holds particular significance for many of our residents, perhaps none more so than Lilian Birkin, a resident at Harwood Court sheltered housing scheme, run by the Abbeyfield Shanklin Society. Lilian created some wonderful decorations, both inside and outside the house, and recalls how the day was marked by her family years ago.

"My father fought in the First World War, when he lost his first wife. He lived through the Second World War too, losing two sons. Growing up in our house, Remembrance Sunday was always extremely important.

"There were seven of us living together and he drilled us as if we were soldiers, teaching us how to behave and what to do. We lived in Coventry, and I had to be evacuated as a child, so a lot of those memories are stirred up every year. My memories of Remembrance Sunday will always be clear, and of how proud my father was of his medals."

Phil Pierpoint, Maintenance Worker at Westall House in Haywards Heath, was invited to take part in the 2023 Remembrance Sunday Parade in London. Phil came to Westall House after a 29-year career in the fire service and was nominated alongside 150 service men and women from other organisations to take part.

"The Saturday before you are fitted for your uniform and given hymns to learn off-sheet. Then you head to London the night before to



Phil at the Remembrance Sunday parade

meet the others who are taking part and learn your marching routine at Lambeth Fire Station.

"At 5am on the Sunday morning you have final checks and then it's time to march down King Charles Street to the Cenotaph. You actually get ready for the day at the Commonwealth Office – if you watched the parade on TV, you will have seen the Princess of Wales and other members of the Royal Family standing on the balcony to pay their respects.

"Once we have made it to our final point of the march we stand as a guard of honour along with the RAF, Guards and Royal Marines, whilst the other elements of the parade happen. This was probably one of the harder elements of the day as you have to

stand for nearly two hours. But I was right next to the Royal Marines band which was fantastic – I loved hearing the music and soaking up the atmosphere. I was really honoured to take part. It was such a privilege to be there with other service personnel and experience such a momentous occasion.

"I had told my wife not to bother coming and stay home to watch it on TV instead because I couldn't be certain where I'd be stationed for the day. But, in her wisdom, she ignored me and came along to see if she'd be lucky enough to spot me. I couldn't believe it when I got to my final spot, turned to my side and there she was. We were even featured on the BBC coverage together – what are the chances?!"



Lilian's postbox topper opposite St Saviour on the Cliff church



Lilian's touching tribute to fallen soldiers

## "AN ECCENTRIC MAVERICK" – MEMORIES OF ABBEYFIELD'S FOUNDER

Norma Bennett grew up on Rotherhithe New Road, Bermondsey, in the 1950's. Just around the corner was Abbeyfield Road, from which our organisation takes its name, and living nearby was Richard Carr-Gomm, who founded our first house and established Abbeyfield as a charity in 1956.

Norma recalls, "When I was four my mother took a job as a school crossing patroller for the school that I later attended. I remember her pointing out Richard Carr-Gomm's house to me. She was very interested and impressed by what he was doing.

"When I was around nine or ten, Carr-Gomm used his army gratuity to establish the first house for older people in Eugenia Road, followed quickly by the second in Abbeyfield Road.

"We moved to Borough when I was 11, but we still attended the same church opposite Southwark Park and I helped there with the youth club. Each year there was a local parade and Richard Carr-Gomm's parents would be in a car at the front of it. Opposite Lady Gomm House, on the edge of the park, there was a services utility box on the street where I would sit and watch the parade and see the Carr-Gomms pass by.

"Richard Carr-Gomm was a bit of an eccentric maverick, doing something so unexpected. It was such a new concept at the time, to alleviate loneliness. It was not just older people whom he wanted to help but also some younger people, who had particular needs and problems or were simply on their own and lonely."

Carr-Gomm's work in the community had a profound impact on Norma, who saw first-hand the challenges that older people face during her time at school, when students were encouraged to visit the elderly in their neighbourhood. Now living



Richard Carr-Gomm became a home help after his military service



Richard Carr-Gomm (fourth from right) with some of the first Abbeyfield residents

**"It was such a new concept at the time, to alleviate loneliness."**

near Beaconsfield, she has found herself volunteering her time for local organisation Penn and Tylers Green Village Care. The organisation is a non-residential support service for local older people, helping to drive them to and from medical appointments, the local shops and other amenities.

She says, "With our now ageing population, the need for services to support older people has increased and society has developed over the years. I feel that growing up and seeing Carr-Gomm's and Abbeyfield's work has inspired me in part to take some responsibility for the most vulnerable in my local area, and to help where I can."

Interview conducted by Julia Molden, Abbeyfield Beaconsfield Society

Richard Carr-Gomm was honoured with an OBE in 1985, but he received nationwide recognition 28 years earlier

as the subject of the BBC's *This Is Your Life* programme, which he recalled in his autobiography:

"The programme produced a great response from people all over the country and the interest it aroused seemed to last for many years. There were offers of holidays in caravans for the old people, pen-pals, interest from official organisations and a Christmas party invitation from a Rotary Club.

"We were sent several hundred pounds, all in small amounts, and one man left us a legacy. Someone else offered the use of a car and a furrier gave many old fur coats. A rag-and-bone man offered a half share of his takings if he could collect on our behalf and another man promised us a cut of his takings in slot machines on Brighton piers if he could use our name on them. One of the most unusual offers came from Spike Milligan of the Goons. He had been given a barrel of beer to help him train for a tiddly-winks match with the Duke of Edinburgh's team against a Cambridge College. Not wanting the beer, he had been allowed to pass it on to our Society."

You can read more about Richard Carr-Gomm's extraordinary life, Abbeyfield's beginnings, and the legacy he left, on our website at [www.abbeyfield.com/remembring-our-founder](http://www.abbeyfield.com/remembring-our-founder).



**GET IN TOUCH**

Editor: [voice@abbeyfield.com](mailto:voice@abbeyfield.com)  
 General enquiries: [enquiries@abbeyfield.com](mailto:enquiries@abbeyfield.com)

Telephone: 01727 857536

Online: [www.abbeyfield.com](http://www.abbeyfield.com)

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# HO-HO-HOMEMADE WREATHS SPARKLE AT CHRISTMAS

For our Christmas campaign, we encouraged our residents to create their very own homemade wreaths. We gave them the option of submitting their own take on a traditional wreath, or to think outside the box and create something really original.

Such was the skill and variety exhibited across the country that the judges decided to award prizes to six winners, each taking their own unique approach. Congratulations to them all!



**Best outside-the-box wreath - Downing House, Manchester**

This wreath, which the residents affectionately named Abbey, was Downing House's original take on the tradition, reminding them of their childhood making snowmen with friends and family.



**Best use of natural materials - Avondale, Newport**

Mrs. Pauline Wherry, a resident at Avondale, made this nature-inspired wreath using locally sourced foliage from the house's garden and the nearby forest.



**Best edible wreath - Hill House**

Hill House made sure their wreath could be truly enjoyed by making it completely of sweets, such as

sugared mice, that reminded the residents of Christmas in their childhoods, complete with photos of them all around the outside.



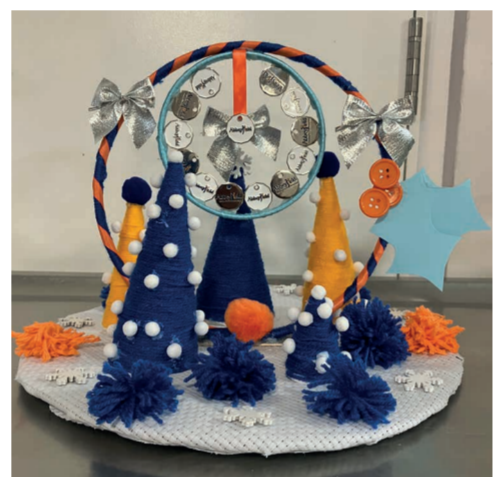
**Best kitschmas wreath - Hope Bank View, Sunderland**

The residents who contributed to the wreaths at Hope Bank View got really inventive, creating accessories including bows, pom poms, foam Santas, handmade snowman, beaded berries & more.



**Best memory wreath - Pennant House, Poole**

Abbeyfield Wessex's Pennant House created this very special memory wreath, featuring the faces of residents past and present, to remember those they have lost and to celebrate all who are living there now.



**Best sustainable wreath - Pratt House, Amersham**

Pratt House decided to put their leftover merchandise to good use, using spare Abbeyfield shopping trolley coins surrounded by the Abbeyfield colours for their wreath. They also created another wreath comprised of lots of mini-wreaths made from curtain rings.

## SURPRISE PARTY HELD FOR SANDWOOD CHEF HANNAH

Sandwood care home in Nottingham held a surprise party to celebrate the career of Hannah Spendlove, who has worked there for 28 years, making her its longest-serving member of staff.

When asked what makes her so special, one resident revealed, "She makes the best breakfast. I have the same every day and Hannah does this perfectly."

Another said, "Hannah is great fun and always has a big smile on

her face. She makes my day."

Hannah's commitment to the residents' wellbeing extends beyond just her work in the kitchen. When a resident has a birthday, she will work with the activities staff to ensure that a great party is organised. She knows every resident personally and ensures the party is tailored to them, complete with their favourite type of birthday cake.



**Hannah's colleagues showed their appreciation with a presentation of flowers**

# PUZZLE PAGE

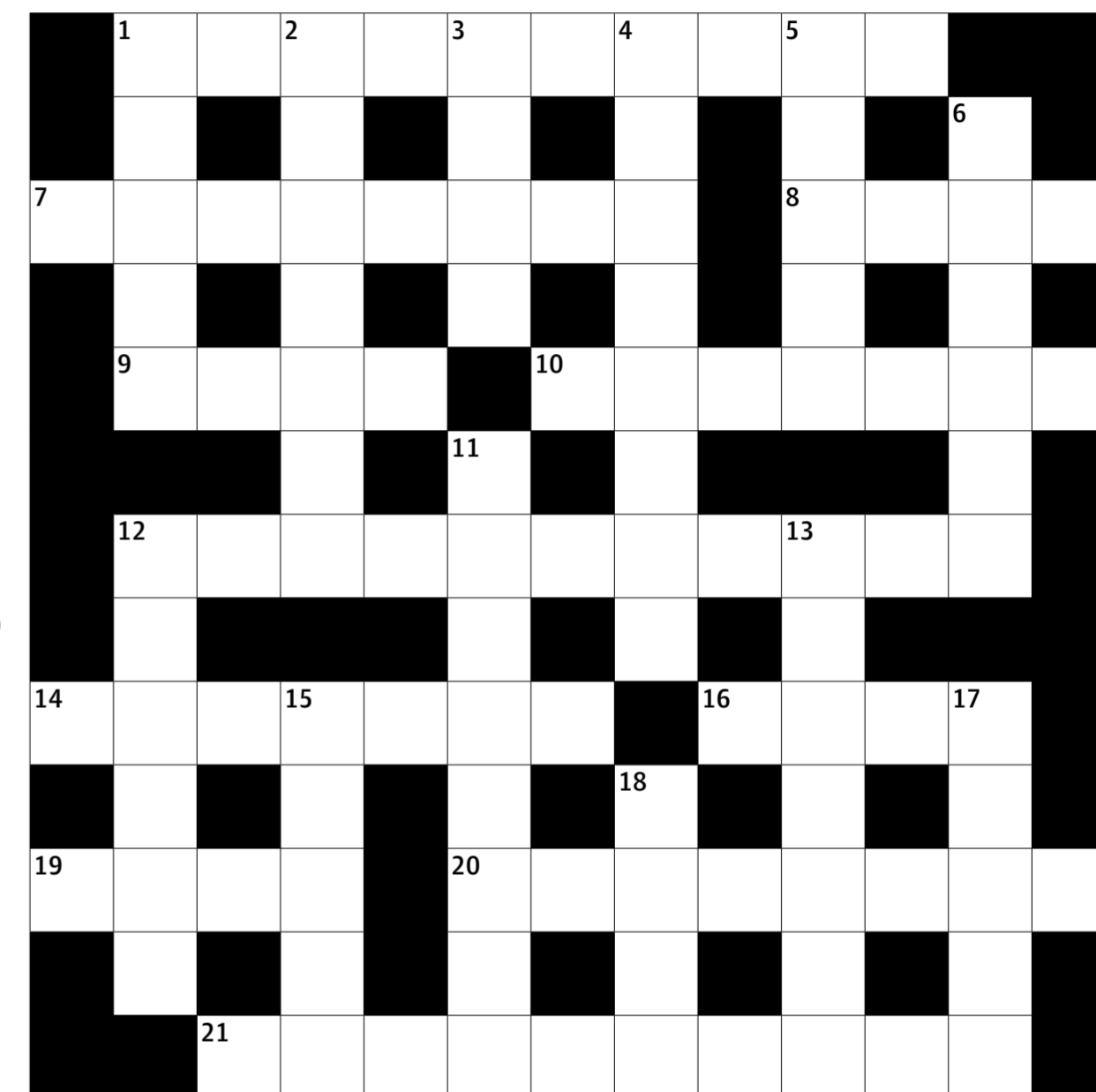
## CROSSWORD

**Across**

- 1 One who forges and shapes iron on an anvil (10)
- 7 Fundamental (8)
- 8 Transport for baby (4)
- 9 Plaything on a string (4)
- 10 Stimulate (7)
- 12 Highly contentious situation (7,4)
- 14 Stingy person (7)
- 16 Walk with difficulty (4)
- 19 Most vital part (4)
- 20 Comic (8)
- 21 Highway robbery (10)

**Down**

- 1 Inky (5)
- 2 Accountant who inspects the records of business (7)
- 3 Tender and considerate (4)
- 4 (Of weather) warmth (8)
- 5 Kind of seat that is vertical when not in use (3,2)
- 6 One who does not really understand the words being imitated (6)
- 11 Mrs Tiggy-Winkle was one (8)
- 12 Frenzied (6)
- 13 Country in the Horn of Africa (7)
- 15 Recently passed - throe (anag) (5)
- 17 Cut - fruit (5)
- 18 So be it (4)



## SUDOKU: MEDIUM

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	5		7	2				
		9			5			4
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## HARD

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	6		4					7
3		9	8					
8				3	1	6		



# 60 SECONDS WITH PATRICK THOMPSON

Chief Executive of the Abbeyfield & Wesley Society, Northern Ireland

## How does your career experience suit you to the role of Abbeyfield & Wesley CEO?

I have been involved in housing since my first “proper” job after university, and for the past five years I was the Deputy CEO at the Northern Ireland Federation of Housing Associations, where I got to know the local housing providers and the challenges involved in delivering quality social housing here. Those five years have given me considerable insight which I intend to bring to the role.

## Having recently joined us in September 2023, what attracted you to the role at Abbeyfield?

Having previously worked in lobbying for the type of housing Abbeyfield & Wesley provides, I saw this job and realised this was an opportunity to turn the theory into practice and deliver the things I had been campaigning for. The ethos of tackling loneliness and staying engaged with the community are things that I value in Abbeyfield & Wesley. Being able to provide the right type of housing and having a valued group of volunteers to assist our fantastic team ensures that we are genuinely connected with the communities we serve.

## What are the key strengths of Abbeyfield & Wesley and how can you build on its success?

It’s my intention that we ensure that our unique housing offering remains relevant and attractive in the social housing space and can continue to thrive, and our residents can thrive with us.



## What are your priorities for your first year in the role?

For now, I want to focus on ensuring our houses are attractive and welcoming to appeal to new residents, as well as trying to create new links and referral routes, so that people can better understand what we offer.

## What is the best part of your job so far?

Besides quickly realising I have a great team who deliver great things, meeting our residents has been very enjoyable. I was able to help celebrate our oldest resident’s 105th birthday in September!

## What are your biggest challenges?

Ensuring that the type of

accommodation we provide meets the expectations of our future residents; and, as a housing provider, how we play our part in meeting the government’s net-zero ambitions.

## As CEO, how do you think you can best support your staff team to deliver a high-quality service for your residents?

My door is always open. I want to ensure the team can feel comfortable coming with ideas as well as issues. They understand our ethos, but it’s important that we all see it from our residents’ point of view too – we can only deliver a high-quality service if we are in tune with their expectations and needs.



The Abbeyfield Society  
Hampton House  
17-19 Hampton Lane  
Solihull, West Midlands  
B91 2QT

Tel: 01727 857536  
Email: [post@abbeyfield.com](mailto:post@abbeyfield.com)  
[www.abbeyfield.com](http://www.abbeyfield.com)

Registered Charity 200719  
Company No 574816  
Homes England No H1046

## PUZZLE SOLUTIONS



1	2	6	4	3	7	5	9	8
9	4	3	6	5	8	1	2	7
7	8	5	2	1	9	3	4	6
8	6	7	3	9	2	4	5	1
3	9	4	5	7	1	8	6	2
5	1	2	8	4	6	7	3	9
6	5	1	7	2	4	9	8	3
2	3	9	1	8	5	6	7	4
4	7	8	9	6	3	2	1	5

1	9	2	7	8	4	5	6	3
5	3	7	6	2	9	8	4	1
4	8	6	1	5	3	9	7	2
9	1	5	3	4	8	7	2	6
6	4	8	9	7	2	1	3	5
7	2	3	5	1	6	4	9	8
2	6	1	4	9	5	3	8	7
3	5	9	8	6	7	2	1	4
8	7	4	2	3	1	6	5	9