

National Housing for Older People Awards 2014



Awards sponsored by **Legal & General**

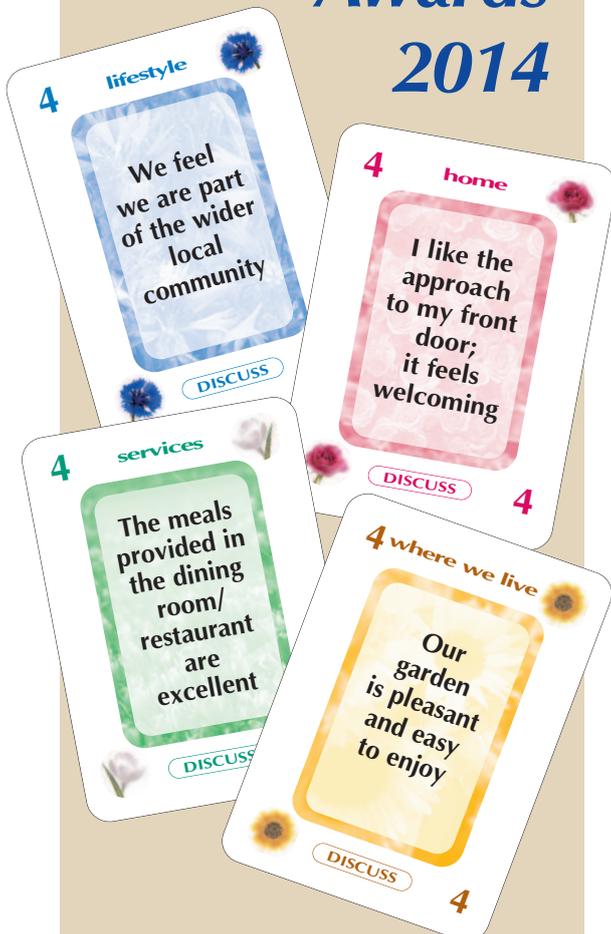


The fifth annual retirement housing awards nominated by the residents

Report sponsored by



National Housing for Older People Awards 2014



Sponsored by  **Legal & General**

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Acknowledgements

These Awards would not have been possible without the support of a number of organisations and individuals credited on page 31.

With our Special thanks to FirstPort Retirement Property Services for sponsoring the production of this report.

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Foreword by Housing Minister Brandon Lewis MP

This Government is committed to giving people more choice about the communities they live in, from the facilities available to the look and feel of their home, and as people age it is vital that this choice remains to allow them to enjoy healthy, independent and active lives.



Elderly Accommodation Counsel's National Housing for Older People Awards recognises the homes, villages, developments and schemes which give people that choice. These aren't just places that look good on paper, but provide the real homes that the residents want to live in – homes they have nominated and voted for themselves.

These awards set a benchmark that other developers and providers of specialist housing should be reaching for when they come to lay down plans. This report presents an opportunity for the sector to start shaping the future of specialist housing based on what people value most.

I would like to extend my congratulations to all the nominated schemes, the finalists and the winners. There are some fantastic examples here of what can be accomplished with the right approach. I hope that others in the sector can take some inspiration from these achievements and that we will see more successful developments like these.

I am confident that by continuing to work together we can make a real difference and help older people to live independently for longer, in the home that is right for them.

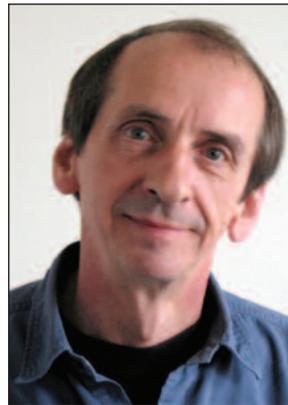
Brandon Lewis MP *Housing Minister*

Preface

It is my pleasure again to congratulate the winners of this year's Awards. These 62 schemes (including commendations), of all types, sizes, ages, locations and tenures, demonstrate the variety of what exists, and inform us about what works. Whether they live in a small house of 10 bedsitting rooms or a retirement village with a population of 450, residents have confirmed our belief that specialist housing continues to offer an option of choice for later life.

I particularly welcome the new Award for housing schemes that interact well with the outside community. Fewer than half of the residents who take part in our Resident Consultation Service, or who nominate their schemes for the Awards, report that they feel part of their wider local community. Yet we have ample evidence of how much retirement housing managers can do to broker relationships beyond their schemes in order to enrich residents' lives, enable them to continue contributing to their communities and reduce their risk of loneliness and isolation. In selecting the winners of our new Award we looked at housing schemes which invite 'outsiders' in, help residents to get out, or deliver services into the wider community.

Although it is often claimed that 'only' about 5% of older people live in specialist housing, EAC calculates that for the over 75s the figure is closer to 15%. We also note the evidence provided by our website and Advice Line, both of which indicate that far more



older people consider moving to sheltered, retirement or extra care housing than actually do so.

There are two obvious conclusions to draw. One is that specialist housing for later life is indeed an option of choice for many older people, and therefore that the resources EAC

devotes to informing and advising clients about it is well justified. We have plans to extend and sharpen this part of our service over the next 12 months.

The second is that EAC could do more to increase understanding of why some potential moves don't happen. This may well be largely because 'staying put' is the preferred option for most people – and we are equally committed to advising on ways and means of doing this successfully! But to what extent are our clients constrained by a limited local choice of specialist housing, its cost or entry criteria? EAC is uniquely placed to explore these questions, and we are starting to collect and analyse more information from web and Advice Line users to this end.

For the moment though, let's celebrate. I hope you enjoy reading this report on the EAC National Housing for Older People Awards 2014.

John Galvin
Chief Executive EAC

Introduction

The Awards, a UK-wide resident consultation

This year's Awards again celebrate some of the best examples of housing for later life, as judged by their residents. We present 35 winning schemes and 27 commended ones, spanning the full spectrum of retirement, sheltered and extra care housing.

There are some surprises. Providers' intentions when commissioning our independent resident consultations, which determine the Award winners, are varied. Some simply believe their scheme deserves an Award, some aim to keep abreast of residents' views, whilst others may be looking for pointers to help them tackle a scheme they regard as problematic. But of course residents can't be relied on to say what providers want or expect to hear! Amongst today's winners are schemes that providers may have had concerns about, whilst absent from the Awards are some that providers had high hopes for.

The fact that both providers and residents can have different reasons for commissioning, or agreeing to participate in an *EAC Resident Consultation*, is one reason why we present today's Awards as a *celebration of some of the best housing for later life*, rather than suggest that they can capture the absolute best. The other, of course, is that schemes have different strengths and therefore appeal to different people.

At least as important as winning an Award, to both providers and residents, are the confidential reports we provide on every participating scheme. These contain a detailed presentation of what residents have told us in each of 28 discussion areas, and set their scores in the context of regional and national averages.

EAC's enthusiasm for the Awards / *Resident Consultation Service (RCS)* stems from our conviction that the card game at their heart, devised 5 years ago with researchers Karen Croucher and Simon Evans, continues to provide an enjoyable way for residents to think about where they live and express their views on it. As a consultation tool it is simple, effective and very modestly priced. As a technique for learning broader lessons about how specialist housing is faring as new generations move in and new models evolve, and flagging up issues we all need to consider, it is equally powerful.

The RCS also supports EAC's mission to provide older people and their families with information about specialist housing that helps explain what it can provide, but also helps them differentiate between schemes and providers. Helps them understand that each scheme will tend to major or succeed more on some aspects than others – so choosing the right scheme is important. Flagging just the highly rated aspects on our website and reports to clients is our way of doing this.

Other reflections in this 5th year of Awards/RCS are:

A maturing tool

Residents seem to be playing the card game with more attention to the assessment of their well-being, and rather less to winning an award. Far fewer schemes now receive high scores across all questions.

Some way to go as an I&A tool

With just 1,200 of the 25,000 specialist housing developments in the UK having an Awards / RCS presentation, we're not yet able to provide our 4m website users and FirstStop Advice Line clients with the comprehensive information we'd like to. However patience is one of EAC's hallmarks!

Growing status as an industry tool

Our recently commissioned independent review of the evidence accumulated to date shows that the spread of RCS coverage is adequate to draw many more statistically reliable, detailed and valuable conclusions about existing residents' views of existing specialist housing. We intend to start publishing these on our website shortly.

We are also encouraged by how many providers have commissioned a Resident Consultation in recent weeks, since the close of nominations for this year's Awards.

A thank you

Our special thanks to all the scheme managers who have encouraged and supported their residents to participate in this year's Consultations and Awards.

*For more information about the EAC Resident Consultation Service, please visit our website HousingCare.org, or ask for our free 12 page booklet *Resident Consultation Service for sheltered, retirement and extra care housing*.*

Who took part in 2014?

Entries were received from

- **257 schemes** of which 180 were retirement housing schemes and 77 housing-with-care schemes
- **From 743 groups of residents** totalling 3,288 residents (3,312 in 2013)
- 178 of the schemes provided some type of **rented** accommodation, 61 some type of **ownership**, and 18 schemes provided **both** types.
- **257** schemes managed by **49 landlords** and management companies. The private sector managers contributed **52** schemes, while **39** schemes were from the public (statutory) sector and **166** from the voluntary sector.

Once again the private sector is over-represented with 20% of nominated schemes, whereas it is responsible for 9.8% of the market.

Higher proportion of residents

This year a markedly higher proportion of residents in each scheme participated. We calculate this by comparing the number of individual score sheets returned with the estimated number of residents in each scheme. On average 30.8% of residents responded in retirement housing schemes and 28.7% in housing-with-care schemes (4% more than last year in both types of scheme).



Getting connected with the Housing Learning & Improvement Network

Previously responsible for managing the Department of Health's Extra Care Housing Fund, the Housing Learning and Improvement Network (LIN) is the leading 'learning lab' for a growing network of housing, health and social care professionals in the UK involved in planning, commissioning, designing, funding, building and managing housing, care and support services.

With over 46,000 members we are skilled at connecting people, ideas and resources to improve the housing with care choices for older people and people with a long term condition. Our aim is to:

- raise the profile about the housing and care needs and aspirations of an ageing population
- act as a champion for housing with care organisations, and

Housing LIN

- promote innovations in integrated solutions across housing and care.

We are therefore delighted to be associated again with EAC's Housing for Older People Awards and, in particular, to sponsor the Housing LIN award for the most innovative extra care housing schemes. We wish you a great day out!

If you would like to get involved with our free regional network meetings, tour latest schemes, capture latest policy and practice developments, explore investment opportunities and showcase ideas and innovations, get connected with the Housing LIN at www.housinglin.org.uk.

Legal & General

Homes for you, your children and your grandchildren

This is the fifth year that Legal & General has supported this event, and there are a number of reasons why we continue to do so. Firstly, this is the only place where residents feel comfortable about honestly and openly appraising the standard and quality of their homes. That makes this a great place to find out what factors help to make some later life accommodation a place that people like you want to call home. Secondly, it's a way to reward the people that are doing it well and a chance to build on that success and experience.

Housing continues to be a national obsession in the UK. Or more accurately a lack of appropriate housing and ever increasing house prices. Problems in the housing chain mean that we find ourselves with a housing market that is grinding to a halt. Housing completions have fallen to historically low levels, down to 125,000 per year from post-war highs of around 400,000.

There are millions of older homeowners in the UK who might want to move to a smaller more manageable home but can't find anywhere appropriate to go, space starved families who can't afford the homes they need and first time buyers who are finding it harder and harder to get a foot on the ladder. We need to address all links in the chain to get things moving again.

Elderly people want to live in their own homes

We know about the problems for the first-time buyer – and we talk about them a lot. We talk less about the last-time buyer. The last-time buyer is as important as the first-time buyer. Elderly people want to live in their own homes, even when their physical health declines in later years, homes that have the ability to be adapted to their changing needs should their health decline. But these are not necessarily the family homes they currently occupy.

Many would like to right-size, but the opportunities don't exist to move to properties that suit their lifestyle and free up the wealth in their homes to supplement their retirement income. And whilst the picture of retirement was once the idyllic rural cottage, many people now want to be in towns or cities where there are buses, shops, doctor's surgeries and other essential services. Work by Claudia Wood of Demos shows that retired people own over £1 trillion of the UK's housing equity and it's estimated that 3.5 million of them want to move to free up income or improve their quality of life. If enough older people move into high-quality, good-value housing that suits their needs (near good amenities,



Left: Nigel Wilson

close to family, friends and facilities) then it creates availability right down the chain to the first-time buyer.

More than four in five over 60s living in England own their own homes, 64% without a mortgage. This equates to almost £1.3 trillion of housing wealth. This is far more than the amount of savings this group has (£769bn). Therefore over 60s interested in rightsizing specifically are sitting on £400bn of housing wealth. That's a big market to ignore; and a lot of family homes that could be freed up for the next generation.

At the moment 85 per cent of larger family homes owned by older people only become available when someone dies. So what are the barriers to right sizing for last time buyers? A lack of suitable stock for one, retirement properties make up just 2 per cent of the UK housing stock. We should build purpose built housing for retired people which offers an enjoyable life style with the benefit for many of a freed up lump sum from the previous house that they owned.

And if moving isn't an option then we need to find a way to allow people to release the wealth in their homes. We need a change of attitude to equity and home ownership. Home ownership could be seen as a lifetime project, you may never own 100% of your home, or at least not for very long. Longer mortgages and the ability to release the wealth accumulated in your home would allow the belief held by many that their home is their pension to become a reality.

The equity released could help tackle pensioner poverty; address the long term care crisis and taking a whole chain view of the housing market, helping older people, could have a trickle-down effect of unlocking supply and benefitting those on every step of the ladder.

We'd like to congratulate John Galvin and the team at Elderly Accommodation Counsel for continuing to campaign for improvements in later life housing and for yet another great celebration of what good looks like.

Nigel Wilson

Group Chief Executive, Legal & General Group Plc

Category sponsors

FirstPort Retirement Property Services



FirstPort Retirement Property Services (formerly Peverel Retirement) is a leading

retirement property management company in England and Wales, with around 70,000 properties across over 1,500 developments.

In addition, FirstPort Property Services Scotland looks after around 3,000 retirement properties in 60 developments. Having recently rebranded during late 2014, FirstPort Retirement Property Services provide the following services to owners and tenants; the maintenance of communal areas, including the garden, a dedicated local management team and an emergency call response system in properties and communal areas. Our commitment to customer service and our experienced staff ensure that residents' retirement properties are in the safest possible hands.

Developments managed by FirstPort Retirement Property Services are not care homes. Most offer independent living, where customers own their property and benefit from communal facilities which can include a residents' lounge, garden and laundry. Some developments offer assisted living, which includes additional services such as 24 hour on-site staff, a restaurant and housekeeping.

We heartily endorse the National Housing Awards and believe that the stimulating discussions and the satisfaction ratings on design, services, and well-being which the game provides is a vital tool to capture information regarding our developments across the country. We have shown our commitment to these awards by sponsoring the Retirement Housing Schemes 24-29 units category and the Awards Report, alongside Retirement Homesearch sponsoring the Retirement Housing Scheme 45-59 category as well.

Retirement Homesearch



Retirement Homesearch is proud to be Britain's number one retirement property

specialist and for 30 years have helped thousands of satisfied customers buy and sell their property.

We offer an unbeatable range of retirement properties for sale across England, Scotland and Wales. Each of our Property Consultants is specially trained on the purchase and sale of retirement properties; for any enquiry they will be your single point of contact throughout the sale. What makes Retirement Homesearch unique is that, wherever possible, we will arrange for the property viewing to be conducted by the Development Manager. Retirement living is about so much more than just bricks and mortar, their advice and guidance in the buying and selling process is indispensable. The Development Manager will be able to present communal facilities, talk through on-site social activities and events and provide a great insight into retirement living. They may also be able to invite prospective buyers to a communal coffee morning.

Having recently completed a brand re-fresh and launched a new website in late 2014, Retirement Homesearch continues to maintain its excellent customer service and offers the purchasers or sellers a smooth and comfortable transition. The new website

includes all the information you need when you're thinking of purchasing a retirement property, including part exchange and conveyancing, as well as details of retirement and assisted living properties, countrywide. A major benefit to sellers is our new portal where you can access the statistics regarding the sale of your property, 24/7. Visit www.retirementhomesearch.co.uk

ARCO



Setting Standards for Retirement Communities

ARCO (the Associated Retirement Community Operators) is the main body representing providers of housing with care, referred to as retirement villages; extra care housing; assisted living; close care apartments; or independent living.

ARCO continually strives to:

- Promote confidence in the sector
- Raise awareness of the retirement community model
- Increase the volume and quality of expertise within the sector

ARCO is delighted to be a sponsor of the National Housing Awards for Older People, as this is an excellent initiative highlighting good practice within the sector.

Category sponsors

EROSH



As the national consortium for older people's housing and support services, erosh is an essential membership organisation for professionals

in the sector. Through our website www.erosh.co.uk we provide cost effective practical expert advice, news, commentary and guidance particularly for front line staff and their managers to help them respond to current and future challenges and opportunities; enhance individual and organisational performance; to help them comply with national standards; and ultimately to improve the quality of housing and support for thousands of older people.

We are delighted to support the EAC awards which complement our own work to highlight good practice in the sector.

Member benefits:

- Central point of information, advice and support for resolving common problems
- Opportunities to actively influence government policy and practice
- Free expert good practice guides and checklists on key topics
- Free practical Case Studies demonstrating good practice
- Free Policy Briefings – how changes in policy and legislation affect you
- Training to complement our good practice resources (member discount)
- Free regional networks to work together to resolve issues and share good practice
- Annual Awards presented by Esther Rantzen CBE showcasing members' best practice
- Discounted rates at joint events with key partners
- Service Impact Template (50% member discount) available 2015

Solutions – Networking – Influence

The ExtraCare Charitable Trust



The ExtraCare Charitable Trust has been at the forefront of the development of

the extra care housing model for over 25 years. We support over 4,400 residents within 17 Housing Schemes and 14 Villages across the Midlands and North.

Each ExtraCare resident can expect a safe, secure future, living in a spacious and affordable home as part of a network of inspirational communities.

We offer:

- Care and support, delivered in residents' own homes by qualified, on-site, staff teams.
- A well-being service, which offers preventative health advice and reduces care dependency.
- A pioneering Enriched Opportunities Programme® to support residents who develop dementia.
- Village centres with up to 18 facilities including a café, gym and craft room. Each centre provides up to 60 activities a week, social opportunities and community involvement where younger generations and families are welcome.

Did you know?

- ExtraCare is governed by a board of Trustees – experienced advisors in housing, care, business and finance who give their time and expertise voluntarily.
- The Charity's surpluses are re-invested to develop new ExtraCare retirement communities or upgrade existing locations.
- We actively support the health of our residents through the work of over 50 Charity shops.
- We have a network of over 3,000 volunteers – their contribution is highly valued and is at the heart of our inspirational communities.
- We are a member of ARCO (Associated Retirement Community Operators) www.arcouk.org

EAC's awards are invaluable – they recognise our residents' contribution and drive, and the limitless support given by teams of dedicated volunteers and staff.

The Awards: 2010-2013

February 2010 – Lords Cricket Ground



Liz Smith

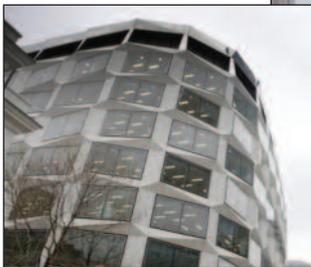


February 2011 – Ascot Racecourse



Nicholas Owen

May 2012 – City of London (Legal & General)



September 2013 – National Motorcycle Museum, Birmingham



Edwina Currie

Category sponsors

KEEPMOAT



Keepmoat is a national market leader in sustainable community regeneration, housing and planned and responsive repairs to the UK housing industry.

Our core values aim to make a positive difference to people's lives in the areas in which we work. Committed to raising the standards of extra care and supported housing projects, we help to improve the quality of life and provide independence to older and vulnerable people. We aim to exceed our proven track record of delivering housing solutions for older and vulnerable people, by accelerating the development of accessible housing in line with the increasing demographic.

By 2030 there will be 100% more people over 85, and 80% more people living with some form of dementia. It is predicted that unless older and vulnerable people can be better supported in their own homes, the NHS will face a £54 billion shortfall by 2021/22.

We work closely with partners and local authorities to overcome this challenge. We create bespoke housing solutions for senior residents as well as specialist accommodation, including fully accessible housing with care and registered care homes. Since 2002, we have delivered over 5,000 units of specialist housing including more than 300 extra care schemes, and we are now recognised as the partner of choice by many organisations.

Our service offer is at the heart of every new housing development and through remodelling existing buildings. Our approach to designing for the future ensures that the accommodation adapts easily with people's needs as they grow older, preventing the need for them to move again in later life.

CHS Foundation Ltd



Established in 1990, The Centre for Housing and Support (formerly known as CSHS) is at the forefront of national training provision for professionals working in Housing-related Support.

By delivering a framework of high-quality support and development to over 4,000 Housing providers throughout the UK, we ensure the professionals in the sector are better equipped to do what they do best - deliver a highly effective service to people with differing housing needs and aspirations.

Professional Development

The Centre for Housing and Support offers an unrivalled portfolio of specialist educational services and professional development opportunities via nationally recognised Level 2, Level 3 and Level 4 qualifications validated by the CIH plus our own Foundation Degree in Housing with Support validated by the University of Plymouth. All of these are delivered through our award-winning blended learning methodology.

We offer many other qualification opportunities including Modern Apprenticeships in Housing at Level 2 and Level 3, Business and Administration, Customer Service, Health and Social Care and Housing Maintenance.

We also run in-house courses and maintain the Service Excellence Standards for Housing-related Support Services. The Centre is seen as a thought leader and influencer with a wealth of experience and expertise.

CHS is a strong supporter of EAC's information and advice mission. Our membership's benefits includes discount for several services provided by EAC.



The Award Winners

The 12 categories

Best UK Retirement Housing schemes	under 24 units
Best UK Retirement Housing schemes	24-29 units
Best UK Retirement Housing schemes	30-35 units
Best UK Retirement Housing schemes	36-44 units
Best UK Retirement Housing schemes	45-59 units
Best UK Retirement Housing schemes	60 units and over
Best UK Retirement Housing schemes	for community services
Best UK Housing-with-Care schemes	under 30 units
Best UK Housing-with-Care schemes	30-44 units
Best UK Housing-with-Care schemes	45-59 units
Best UK Housing-with-Care schemes	60-99 units
Best UK Housing-with-Care schemes	100 units and over



The Best UK scheme any size, any type

Sponsored by:



GOLD AWARD

CAMOYS COURT

Stoke-on-Trent, Staffs, managed by
The ExtraCare Charitable Trust

When anyone comes to visit us here at Camoys Court they always say what a lovely place it is, so warm and welcoming. The residents are all like one big family – they look after each other. There's always something going on here. We may be a small scheme, but we're perfectly formed! You know what they say; great things come in small packages!



Best UK Retirement Housing schemes

Category: under 24 units

Sponsored by: 

GOLD AWARD

HOPLEY HOUSE

West Ealing, London, managed by **Catalyst Housing Limited**

Residents report that Hopley House feels like a family unit. It has a warm environment where everyone is closely connected and cares for one another. The scheme also has an active interest and involvement in their local community. "It is a very special place"



SILVER AWARD

MAINSMEADOW / MAINS STREET

Lockerbie, managed by **Dumfries & Galloway Housing Partnership**

DGHP sheltered development at Mains Meadow/Main Street provides a safe supported environment for residents. The town centre location means the residents have easy access to amenities right at the hub of the local community. The location, coupled with support from staff, means the residents can live life to the full!



BRONZE AWARD

CARNARVON HOUSE

Nottingham, managed by **Abbeyfield**

Carnarvon House is at the heart of the community and the residents thrive on buzzing village life. The warm and loving atmosphere makes the house a home and the residents are always willing to share their blessings with those less fortunate through initiatives like Sharing Sundays and Coping at Christmas.



HIGHLY COMMENDED

CHURCH COURT Midsomer Norton, North Somerset, managed by **MHA**

HAZELWOOD COURT Maldon, Essex, managed by **The Salvation Army Housing Assoc.**

NELSON COURT Lowestoft, Suffolk, managed by **Orwell Housing Association Ltd**

PARKLEA Lockerbie, Dumfries, managed by **Abbeyfield Scotland Ltd**

Best UK Retirement Housing schemes

Category: 24-29 units

Sponsored by: 

GOLD AWARD

ST JOHN & ST ANNE

Oakham, Rutland, managed by **St John & Saint Anne**

The horseshoe design at St Anne's Close faces a beautiful garden looking over our 13th century chapel. The garden, patio & courtyard, together with the community room is the main focus and a fabulous area which is well used for gatherings and events by residents, family & friends.



SILVER AWARD

NORTHFIELDS HOUSE

Newcastle Upon Tyne, managed by **Isos Housing Ltd**

Northfields House is a great place to live in Newcastle. Residents love the location, friendly atmosphere, quality accommodation, facilities and fun activities.

Our Scheme Officer has delivered an excellent service to residents for over 20 years and demonstrates what Isos is all about "Every Day We Make Someone's Life Better".



BRONZE AWARD

THE GLEBE

York, managed by **York City Council**

The Glebe is at the heart of our community in Dunnington, where tenants and neighbours regularly gather together to have fun, raise money for charity, celebrate special occasions and take part in village competitions.

"At The Glebe you are really spoilt for choice – everyone has something good to say about it!"



HIGHLY COMMENDED

GUY THORNYCROFT COURT Ludlow, Shropshire, managed by **Housing & Care 21**

FIVE FIELDS COURT Colchester, Essex, managed by **Genesis Housing Association**

MAGDALEN HOUSE Milton Keynes, managed by **Milton Keynes Council**

Best UK Retirement Housing schemes

Category: 30-35 units



Sponsored by:

GOLD AWARD

PRITCHARD COURT

Milton Keynes, managed by **Milton Keynes Council**

Pritchard Court has a tranquil village location and is home to a diverse group of tenants with diverse life experiences. We respect each other and work together to create a community. A variety of activities take place, some hosted by other groups, and the warden contributes greatly to our success.



SILVER AWARD

RENWICK HOUSE

Morpeth, Northumberland, managed by **Isos Housing Ltd**

Renwick House is a great place to live in Morpeth. Residents love the central location, friendly atmosphere, quality accommodation, entertainment and activities. Our Scheme Officer delivers an excellent service, always going the extra mile and demonstrating what Isos is all about " Every Day We Make Someone's Life Better".



BRONZE AWARD

FAITHFIELD

Bushey, Hertfordshire, managed by **Riverside**

Faithfield is a welcoming scheme and has a vibrant atmosphere, where tenants and the scheme manager constantly open their door to the local community to join them in the wide range of events and activities to offer such as keep fit, breakfasts, crafts events and outings through the year.



HIGHLY COMMENDED

FAIRHOLME COURT Eastleigh, Hants, managed by **FirstPort Retirement Property Services**

KINGS SQUARE Coseley, West Midlands, managed by **Jephson Homes Housing Assoc.Ltd**

SAHAARA COURT Southall, Middlesex, managed by **Catalyst Housing Limited**

Best UK Retirement Housing schemes

Category: 36-44 units



GOLD AWARD

ST JULIAN'S HOUSE

Omagh, Tyrone, managed by **Apex Housing Association**

St Julian's house has a warm, relaxed and welcoming atmosphere. Tenants and staff have a very good rapport. We promote tenants' independence and give individualised support according to tenants' needs/wishes. Staff always has an ear to listen and encourage befriending for new tenants in helping them to settle in the scheme.



SILVER AWARD

HARDYS COURT

Weymouth, Dorset, managed by **FirstPort Retirement Property Services**

The residents at Hardys Court are very proud of their development; its elegant entrance leads you to a beautiful garden. There is a warm and friendly atmosphere - residents interact with each other in a relaxed manner, organise raffles, fortnightly bingo, afternoon teas, fish and chip suppers as well as coffee mornings.



BRONZE AWARD

HUNGERFORD HOUSE

Milton Keynes, managed by **Milton Keynes Council**

There is a great atmosphere & community spirit. We do things socially, together like a family, our Warden is always here for us, supports us & encourages us to try everything, this keeps us young & life interesting. We are proud of our lovely surroundings & love living at Hungerford House.



HIGHLY COMMENDED

DRIFT COURT Needham Market, Suffolk, managed by **Orwell Housing Association Ltd**

FAIRHOLME COURT Eastleigh, Hants, managed by **FirstPort Retirement Property Services**

SHERINGHAM CLOSE St Helens, Merseyside, by **The Salvation Army Housing Assoc.**

WEST END ROAD St Helens, Merseyside, managed by **Helena Partnerships**

Best UK Retirement Housing schemes

Category: 45-59 units

Sponsored by **RETIREMENT**
HOMESEARCH

GOLD AWARD

ROCKHAVEN COURT

Bolton, Greater Manchester, managed by **McCarthy & Stone Management Services Ltd**

Rockhaven Court is a magnificent development, ideally situated close to local facilities and enjoys spectacular views, excellent transport links and easy access to the West Pennine Moors. Homeowners enjoy a safe and secure environment and can participate in a variety of social activities amongst this friendly, welcoming, lively and vibrant community.



SILVER AWARD

ORRELL LODGE

Bootle, Merseyside, managed by **One Vision Housing**

ORRELL LODGE in the heart of Bootle, Merseyside, is home to 60 customers. For them it's a place to be - accepted, pampered, signposted, comforted, vocal, sociable, well-informed, private, "crafty", quiet, safe ... to find themselves. They can worship, learn, dance, Skype, stay in, eat out, read, or garden. They find themselves at home.



BRONZE AWARD

WILLIAM HOUSE

Leicester, managed by **Wyggeston's Hospital**

Richard III may have been ignored under a council car park for 500 years but Wyggeston's has been constantly caring since 1513. Excellent facilities and grounds, wonderful staff ensuring that residents are always the number one priority.

Wyggeston's, would you want to live anywhere else?



HIGHLY COMMENDED

BEAUFORT LODGE Woking, Surrey, managed by **Millstream Management Services**

DIXONS GREEN COURT Dudley, West Midlands, by **Jephson Homes Housing Assoc. Ltd**

GREAT MEAD Southend-on-Sea, Essex, managed by **South Essex Homes**

Best UK Retirement Housing schemes

Category: 60 units and over

GOLD AWARD

WOOD GREEN

Gateshead, Tyne & Wear, managed by
The Gateshead Housing Company

A wonderful community with remarkable people who have gained an international reputation through their pioneering projects. Wood green residents and their supporters from the wider community have a zest for embracing new ideas and are game for anything which makes living in this scheme such a special place.



SILVER AWARD

THE ADELPHI

Harrogate, North Yorkshire, managed by
FirstPort Retirement Property Services

The Adelphi has a charm and a great sense of community about it with strong links to the local school. There are many social events which occur regularly, from musical afternoons, where residents play the piano and the trombone, to a Tour de France party this year in the front lounge.



BRONZE AWARD

SUMMERSON LODGE

Portsmouth, Hants, managed by
Millstream Management Services

Summerson lodge is a delightful development of 76 one and two bedroom apartments located in the suburb of Milton in Portsmouth. Summerson Lodge is a community where the owners are always helping one another, independent, and full of enthusiasm. Ann De Le Haye, the Lodge Manager, is proud of the warm homely atmosphere, which makes it successful, and is always delighted to welcome new owners, family and friends.



HIGHLY COMMENDED

O'GRADY COURT West Ealing, London, managed by **Catalyst Housing Limited**

Best UK Retirement Housing schemes

Category: Community Services

Sponsored by:  **Keepmoat**
PROMISE. DELIVERED.

GOLD AWARD

CHESTNUT HOUSE

Putney, London, managed by **Paragon Community Housing Group**

We deliver warm, friendly and dignified care, so that residents can enjoy life fully, inside and outside of Chestnut House. With a holistic approach, we promote quality end of life care and work closely with the health services. We feel it's important to understand our residents' wishes and believe life is for living, feeling happy and safe until the end.



SILVER AWARD

RUNNYMEDE COURT

Stockport, Cheshire, managed by **Equity Housing Group**

Runnymede is a small extra-care scheme with a huge heart, offering a warm and friendly atmosphere. There are always activities going on. Located at the heart of the community, with great links to residents in the locality, GP's and social workers, Runnymede never fails to make you feel at home.



BRONZE AWARD

ROMAN RIDGE

Sheffield, managed by **Sanctuary Group**

With a backdrop of protected woodland and with views across the city of Sheffield, Roman Ridge is a wonderful place to live. We are a vibrant and diverse community, enjoying our lives, making new friends, learning new skills, and having a real say in our services.



Best UK Housing-with-Care schemes

Category: under 30 units

Sponsored by: The ExtraCare
Charitable Trust

GOLD AWARD

BROADWAY HOUSE

Sandhurst, Berkshire, managed by
Bracknell Forest Homes

Broadway House's success is fundamentally due to its homely and super friendly atmosphere. Residents say they feel safe and supported and they positively embrace the concept of community engagement. Broadway is a very popular "Social Hub" that welcomes the wider community to participate in a range of activities regularly held here.



SILVER AWARD

BARTON MEWS

Barton Under Needwood, Staffs, managed by
Shaw Healthcare

Barton Mews offers an alternative to those considering residential care with attractive benefits; continued investment in the property market, a secured legacy and peace of mind that care, support and companionship are there if required. The varied and active social life that residents enjoy has created an enduring community spirit.



BRONZE AWARD

STANTON LODGE

Swindon, Wilts, managed by **MHA**

Stanton Lodge is an innovative arrangement of 14 apartments for sale to couples affected by dementia. The first of their kind in the UK, they offer a choice for couples to remain together in a home of their own when one partner is living with dementia.



HIGHLY COMMENDED

PORTLAND HOUSE St Helens, Merseyside, managed by **The Villages Housing Association Ltd**

RUNNYMEDE COURT Stockport, Cheshire, managed by **Equity Housing Group**

Best UK Housing-with-Care schemes

Category: 30-44 units

Sponsored by:  Housing LIN

GOLD AWARD

BRUNEL COURT

Wolverhampton, managed by
The ExtraCare Charitable Trust

Residents shared these thoughts: "Home is where the heart is. The big heart of Brunel Court surrounds us all with love, support and friendship. We have independence, new opportunities, good neighbours and active social lives. Our families have peace of mind as we age with dignity, receiving care in lovely surroundings when needed."



SILVER AWARD

SCHOOL COURT

Hednesford, Staffs, managed by
The ExtraCare Charitable Trust

Resident Winnie Forbes says: "School Court is a building but open the doors and enter a place of love and safety. Buildings are bricks but the staff are bricks of love and understanding. There are not enough words to say how much we appreciate them. We are a family and I am proud to live here."



BRONZE AWARD

CHESTNUT HOUSE

Putney, London, managed by
Paragon Community Housing Group

We deliver warm, friendly and dignified care, so that residents can enjoy life fully, inside and outside of Chestnut House. With a holistic approach, we promote quality end of life care and work closely with the health services. We feel it's important to understand our residents' wishes and believe life is for living, feeling happy and safe until the end.



HIGHLY COMMENDED

LLYS GLYNCOED Ebbw Vale, Blaenau Gwent, managed by **Linc-Cymru Housing Assoc.**

ST DOMINIC'S COURT Stoke-on-Trent, Staffs, managed by **The ExtraCare Charitable Trust**

STAVELEY COURT Keighley, West Yorkshire, managed by **Housing & Care 21**

THE PAVILIONS Peterborough, Cambs, managed by **Axiom Housing Association Ltd**

Best UK Housing-with-Care schemes

Category: 45-59 units



Department for
Communities and
Local Government

Sponsored by:

GOLD AWARD

OAKWOOD LODGE

Willenhall, West Midlands, managed by
Midland Heart

Everyone at Oakwood Lodge helps to make it a really nice place to live. Our feedback about activities and involvement is really valued and we can all contribute to our little community.



SILVER AWARD

BROADWAY GARDENS

Sandhurst, Berks, managed by
The ExtraCare Charitable Trust

There's something about Broadway Gardens. You can feel it as soon as you walk in. It's got something; you can't put your finger on it. The residents, The staff, relatives and visitors feel it too. It's infectious, you want to be there. You want to be part of what is happening there. It's exciting, it's welcoming and it's also calm. IT'S HAPPY!



BRONZE AWARD

CURRIE COURT

Ardrossan, Strathclyde, managed by
North Ayrshire Council

Currie Court is well located, modern and bright with attractive new artwork, carpets and furnishing. The new conservatory has given residents a place to meet and interact. Homes have been fitted with upgraded kitchens and bathrooms. Everywhere is accessible. Residents have indicated they are more than satisfied with the complex.



HIGHLY COMMENDED

ADLINGTON HOUSE Rhos-on-Sea, Conwy, managed by **MHA**

PRINCETHORPE COURT Coventry, managed by **The ExtraCare Charitable Trust**

Best UK Housing-with-Care schemes

Category: 60-99 units



Setting Standards for Retirement Communities

Sponsored by:

GOLD AWARD

YATES COURT

Evesham, Worcs, managed by
The ExtraCare Charitable Trust

Yates Court is a fantastically vibrant and welcoming scheme with a friendly, dynamic and enthusiastic group of residents, working in partnership with the staff and volunteers to be independent, healthy and maintain an active presence in the local area. Yates Court has such a warm and positive atmosphere – it is, as our visitors note, a wonderful place to be.



SILVER AWARD

ROMAN RIDGE

Sheffield, managed by **Sanctuary Group**

With a backdrop of protected woodland and with views across the city of Sheffield, Roman Ridge is a wonderful place to live. We are a vibrant and diverse community, enjoying our lives, making new friends, learning new skills, and having a real say in our services.



BRONZE AWARD

OAK TREE HOUSE

Reading, Berks, managed by
Catalyst Housing Limited

Oak Tree House is the first purpose built extra care scheme in Reading. We have 60 flats and an on-site care team that combine the best of living independently with peace of mind. We have a restaurant and hair salon and offer lots of services and activities.



HIGHLY COMMENDED

DUTTON COURT Cheadle Hulme, Cheshire, managed by **YourLife Management Services Ltd**
THE SPINNEY Peterborough, Cambs, managed by **Axiom Housing Association Ltd**

Best UK Housing-with-Care schemes

Category: 100 units and over

Sponsored by:



GOLD AWARD

WEST END VILLAGE

Stoke-on-Trent, Staffs, managed by
Staffordshire Housing Association Ltd

Relieved. Relaxing. Stress free. Comfortable. Wonderful. Unbelievable. Contentment. Blissful. Brilliant. Secure. Living. Enlightening. Contented. Amazing. Magnificent. Superb. Exciting. Content. Exemplary. Convenient. Amicable. Helpful. Supercalafragalistic! Homely. Holistic. Altruistic. Exquisite. Safe. Awesome. Respectful. Excellent. Happy. Friendly. Unruly. Rejuvenating. Happy. Perfect. Home. Best move ever. Very happy!



SILVER AWARD

LARK HILL VILLAGE

Nottingham, managed by
The ExtraCare Charitable Trust

With 327 homes and 450 residents Lark Hill is ExtraCare's largest retirement village and has become a vibrant, welcoming community for both residents and local people. Visitors always comment how lively the Village is. There's always something going on here with 60 activities and events each week. We love the buzz!



BRONZE AWARD

LLYS ENFYS

Cardiff, managed by
Linc-Cymru Housing Association

Llys Enfys is a great place to live, rest and play.

Here is what tenants have had to say:

'We have been able to socialise and build friendships'

'The people are special here'

'Wonderful community spirit'

'Moving to Llys Enfys has filled me with hope'

'I feel so safe'



Consultation data - Facts and Figures 2010-2014

On page 4 we reviewed some figures about entries in 2014. These were fairly similar to those of 2013.

We can now look at all the data collected by our Resident Consultation Service and the Awards, from 2010 to mid October 2014 which involved:

- **1,220 schemes** of which **970** were retirement housing schemes and **250** housing-with-care schemes
- **232 managing organisations**, or landlords
- **3,650 groups of residents** totalling **15,287¹** individuals
- **928** schemes providing some type of **rented** accommodation, **229** some type of **ownership**, and **63** schemes providing **both**.
- **173** private sector schemes managers, **170** schemes from the public (statutory) sector and **877** from the voluntary sector.

Refining by type of housing provider

Sector	Organisation Type	Count
Private	Commercial Company	171
Statutory	ALMO (Arms Length Management Org)	52
Statutory	Local Housing Authority	118
Voluntary	Abbeyfield Society	34
Voluntary	Almshouse Charity	11
Voluntary	Charity / non-profit organisation	5
Voluntary	Co-operative / Self Managing Group	1
Voluntary	Housing Association (RSL)	828
		Total 1220

Notes:

The private sector is over-represented with 14.0% of nominated schemes, whereas it is responsible for 9.8% of the market.

The percentage of leasehold (owner occupied) schemes surveyed, at 24.7% is also larger than their share of the market of around 17.3%.

Geographic distribution

By country

	Eng	Scot	Wales	N.I
Retirement Housing	870	60	22	18
Housing-with-Care	223	5	16	6
Totals	1,091	65	38	24

By region

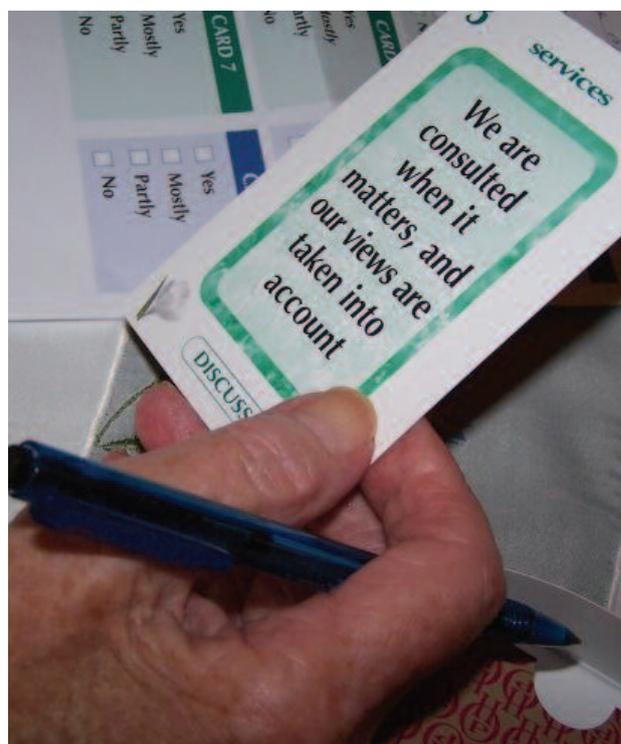
Region	Count
East Midlands	63
Eastern	140
London	84
North East	66
North West	178
South East	197
South West	127
West Midlands	137
Yorkshire & Humber	101
Northern Ireland	24
Scotland	65
Wales	38
Total	1220

In England the distribution of surveyed schemes by county roughly reflects the geographic distribution of the older population.

Resident participation

The average level of participation within consulted schemes was:

- 22.2%** in Housing-with-Care
- 26.2%** in Retirement Housing



¹ Did the same residents participate in different years? We have no way of knowing because of the confidentiality of the consultation. However a conservative estimate points to a total of 12,500 or more individuals

RCS – Resident Consultation Service for sheltered, retirement and extra care housing – OVERVIEW

The *EAC Resident Consultation Service* involves residents in a card game, stimulates reflection and discussion, and captures satisfaction ratings on design, management, services and well-being. Over 5 years it has been used in 1,220 sheltered, retirement and extra care schemes, and involved 15,287 residents.

This overview explains the consultation process, its benefits to residents and housing providers, and how the collected data enriches our understanding of what works.

Background

The new method of consulting residents of sheltered and extra care housing was developed and trialled in 2009 by EAC and its consultants, with the support of the Department for Communities and Local Government and the Housing LIN².

Advantages

The card game can be seen as stand alone or complementary to other consultations or surveys carried out by housing providers; it has its own distinct characteristics:

- Residents find the process engaging, even entertaining³.
- Residents are given the opportunity to discuss or argue their scores with each other, whilst they can still enter scores individually and confidentially.
- The consultation is managed by an independent party (EAC)
- The analytical tools devised by EAC in partnership with its consultant Shaun Brewer, make it possible to produce reports efficiently and at remarkably low cost⁴.
- These reports are clear and concise.
- The reports also provide valuable evidence to present to commissioners and funders, and in Scotland, the Care Inspectorate⁵.

Consultation format

Typically residents play the card game for about an hour, making a social event of it. The consultation

can be organised by the residents or by the scheme manager, who should not be present during the game, nor see the score sheets.

In small retirement developments a single group of 4 to 8 residents might take part; in large schemes several such groups submit their returns. Generally, a 20% participation rate is the minimum required for reliable results, and 25+% is preferable.

The 28 cards are arranged into 4 main topics: *Where we live, My home, Services and Lifestyle*. Sixteen cards invite the residents to discuss statements and agree on a score; the other 12 cards ask for individual scores which do not have to be agreed with the other players. Consultation packs for use in extra care schemes include additional statements about care services and meals. Score sheets are returned confidentially to EAC. Each consulted scheme is automatically entered into EAC's annual *National Housing for Older People Awards*. See the rules, the cards and the score sheets on pages 28 and 29.

The Report

For each scheme surveyed, residents' scores are collected and analysed by EAC to produce a confidential *Provider Report*, available only to the organisation which has commissioned it.

Each report is self-contained and includes an explanation of the consultation methodology, an overview of national findings to date, and three pages of results specific to the scheme. At both summary and detailed levels these pages highlight areas where the scheme performs well and not so well.

At the detailed level, the report shows residents' ratings for each card, providing helpful pointers to specific issues or concerns. Many of these can be attended to in the short or medium term. However, managers and landlords will seldom be able to address unsatisfactory ratings for location or buildings; nevertheless, that information should be useful for the planning of future facilities, and should prompt thinking about marketing strategies.

continued overleaf

² Housing and Learning Improvement Network (then of the Department of Health)

⁴ Feedback to EAC

⁴ £50 + VAT for one average-sizes retirement housing scheme. See Cost on page 26

⁵ You can see and download a sample *Provider Report* at HousingCare.org

OVERVIEW *continued from previous page*

The report also highlights areas where a scheme's rating puts it in the top 10% of all UK schemes, or in the bottom 10%.

This combination and analysis of scores provides a valuable overall assessment of the residents' well-being and quality of life.

Other features of the Resident Consultation Service

Other resident consultation methods are able to incorporate questions and issues specific to a scheme at a particular time. EAC's Resident Consultation Service cannot do that as it relies on generic statements. However, at a fraction of the cost it will:

- give confidence to residents that you value their views;
- give residents an enjoyable and stimulating opportunity to consider and discuss issues which are important to them;
- re-assure residents that the consultation is handled in confidence by an independent organisation;
- require almost no work or preparation on your part;
- offer you clear feedback on strengths and weakness, and pointers to issues that can be addressed immediately;
- inform you about features of your schemes (design, location) which ought not to be repeated in future projects;
- provide resident ratings for all key facilities and services in your scheme, comparisons with your other surveyed schemes, plus benchmarking against all similar schemes regionally and nationally.



Commission your Resident Consultation Service

Sequence

1. Get your residents and scheme managers on board!
2. Let us know the name and postcode of each scheme in which you wish to conduct a resident consultation.
3. Tell us if you wish the consultation packs to be posted to each scheme or to your office.
4. From our database we will know each scheme's full address, its type (standard or housing-withcare) and the approximate number of residents.
5. We will send the consultation packs (cards, score sheets, rules, Freepost return envelopes) within two or three working days.
6. Within 5 to 10 working days of receiving the completed score sheets, we will email you each scheme's *Provider Report*.

Cost

Thanks to generous sponsorship by Legal & General we are able to keep the cost of the *EAC Resident Consultation Service* very low. Charges are related to the size of a scheme or development, as below.

Prices November 2014

Total number of properties	Under 30	30 to 44	45 to 59	60 to 99	100 +
Price excluding VAT	£35	£50	£65	£90	from £105

For an extra £5 + VAT we will send you a bound copy of your *Provider Report*.

Contact us

Elderly Accommodation Counsel (EAC), 3rd Floor, 89 Albert Embankment, London SE1 7TP,
Telephone 020 7820 3755, Email housingawards@eac.org.uk

Or download an order form from our website at:

<http://www.housingcare.org/providers/eac-resident-consultation.aspx>

EAC Services

EAC's Housing Awards complement and inform most of EAC services to the public and to the industry. We list our main services below.

www.HousingCare.org

All EAC's vast data is accessible freely on its main website www.HousingCare.org which is visited daily by 17 to 20,000 people, professionals, relatives, friends and older people themselves.

The most popular section of our website is its **accommodation directory** where 37,775 retirement housing schemes and care homes for older people in the UK are listed, illustrated and detailed. The directory can be searched with the help of numerous filters related to location, postcode, type of facilities, type of providers,

range of services, also by manager, size, tenure, etc. The information is kept up to date with the help of housing and care home providers and managers.

Our **directory of Home Services** is growing steadily and already lists over 8300 services to help older people maintain their independence in their own home. These services are also easily searchable, by service types, location, keywords, location, etc.

EAC relies on housing, care home and services providers to keep its database up to date. Contact us on 020 7820 3755 or enquiries@eac.org.uk

HOOP online

With the ongoing support of Legal & General, EAC has been able to continue the development of the *Housing Options for Older People (HOOP)* online, a self-assessment tool for people wondering whether or not to move home and seeking information on their options. HOOP also helps people anticipate which areas of their living environment are most likely to become a concern as they become older, and thus to plan for the future and pre-empt having to make decisions at a time of crisis.

This nimble tool not only highlights issues which could develop into problems, but also offers helpful suggestions, advice, factsheets and contact details where appropriate, all electronically triggered by the user's responses to the questionnaire.

Please go to the website and try it: www.hoop.eac.org.uk/hoop/start.aspx.



HousingCare.org

– Advertise your vacancies

All EAC's data is accessible freely on its main website visited daily by 17 to 20,000 people, professionals, relatives, friends and older people themselves. It is the best place to advertise your vacancies on the Internet. See <http://www.housing-care.org/advertise-housing-vacancies.aspx>

EAC Over 60s Art Awards

As successful as the Housing Awards, our annual Art Awards have been running since 1994. Please visit their website at www.eacartawards.org.uk



FirstStop Advice

FirstStop is a National Advice and Information service specialising in helping older people with their housing and care options. Through EAC we have the most comprehensive database in the UK of retirement properties. As well as advising and assisting older people in choosing and meeting their housing needs our role is to spread housing options knowledge as widely as possible, and this includes training hundreds of professionals in the public, private and voluntary sectors. For advice, call FirstStop on 0800 377 7070. For more information visit our website: www.firststopadvice.org.uk



EAC's Quality of Information Mark

EAC rewards those schemes which complete its full 7 page questionnaire with the *EAC Quality of Information Mark*. This kitemark highlights these schemes on all the printed reports we provide to our clients and allocates them 5 additional web pages of detail on the website. Contact EAC on 020 7820 3755 or via enquiries@eac.org.uk

The Card Game

The Rules - How to play

If you doubt that your scheme will win an award, this game gives you the opportunity to tell us why.

Please do not inflate your scores just to get an award for your scheme; accurate scores are far more helpful.

Members of the staff are encouraged to facilitate the game, but should keep out of earshot and not see the score sheets

- 1 3 to 6 residents play at a table (ideally 4).
- 2 Each player picks up one Individual Score Sheet.
- 3 One player undertakes to also complete only one Group Score Sheet for your group.
- 4 Important: shuffle the cards.
- 5 One player picks up a card from the top of the pack, reads aloud the statement on the card, and passes it around if necessary.
- 6 If the card is a Discuss card, the player opens a short discussion (1 to 2 minutes) to get agreement on which response to tick on the Group Score Sheet.
- 7 If the card is a Do not discuss card, all the players tick their own response on their Individual Score Sheet, without discussing it or showing it to the other players.
- 8 The card is then discarded.
- 9 It is then the turn of the next player, moving clock wise, to pick up the next card, to read aloud the statement, and so on...



- 10 The consultation is over when all the cards have been played.
- 11 By agreement, the players can decide to restart the game, to continue it later, or to play it again.
- 12 On the Group Score Sheet and all Individual Score Sheets, write an invented name for your group. Add the name of your scheme (Court or building) and its address or postcode.
- 13 Put all the Score Sheets in the Freepost envelope, seal it, write your scheme address at the back of the envelope and post it.
- 14 Other groups can use the cards and the additional scoresheets, but must do so under a different invented Group's name.

NOTES

Please make a note for yourselves, reminding you what name you chose for your group and who were the members of the group. The score sheets can be photocopied



7 where we live

This building makes one proud to live in it

DON'T DISCUSS 7

7 home

I have a good view from my home; there is always something interesting to look at

DON'T DISCUSS 7

7 services

If I wanted to, I could take all my midday and evening meals in our dining room/restaurant

DON'T DISCUSS 7

7 lifestyle

This is a place where you can choose to live very privately and to 'join in' when you wish

DON'T DISCUSS 7

The cards, the score sheets and the rules are the same whether used to nominate a scheme for the Awards, or for a Resident Consultation Service.

One pack contains enough score sheets for 3 groups of 4 residents, i.e. a deck of 28 cards, 4 group score sheets, 12 individual score sheets, 1 Freepost return envelope and 1 Participation Made Easy note.

There are 2 types of nomination packs, one for standard retirement housing, and the other for housing-with-care. Apart from 7 cards, mainly about meals and care services, the two packs are identical. Shown opposite are the housing-with-care score sheets and cards.

INDIVIDUAL SCORE SHEET		Housing-with-Care Consultation	
GROUP'S NAME (invent)..... ADDRESS:.....			
<small>TICK ONE ANSWER PER CARD RETURN ALL INDIVIDUAL SCORE SHEETS WITH ONE SINGLE GROUP SCORE SHEET</small>			
where we live CARD 5 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	home CARD 5 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	services CARD 5 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No	lifestyle CARD 5 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No
CARD 6 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 6 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 6 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 6 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No
CARD 7 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 7 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 7 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 7 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No
<small>SEE RULES OVERLEAF</small>			
<small>Confidentiality Note: Your score sheet will be seen only by the awards selection panel at EAC. If, as we hope, your scheme manager or its managing organisation asks EAC how your scheme was rated, they will only be given combined and anonymised results identifying overall strong and weak points.</small>			

GROUP SCORE SHEET		Housing-with-Care Consultation	
GROUP'S NAME (invent)..... ADDRESS:.....			
<small>TICK ONE ANSWER PER CARD RETURN THIS SINGLE SHEET WITH ALL THE INDIVIDUAL SCORE SHEETS</small>			
where we live CARD 1 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	home CARD 1 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	services CARD 1 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	lifestyle CARD 1 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No
CARD 2 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 2 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 2 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No	CARD 2 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No
CARD 3 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 3 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 3 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No	CARD 3 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No
CARD 4 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> No garden	CARD 4 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No	CARD 4 <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No	CARD 4 <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No
<small>SEE RULES OVERLEAF</small>			
<small>Confidentiality Note: Your score sheet will be seen only by the awards selection panel at EAC. If, as we hope, your scheme manager or its managing organisation asks EAC how your scheme was rated, they will only be given combined and anonymised results identifying overall strong and weak points.</small>			

EAC services

In addition to its *Resident Consultation Service*, EAC provides a range of services to developers, managers and commissioners of housing for older people.

Marketing services

Our website www.HousingCare.org is a showcase for all UK specialist housing for older people. It is a free service designed to help future residents appreciate the wide range of housing for later life, explore what is available in their area and make contact with individual providers. For a modest subscription providers can add details of their current availability and a limited amount of branding.

Visit: www.housingcare.org/housingcare-services.aspx



SHOP@ tool

Developed in partnership with the Housing LIN, this tool for commissioners and developers of extra care housing draws on EAC's data sets of existing provision of specialist accommodation, plus key demographic data sets, to provide a simple tool to help future need and demand scenarios. Please visit:

<http://www.housinglin.org.uk/Topics/browse/HousingExtraCare/ExtraCareStrategy/SHOP/>



Data and analyses

Several of our most popular statistical reviews of current specialist housing provision are available to download free at <http://www.housingcare.org/eac-services.aspx>. We can also supply data to all levels of detail for you to analyse or map.

SHOP@ is a free online analysis tool to help local authorities and providers identify potential demand for different types of specialist housing in England.

Using data generated by EAC's national database, SHOP@ places the emphasis on the local. It can interpret local information at a unitary/county level or for individual districts, helping shape decisions on the how, what and where to develop specialist housing for older people.

Login at: www.housinglin.org.uk/SHOPAT

Housing LIN EAC



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Event Organiser

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The participants, the housing providers and managers

We are very grateful for the **housing providers** and **scheme managers** who have trusted our *Resident Consultation Service (RCS)*. As straightforward as it is, the RCS still requires informing and encouraging the residents, and helping them set up the card games. We thank them also for supporting the main event, by booking places and organising transport for their residents.

Finally all our thanks for the residents, for volunteering for this UK-wide consultation, and for helping us all understand better what makes good specialist housing for later life.

Photographs

Cover page by Sue Hendry *CIH*, Hawthorn Mill, Connect Housing

Category Sponsor

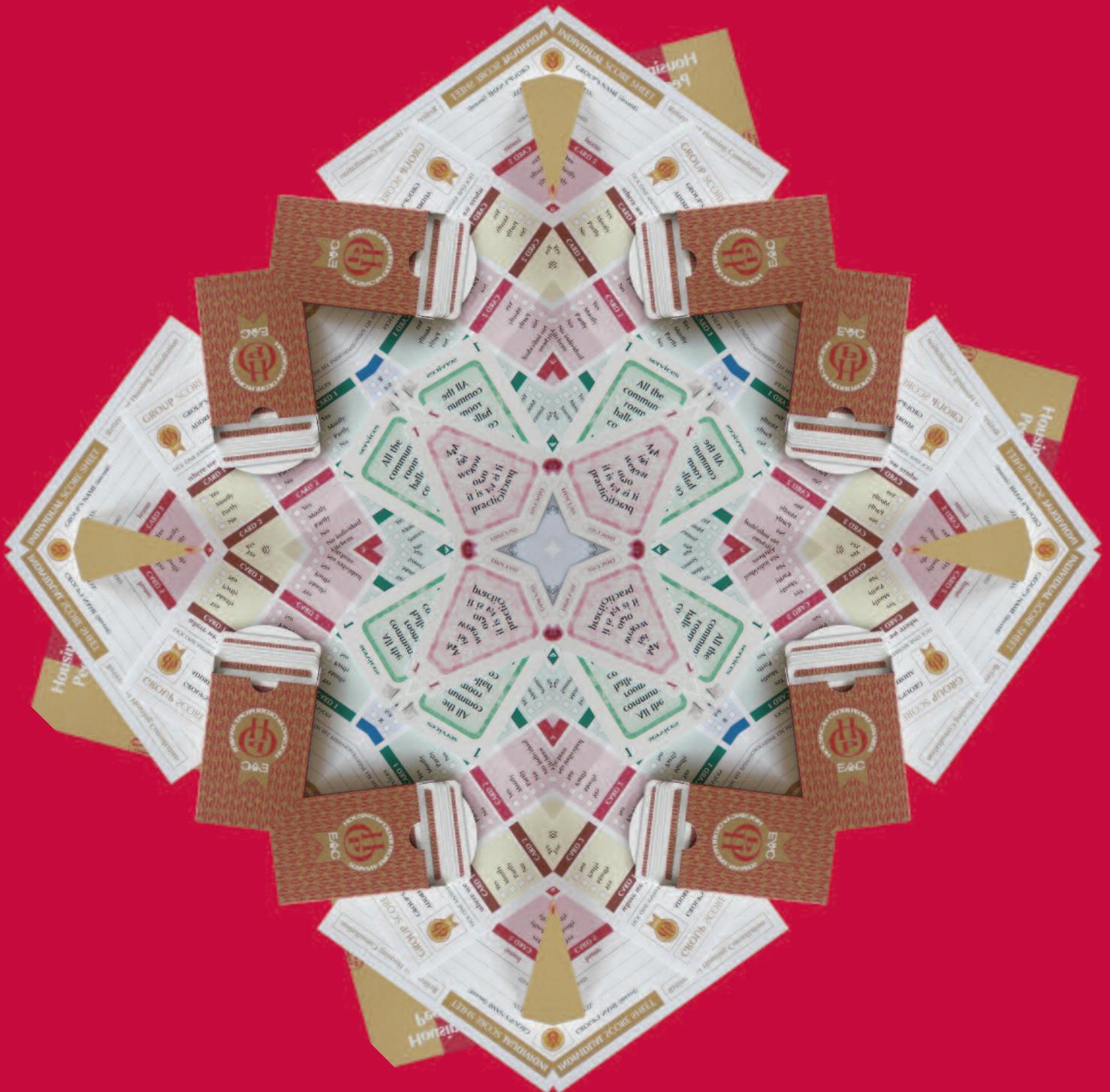
Shaw healthcare are proud to be one of the UK's largest leading healthcare providers in the UK.

For over 30 years, we have been dedicated to providing a spectrum of healthcare services, from comprehensive care packages to lower level support in the community for the elderly and adults with physical, sensory or mental health support requirements.

We provide high quality care and support services based on the exacting requirements of our customers, their family and friends. Our employees are trained to exceed industry standards as well as adhere to our



own stringent criteria; Shaw healthcare is 78% owned by employees and 22% owned by *The Shaw Foundation*, a grant making charity. EAC represent making good care accessible which mirrors our own ethos, for that reason we are very proud to be sponsoring this year's awards in association with EAC.



About Elderly Accommodation Counsel



Elderly Accommodation Counsel (EAC) is a national charity, set up to help older people make informed decisions about meeting their housing and care needs.

Its services include a national Advice Line and the website www.HousingCare.org, both of which offer a wealth of information and guidance, including access to the charity's uniquely detailed directory of all specialist accommodation for older people in the UK. EAC increasingly delivers its services through the FirstStop Advice network, in partnership with other national and local organisations.

Website: www.HousingCare.org Email: enquiries@eac.org.uk

Contact the Advice Line on: 0800 377 70 70, Monday – Friday, 9am – 5pm

Email: info@firststopadvice.org.uk