

# DATA ANALYSIS SERVICE

## National Housing for Older People Awards 2011

### INFORMATION FOR APPLICANTS

ELDERLY  
ACCOMMODATION  
COUNSEL



[www.housingcare.org](http://www.housingcare.org)

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## About EAC

**EAC's mission is "to help older people make informed choices about meeting their housing and care needs".**

### How do we achieve this?

#### 1. Advice service to the public – telephone & website

We provide a highly regarded specialist telephone advisory service to help older people make informed decisions about their housing, care and support options.

- Around 16,000 customers a year use the service
- Half access it directly, half via FirstStop Advice, a Government-backed 'one stop' pilot run by EAC with other partners
- Customers are almost equally split between older people themselves and relatives or friends acting on their behalf
- Most end users are signposted to us by other agencies or professionals
- Between 1<sup>st</sup> August 2009 and 31 July 2010 1.7 Million people made more than 2.4 Million visits to our website [www.HousingCare.org](http://www.HousingCare.org) .

#### 2. Information gathering, tools and specialisms

EAC also maintains major information resources, notably our comprehensive UK-wide databases containing details of all forms of specialist housing and care homes for older people. These need constant updating and are also being expanded to reflect the changing market for older people, e.g. home care and handyman services.

We have pioneered new ways of helping people understand and compare different models and brands of housing and care home provision. And we have developed specialisms in response to customer demand, such as in dementia care and extra care housing.

**EAC is a national charity offering advice and information about accommodation, care and support for older people**

EAC, 3rd Floor, 89 Albert Embankment, London SE1 7TP Telephones: Administration 020 7820 3755

Advice Line: 020 7820 1343 Fax: 020 7820 3970 Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

Charity No. 292552 Company No. 1955490 VAT Reg No. 386 3167 27

These resources, tools and specialisms support and inform our own service delivery, but are also used by many other organisations, including housing and care service providers as well as information & advice providers.

## **About the organisation**

EAC is a small charity that 'punches above its weight' by being dynamic, relevant and innovative. We need to continue to innovate, explore, share and partner in order to help shape the development of a national network of good quality information and advice services to older people.

## **Our priorities for the next 2 years**

### **Advice Line**

- add to the current mix of knowledge and skills;
- consolidate our position as a key delivery partner within the FirstStop Advice service;
- develop and pilot new services and models of service delivery;
- review and adapt the service in light of customer feedback and longer term evaluation of impact.

### **Websites**

- maximise the numbers of older people, carers and professionals using web-based and interactive technologies to access our services and data;
- encourage and support older people and their carers to provide peer advice and support;
- deliver rich and interactive, locally-focused, web content to partners in the future network of older people's I&A services.

### **Information & Tools**

- transfer work of maintaining accommodation databases to providers through online technology plus incentives
- incorporate customer views and more lifestyle information
- devise typologies of specialist housing and care homes
- develop HOOP as a localised housing options appraisal tool

## **STATEMENT OF REQUIREMENTS**

### **National Housing for Older People Awards 2011 - DATA ANALYSIS SERVICE**

#### **Purpose**

To explore and report on the data to be captured by the Awards' nomination process

#### **Background**

The EAC Housing for Older People Awards, run for the first time in 2009-2010, are based on nominations made entirely by the residents of retirement housing. The nomination process involves a deck of cards asking residents to rate various statements, both as a group and as individuals.

There were 540 entries to the 2010 Awards from 540 groups involving 2140 residents at 260 housing schemes.

The 2010 awards proved very successful; their formula will be repeated this year with the aim of increasing the number of entries.

## Objectives

- an enhanced analysis of the data collected by the Awards' nomination process
- for EAC to find a long term partner to better exploit EAC's unique *National Database of Housing for Older People*

## Outputs

### Key outputs are

- Analysis of entries to select finalists and winners
- Detailed analysis of all entries to compile the findings section of the Awards Report
- Automatic translation of the scores for each scheme into star ratings
- New analysis and reporting engine capable of producing bespoke confidential reports to housing providers on request

### Specific outputs will include

- Analysing data collected and entered by EAC during the nomination period on EAC's existing data capture engine
- Selecting 8 to 10 finalists and the 3 winners in each of the 11 categories (see Analysis Criteria.doc)
- Expressing the nomination scores on our website in a star rating table (see Analysis Criteria.doc)
- Exploring and probing imaginatively the nomination data , also linking it to EAC's National Database of Housing for Older People
- Drafting with EAC the findings section of the Awards Report
- Develop critically a specification for a new engine for the automated production of bespoke housing providers reports, and implement this

## Requirements

1. The Service Provider is expected to be familiar with the whole field of specialised housing for older people (sheltered housing, retirement housing, extra care housing, assisted living, retirement villages, etc)
2. The Service Provider (the Contractor) is expected to become familiar with:
  - The Awards' nomination process
  - The Awards' Data Capture engine to be used again this year, unmodified. The nominations' scores will be entered by EAC staff. (See Data Capture screen shot Appendix D)
  - The selection method applied in last year's run
  - The proposed method of computing the star rating from the scores
  - EAC's website [www.housingcare.org](http://www.housingcare.org)
  - EAC's National Database of Housing for Older People
  - EAC's IT systems
  - The following reference material
    1. Housing Awards webpages at [www.housingcare.org](http://www.housingcare.org)
    2. Housing Awards 2010 Report, attached
    3. Extract from the National Database of Housing for Older People, attached
    4. Database of last year's entries, attached

5. Awards Data Capture system, attached
6. Draft Awards analysis criteria, attached
7. Specification for the star rating system (Residents ratings.doc)
8. Draft specification for bespoke providers reports, attached
9. Awards timetable, attached

### Summary Awards timetable

- 20 July 2010, posters and order forms ready for distribution
- 1 September 2010, Nomination Packs sent out
- 19 October 2010, last date for ordering Nomination Packs:
- 31 October 2010, deadline for nominations
- **November 2010: data entry and analysis** (data entry by EAC)
- **Star ratings available**
- **5 December 2010, 31 winners selected and notified**
- December 2010 – January 2010: Report writing and publishing
- 3rd February 2011, Awards ceremony at Ascot Racecourse
- **Spring 2011, confidential reports available on request** (to be paid for)

### Timetable for procurement

Tenders invited	w/c 16.08.2010
Closing date for tenders	30.08.2010
Interview with tenders	w/c 06.09.2010
Expected date for award of contract	13.09.2010
Contract documentation signed	w/c 16.09.2010

### Timetable for delivery

Actions	Start date	End date
Production of cards and nomination packs	15.08.2010	22.08.2010
Distribution of nomination packs	01.09.2010	25.10.2010
Receive and acknowledge entries (nominations)	06.09.2010	31.10.2010
Develop programme to deliver Providers' Reports	?	31.12.2010
Analyse entries	01.11.2010	30.11.2010
Write report	01.12.2010	31.12.2010
Design and print report		15.01.2010
Publish report		03.02.2011
Awards ceremony	03.02.2011	03.02.2011
Bespoke Providers' Reports production	15.02.2011	

## Analysis Criteria

For the selection of finalists and winners

### 11 Awards categories

RETIREMENT HOUSING (HOPA = standard retirement/sheltered housing)

1. Under 30 units
2. 30-44 units
3. 45-59 units
4. 60 units and over

HOUSING WITH CARE (HwC = housing-with-care, extra care, assisted living)

5. Under 30 units
6. 30-44 units
7. 45-59 units
8. 60-99 units
9. 100 units and over
10. Housing LIN Extra Care Housing Award (Dept of Health)

11. Best rural scheme (either HOPA or HwC)

The entries are submitted in the 2 above main groups without reference to categories. The entries are allocated a category by linking their scheme name to its detail in the EAC' National Database (which includes the number of units)

There will be 3 awards in each category: bronze, silver and gold, except for the Housing LIN Award which is a single award for the best of all housing-with-care schemes which roughly meets DH standards for extra care.

### Last year's selection criteria (2009 – 2010)

- Main criteria: Well-being
- Residents were asked to indicate their level of agreement with a range of statements about their retirement housing both as a group and as individuals.<sup>1</sup> Group and individual scores were combined to produce a total score for each scheme; where schemes had received more than one nomination, the total scores were added together and divided by the number of nominations
- The 'Design' scores were calculated by adding the scores from the game cards in the 'Where we live' (yellow) and 'My home' (red) topic areas. The two 'Design' categories have now been dropped.
- Scores were ranked in order to identify the gold, silver and bronze awards in each category
- Where scores were equal the number of entries from the scheme in relation to the number of residents was used as a tie-breaker (that is, if more residents had taken part from one scheme than another, this factor was the 'decider').
- Values:
  - Yes = 4
  - Mostly = 3
  - Partly = 2
  - No = 1
  - Not applicable = 0 (e.g. There is no garden)
  - No response = 999 (missing data)
  - Spoilt card = 888 (e.g. illegible or two answers ticked)
- Only one prize per scheme
- See Awards Report page 10

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<sup>1</sup> See section 4 for a full description of the Awards game

## 2011 selection criteria (2010 – 2011)

- Somewhat different from last year's
- The number of respondents in proportion to the number of residents must be taken into account, not just as a tie-breaker. If not, this leaves the possibility for a single group to determine the ranking of a large scheme. A scheme with a very small proportion of respondents should not automatically be considered for an award. A relative high number of respondents ensure the reliability of the scores.
- The number of residents in a scheme will be estimated at 1.2 x number of dwelling units.
- How the number of respondent in proportion to the total number of residents impact of the selection of finalists and winners has still to be devised

### Proposed rating method

Arrange and analyse cards in a manageable number of topics

Refer to card statements **Appendix B**

HOPA-cards-Text.doc

HwC-cards-Text.doc

Refer to score sheets **Appendix C**

HOPA-Group-Score-Sheets.pdf

HOPA-Individual-Score-Sheets.pdf

HwC-Group-Score-Sheets.pdf

HwC-Individual-Score-Sheets.pdf

<b>Subdivisions HOPA (card number)</b> <b>8 topics</b>	<b>Subdivisions HwC (card number)</b> <b>10 topics</b>
Yellow cards (Where we live)	Yellow cards (Where we live)
Location (1, 5)	Location (1, 5)
Facilities (2, 3, 4, 6, 7)	Facilities (2, 3, 4, 6, 7)
Red cards (Home)	Red cards (Home)
Practical (1, 2, 3)	Practical (1, 2, 3)
Enjoyment (4, 5, 6, 7)	Enjoyment (4, 5, 6, 7)
Green cars (Services)	Green cars (Services)
Management (1, 3, 4)	Range (1)
Delivery (2, 5, 7)	Delivery (2, 5)
Blue cards (Lifestyle)	Management (3, 6)
Social life (1, 2, 3, 5, 6)	Meals (4, 7)
Independence (7)	Blue cards (Lifestyle)
	Social life (1, 2, 3, 5, 6)
	Independence (7)

- EAC retains the right to interfere with the selection of finalists and winners to establish some balance where results are skewed, be it geographically, by provider, or otherwise, and in the wider interest of the Awards and their popularity. No recourse to this right was necessary in 2009-1020.

### Proposed calculation method

- For each topic (e.g. Location) there will be on average 1 group score and 4 individual scores per group
- Scores for group cards 1 to 4 will be added and divided by the number of groups, and raised or lowered to the nearest whole of .5 decimal

- Scores for individual cards 5 to 7 will be added and divided by the number of individual score sheets
- Values attributed to scores:  
Most cards have 4 possible scores  
Yes = 4  
Mostly, most of the time = 3  
Partly, sometimes = 2  
No = 1

The following 6 cards have a 5<sup>th</sup> score:

HOPA Yellow Cards 3, 4, and 6 and Red Card 2.

HwC Yellow Cards 4 and Red Card 2 have

If this 5<sup>th</sup> box is ticked, the card is ignored. No score is entered and the card is not included in the number of cards

The rating will be used to rank the schemes and its expression in the star ratings will be displayed on the website [www.housingcare.org](http://www.housingcare.org) alongside the schemes' details

See **Appendix A**

Examples of calculation: one HOPA scheme in Devon and one HwC in Staffordshire.  
of Analysis of nominations from

- How the number of respondent in proportion to the total number of residents impact of the selection of finalists and winners has still to be devised.

## Providers Reports – Specification

### Objectives

- To report to providers on their residents' views of their schemes, collected via the Awards nomination process
- Protect residents' confidentiality
- Protect other providers' confidentiality
- Create an IT system capable of delivering bespoke reports with minimal input
- Charge for the report, and/or find sponsor/funder (JRF?)

### Preamble

This is a key ambition for 2011 and by far the most challenging part of the brief. The concept is to offer providers helpful information about how their housing schemes and associated services compare with relevant competitors. How to approach this is complex – e.g. in terms of the different models of housing-cum-services that providers are pursuing and their target customers; what geographical and administrative areas they and their perceived competitors inhabit; what is financially viable in different locations (eg. urban and rural); what the unengaged and therefore potential customer base for specialist housing might be; etc.

We are looking here for an indication of how you would approach this complexity in terms of analytical capability, but also at your interest in addressing the competitive and commercial drivers of housing providers.

**Contents of the reports** (similar focus to the contents of the Findings section of the future Awards Report)

- Generalities
  - Intro about Awards nomination process
  - Qualifying the findings
  - Dates
  - O/a number of Awards participating schemes
  - O/a number of Awards participating residents
  - The statements by topics
- Providers' factual data
  - Provider's name
  - Head, regional or local office as applicable
  - Total no. of schemes managed by provider in that area and o/a
  - Total no. of providers' residents in that area and o/a
  - No of respondent schemes
  - No of respondent residents
  - Mapping
- Findings
  - Well-being rating compared to o/a response in that area and o/a
    - Ratings by topics
      - Where we live – Yellow cards
      - My home – Red cards
      - Services – Green cards
      - Lifestyle – Blue cards
    - Detail ratings compared to o/a response in that area and o/a
  - See also calculation methods in Analysis Criteria (page 4)
  - For example:
    - Location
      - Convenient – yellow card 1
      - Safety and security - yellow card 5

## Building

Facilities - yellow card 3  
Design - yellow cards 2, 6, 7  
Garden - yellow card 4

## Individual apartments

Space standards – red card 5  
Design – red cards 4, 6, 7  
Practicality – red cards 1, 2, 3

## Services

Maintenance (standard) – green card 1, 4  
Consultation – green card 3  
Meals (housing-with-care) – green cards 4, 7  
Care services (housing-with-care) – green card 1, 5  
Management (housing-with-care) – green card 6  
Staff role and interaction (housing-with-care) – green cards 2, 5  
Staff role and interaction (standard) – green cards 2, 7

## Lifestyle

Community spirit, friendship – blue cards 1, 5  
Privacy - blue card 7  
Activities and outings - blue cards 2, 3, 6  
Link with community at large -blue card 4

- Findings related to National Database data in that area and o/a

Obvious correlations will include:

Size; number of units  
Number of floors  
Proportion of communal facilities  
Urban to rural  
Distance to town centre  
Tenure  
Landlord type (LA, RSL, private)  
Eligibility / entry criteria  
Age of property/development (including refurbishment)  
Dedicated warden or not  
Resident involvement mechanisms  
Activities arranged within the scheme

Familiarity with the field of customer satisfaction and well-being in retirement/sheltered housing should suggest the exploration of other correlations.

### **Format and circulation**

PDF document produced at the request of a provider.

For the commissioning provider's eyes only

Providers are expected to pay for a bespoke report.

# Awards Report - Findings Section Specification

## Objectives

- To disseminate the information provided by the nomination process
- To improve on the range and depth of the Findings highlighted in last year's Awards Reports 2010. See <http://www.housingcare.org/downloads/housingcare/hopa-main-report-final.pdf>

## Preamble

See the preamble to the Providers Report Specification on page 8. The ambition is similar. The concept is to offer providers, advisors and costumers an enlightening perspective on how facilities and services are perceived by their users; links between satisfaction levels and a multiplicity of factors, perceived new trends, etc .

We are looking here for an indication of how you would approach this complexity in terms of analytical capability, but also at your interest in addressing the competitive and commercial drivers of housing providers.

## Contents of the Finding section (similar focus to the contents of the Providers Report)

- Generalities
  - Intro about Awards nomination process
  - Qualifying the findings
  - Dates
  - O/a number of Awards participating schemes
  - O/a number of Awards participating residents
  - The statements by topics
  - Other info...
- Providers' factual data
  - Types and number of providers
  - Geographical distribution
  - Other info
  - Mapping?
- Findings
  - Well-being info, ratings by topics
    - Where we live – Yellow cards
    - My home – Red cards
    - Services – Green cards
    - Lifestyle – Blue cards
  - See also calculation methods in Analysis Criteria (page 4)
  - For example:
    - Location
      - Convenient – yellow card 1
      - Safety and security - yellow card 5
    - Building
      - Facilities - yellow card 3
      - Design - yellow cards 2, 6, 7
      - Garden - yellow card 4
    - Individual apartments
      - Space standards – red card 5
      - Design – red cards 4, 6, 7
      - Practicality – red cards 1, 2, 3
    - Services
      - Maintenance (standard) – green card 1, 4
      - Consultation – green card 3
      - Meals (housing-with-care) – green cards 4, 7
      - Care services (housing-with-care) – green card 1, 5
      - Management (housing-with-care) – green card 6

Staff role and interaction (housing-with-care) – green cards 2, 5

Staff role and interaction (standard) – green cards 2, 7

Lifestyle

Community spirit, friendship – blue cards 1, 5

Privacy - blue card 7

Activities and outings - blue cards 2, 3, 6

Link with community at large -blue card 4

- Findings related to National Database data in that area and o/a

Obvious correlations will include:

Size; number of units

Number of floors

Proportion of communal facilities

Urban to rural

Distance to town centre

Region, county...

Tenure

Landlord type (LA, RSL, private)

Eligibility / entry criteria

Age of property/development (including refurbishment)

Dedicated warden or not

Resident involvement mechanisms

Activities arranged within the scheme

Etc

Familiarity with the field of customer satisfaction and well-being in retirement/sheltered housing should suggest the exploration of other correlations.

**BUDGET for the Data Analysis Service**  
**National Housing for Older People Awards 2011**



**Indicative costs**

Last year's comparable services by EAC's s two consultants for:

Analysis of nominations

Selection of finalists and 32 winners

Writing page 5 to 9 of the Awards Reports (findings)

At £250 per day, raised to £295 for last 3 days of one consultant

(Providers report and star ratings were not included)

Total £3,500 (excluding VAT and travel expenses)

Please indicate your rate and the number of days you plan to give to each service

You may wish to indicate your tender by completing the table below or in another way you consider more appropriate

	<b>Service</b>	<b>No of Days</b>	<b>@ £ per day</b>	<b>Estimated cost</b>
1.	Analysis of the returns captured by EAC			
2.	Select a shortlist and the 32 winners			
3.	Convert the scores into star ratings for each scheme (not included previously)			
4.	Develop a programme for the automatic production of the Providers' Reports (not included previously)			
5.	Write the Findings section of the Awards Report			

**Please remember that we wish to use this short contract as a way of finding the right organisation or individual with whom to form a long term partnership.**

Respond with your contact details to:

EAC  
 3<sup>rd</sup> Floor  
 89 Albert Embankment  
 London SE1 7TP

Or email to [alex.billeter@eac.org.uk](mailto:alex.billeter@eac.org.uk)

Or fax to 020 7820 3970

Please do not hesitate to contact us for clarification or any information relating to this tender.

John Galvin  
 Chief Executive  
 020 7820 7867  
[John.galvin@eac.org.uk](mailto:John.galvin@eac.org.uk)

Alex Billeter  
 Projects Manager  
 020 7820 1682  
[alex.billeter@eac.org.uk](mailto:alex.billeter@eac.org.uk)

## HOPA Example

## APPENDIX A

Refer to card statements

HOPA-cards-Text.doc

HwC-cards-Text.doc

Refer to score sheets

HOPA-Group-Score-Sheets.pdf

HOPA-Individual-Score-Sheets.pdf

HwC-Group-Score-Sheets.pdf

HwC-Individual-Score-Sheets.pdf

### Markers, Devon

3 groups, 20 individuals

Scheme

Location (1, 5)

Facilities (2, 3, 4, 6, 7)

Individual home

Practical (1, 2, 3)

Enjoyment (4, 5, 6, 7)

Services

Management (1, 3, 4)

Delivery (2, 5, 7)

Lifestyle

Social life (1, 2, 3, 5, 6)

Independence (7)

### Location (1, 5) yellow

Card 1

$$3 \times 4 = 12, :3 = 4$$

Card 5

$$19 \times 4 + 1 \times 3 = 79:20 = 3.95$$

$$\text{Total} = 7.95:2 = 3.97 = \star \star \star \star$$

### Facilities (2, 3, 4, 6, 7) yellow

Card 2

$$3 \times 4 = 12, :3 = 4$$

Card 3

$$3 \times 4 = 12, :3 = 4$$

Card 4

$$3 \times 4 = 12, :3 = 4$$

Card 6

$$20 \times 4 = 80, :20 = 4$$

Card 7

$$19 \times 4 + 1 \times 3 = 79:20 = 3.95$$

$$\text{Total} = 19.95:5 = 3.99 = \star \star \star \star$$

### Practical (1, 2, 3) red

Card 1

$$2 \times 4 + 1 \times 3 = 11:3 = 3.66$$

Card 2

$$1 \times 4 + 2 \times 3 = 10:3 = 3.33$$

Card 3

$$3 \times 4 = 12, :3 = 4$$

$$\text{Total} = 10.99:3 = 3.66 = \star \star \star \frac{1}{2}$$

### Enjoyment (4, 5, 6, 7) red

Card 4

$$3 \times 4 = 12, :3 = 4$$

Card 5

$$14 \times 4 + 4 \times 3 + 1 \times 2 + 1 \times 1 = 71 : 20 = 3.55$$

Card 6

$$16 \times 4 + 2 \times 3 + 1 \times 2 + 1 \times 1 = 73 : 20 = 3.65$$

Card 7

$$16 \times 4 + 3 \times 3 + 1 \times 2 = 75 : 20 = 3.75$$

$$\text{Total} = 14.95 : 4 = 3.73 = \star \star \star \frac{1}{2}$$

### Management (1, 3, 4) green

Card 1

$$3 \times 4 = 12, :3 = 4$$

Card 3

$$3 \times 4 = 12, :3 = 4$$

Card 4

$$3 \times 4 = 12, :3 = 4$$

$$\text{Total} = 12 : 3 = 4 = \star \star \star \star$$

### Delivery (2, 5, 7) green

Card 2

$$3 \times 4 = 12, :3 = 4$$

Card 5

$$20 \times 4 = 80; 20 = 4$$

Card 7

$$20 \times 4 = 80; 20 = 4$$

$$\text{Total} = 12 : 3 = 4 = \star \star \star \star$$

### Social life (1, 2, 3, 5, 6) blue

Card 1

$$3 \times 4 = 12, :3 = 4$$

Card 2

$$3 \times 4 = 12, :3 = 4$$

Card 3

$$3 \times 4 = 12, :3 = 4$$

Card 5

$$20 \times 4 = 80; 20 = 4$$

Card 6

$$20 \times 4 = 80; 20 = 4$$

$$\text{Total} = 20 : 5 = 4 = \star \star \star \star$$

### Markers summary

#### Ratings by 20 residents (approx total population 53)

Scheme	Location	★★★★
	Facilities	★★★★
Individual homes	Practical	★★★½
	Enjoyment	★★★½
Services	Management	★★★★
	Delivery	★★★★
Lifestyle	Social life	★★★★
	Independence	★★★★

## HwC Example

### Mill Rise, Staffordshire

3 groups, 17 individuals

#### Cards

##### Location (1, 5) yellow

Card 1

$$2 \times 4 + 1 \times 3 = 11; 11:3 = 3.66$$

Card 5

$$8 \times 4 + 9 \times 3 = 59:17=3.47$$

$$\text{Total} = 3.66+3.47=7.13 : 2 = 3.56 = \star\star\star\frac{1}{2}$$

##### Facilities (2, 3, 4, 6, 7) yellow

Card 2

$$3 \times 4=12, :3 = 4$$

Card 3

$$3 \times 4=12, :3 = 4$$

Card 4

$$2 \times 4 + 1 \times 2 = 10:3 = 3.33$$

Card 6

$$17 \times 4 = 68 : 17 = 4$$

Card 7

$$17 \times 4 = 68 : 17 = 4$$

$$\text{Total} = 4 + 4 + 3.33 + 4 + 4 = 19.33 : 5 = 3.86 = \star\star\star\star$$

##### Practical (1, 2, 3) red

Card 1

$$2 \times 4 + 1 \times 3 = 11:3 = 3.66$$

Card 2

$$2 \times 4 + 1 \times 2 = 10:3 = 3.33$$

Card 3

$$3 \times 4=12, :3 = 4$$

$$\text{Total} = 3.66 + 3.33 + 4 = 10.99:3 = 3.66 = \star\star\star\frac{1}{2}$$

##### Enjoyment (4, 5, 6, 7) red

Card 4

$$1 \times 4 + 2 \times 3 = 10:3 = 3.33$$

Card 5

$$14 \times 4 + 3 \times 3 = 65:17 = 3.82$$

Card 6

$$6 \times 4 + 7 \times 3 + 3 \times 2 + 1 \times 1 = 52:17 = 3.05$$

Card 7

$$12 \times 4 + 5 \times 3 = 63:17 = 3.70$$

$$\text{Total} = 3.33 + 3.82 + 3.05 + 3.70 = 13.9:4 = 3.47 = \star\star\star\frac{1}{2}$$

##### Range (1) green

Card 1

$$3 \times 4=12, :3 = 4 = \star\star\star\star$$

##### Delivery (2, 5) green

Card 2

$$3 \times 4=12, :3 = 4$$

Card 5

$$13 \times 4 + 4 \times 3 = 64:17 = 3.76$$

$$\text{Total} = 4 + 3.76 = 7.76:2 = 3.88 = \star\star\star\star$$

### Management (3, 6) green

Card 3

$$1 \times 4 + 2 \times 3 = 10:3 = 3.33$$

Card 6

$$16 \times 4 + 1 \times 3 = 67:17 = 3.94 = \star \star \star \star$$

### Meals (4, 7) green

Card 4

$$2 \times 3 + 1 \times 2 = 8:3 = 2.66$$

Card 7

$$10 \times 2 + 1 \times 1 + 2 \times 4 + 4 \times 3 = 41:17 = 2.41$$

$$\text{Total } 2.66 + 2.41 = 5.07:2 = 2.53 = \star \star \frac{1}{2}$$

### Social life (1, 2, 3, 5, 6) blue

Card 1

$$3 \times 4 = 12, :3 = 4$$

Card 2

$$3 \times 4 = 12, :3 = 4$$

Card 3

$$3 \times 1 = 3:1 = 1$$

Card 5

$$17 \times 4 = 68:17 = 4$$

Card 6

$$16 \times 4 + 1 \times 3 = 67:17 = 3.94$$

$$\text{Total} = 4 + 4 + 1 + 4 + 3.94 = 16.94:5 = 3.38 = \star \star \star \frac{1}{2}$$

### Independence (7) blue

Card 7

$$14 \times 4 + 3 \times 3 = 65:17 = 3.82 = \star \star \star \star$$

### Mill Rise Summary

#### Ratings by 17 residents (approx total population 72)

Scheme	Location	★ ★ ★ ½
	Facilities	★ ★ ★ ★
Individual homes	Practical	★ ★ ★ ½
	Enjoyment	★ ★ ★ ½
Services	Range	★ ★ ★ ★
	Delivery	★ ★ ★ ★
	Management	★ ★ ★ ★
	Meals	★ ★ ½
Lifestyle	Social life	★ ★ ★ ½
	Independence	★ ★ ★ ★



## APPENDIX B

### STATEMENTS for 28 cards

#### RETIREMENT HOUSING STATEMENTS Revised 03 08 2009 FINAL

Nos 1 to 4 are statement to be discussed by the group (3 to 8 residents) to reach an agreed score

Nos 5, 6 and 7 are statements not to be discussed, but scored individually

Card no <b>Where we live</b>		Card no <b>My home</b>	
1	Our building is very well located; very convenient for the shops, for walks and for public transport	1	My home is very well laid out; it is very practical
2	Our building is very well designed and easy to get around	2	My kitchen is very well laid out, nicely lit and ventilated, and is easy to use
3	The size and design of the communal lounge(s) meet our expectations	3	My bathroom is pleasant and well ventilated
4	Our garden is pleasant and easy to enjoy	4	I like the approach to my front door; it feels welcoming
5	Our neighbourhood feels very safe	5	In my home I have got all the space I need
6	Our communal lounge(s) is a pleasure to use	6	My home gets plenty of natural light
7	This building makes one proud to live in it	7	I have a good view from my home; there is always something interesting to look at

Card no <b>Services</b>		Card no <b>Lifestyle</b>	
1	All communal rooms, halls and corridors are well looked after	1	For those who look for it, there is a good social life - a good community spirit
2	We can rely on the staff for advice and information	2	A good range of social activities, events, entertainment and classes are available
3	We are consulted when it matters, and our views are taken into account	3	We have lots of opportunities to go on outings
4	It is very easy to get repairs and maintenance done by the management	4	We feel we are part of the wider local community
5	I get all the support I need from the staff	5	This is a good place to make new friends
6	The community alarm gives me all the peace of mind I need	6	I enjoy taking part in the social activities and outings on offer
7	The presence of the staff contributes to my well being	7	This is a place where you can choose to live very privately and to 'join in' when you wish



## HOUSING WITH CARE STATEMENTS Revised 03 08 2009 FINAL

Nos 1 to 4 are statement to be discussed by the group (3 to 8 residents) to reach an agreed score

Nos 5, 6 and 7 are statements not to be discussed, but scored individually  
 Different from retirement housing statements

Card no <b>Where we live</b>		Card no <b>My home</b>	
1	Our building is very well located; very convenient for the shops, for walks and for public transport	1	My home is very well laid out; it is very practical
2	Our building is very well designed and easy to get around	2	My kitchen is very well laid out, nicely lit and ventilated, and is easy to use
3	The number and sizes of the communal rooms meet our expectations	3	My bathroom is pleasant and well ventilated
4	Our garden is pleasant and easy to enjoy	4	I like the approach to my front door; it feels welcoming
5	Our neighbourhood feels very safe	5	In my home I have got all the space I need
6	Our communal rooms (lounge, dining room, etc) are a pleasure to use	6	My home gets plenty of natural light
7	This building makes one proud to live in it	7	I have a good view from my home; there is always something interesting to look at

Card no <b>Services</b>		Card no <b>Lifestyle</b>	
1	The range of care services we can receive at home is excellent	1	For those who look for it, there is a good social life - a good community spirit
2	The staff are always helpful and respectful	2	A good range of social activities, events, entertainment and classes are available
3	We are consulted when it matters, and our views are taken into account	3	We have lots of opportunities to go on outings
4	The meals provided in the dining room/restaurant are excellent	4	We feel we are part of the wider local community
5	The care staff are always available when needed	5	This is a good place to make new friends
6	I find the management very responsive and helpful	6	I enjoy taking part in the social activities and outings on offer
7	If I wanted to, I could take all my midday and evening meals in our dining room/restaurant	7	This is a place where you can choose to live very privately and to 'join in' when you wish

# GROUP SCORE SHEET

## Retirement Housing Consultation



GROUP'S NAME (invent).....

ADDRESS:.....

TICK ONE ANSWER PER CARD

RETURN THIS SINGLE SHEET WITH ALL THE INDIVIDUAL SCORE SHEETS

### where we live

### home

### services

### lifestyle

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No
- No individual kitchens

#### CARD 2

- Yes
- Most of the time
- Sometimes
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No

#### CARD 3

- Yes
- Mostly
- Partly
- No
- No communal lounge

#### CARD 3

- Yes
- Mostly
- Partly
- No

#### CARD 3

- Yes
- Most of the time
- Sometimes
- No

#### CARD 3

- Yes
- Mostly
- Partly
- No

#### CARD 4

- Yes
- Mostly
- Partly
- No
- No garden

#### CARD 4

- Yes
- Mostly
- Partly
- No

#### CARD 4

- Yes
- Most of the time
- Sometimes
- No

#### CARD 4

- Yes
- Mostly
- Partly
- No

SEE RULES OVERLEAF

**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.

# INDIVIDUAL SCORE SHEET

## Retirement Housing Consultation



GROUP'S NAME (invent).....

ADDRESS:.....

TICK ONE ANSWER PER CARD RETURN ALL INDIVIDUAL SCORE SHEETS WITH ONE SINGLE GROUP SCORE SHEET

### where we live

### home

### services

### lifestyle

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 5

- Yes
- Most of the time
- Sometimes
- No

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Mostly
- Partly
- No
- No communal lounge

#### CARD 6

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Sometimes
- Seldom
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

SEE RULES OVERLEAF

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# GROUP SCORE SHEET

## Housing-with-Care Consultation



GROUP'S NAME (invent).....

ADDRESS:.....

TICK ONE ANSWER PER CARD

RETURN THIS SINGLE SHEET WITH ALL THE INDIVIDUAL SCORE SHEETS

### where we live

### home

### services

### lifestyle

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 1

- Yes
- Mostly
- Partly
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No
- No individual kitchens

#### CARD 2

- Yes
- Most of the time
- Sometimes
- No

#### CARD 2

- Yes
- Mostly
- Partly
- No

#### CARD 3

- Yes
- Mostly
- Partly
- No

#### CARD 3

- Yes
- Mostly
- Partly
- No

#### CARD 3

- Yes
- Most of the time
- Sometimes
- No

#### CARD 3

- Yes
- Mostly
- Partly
- No

#### CARD 4

- Yes
- Mostly
- Partly
- No
- No garden

#### CARD 4

- Yes
- Mostly
- Partly
- No

#### CARD 4

- Yes
- Most of the time
- Sometimes
- No

#### CARD 4

- Yes
- Mostly
- Partly
- No

SEE RULES OVERLEAF

**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.

# INDIVIDUAL SCORE SHEET

## Housing-with-Care Consultation



GROUP'S NAME (invent).....

ADDRESS:.....

**TICK ONE ANSWER PER CARD** RETURN ALL INDIVIDUAL SCORE SHEETS WITH ONE SINGLE GROUP SCORE SHEET

### where we live

### home

### services

### lifestyle

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 5

- Yes
- Most of the time
- Sometimes
- No

#### CARD 5

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Mostly
- Partly
- No

#### CARD 6

- Yes
- Most of the time
- Sometimes
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Mostly
- Partly
- No

#### CARD 7

- Yes
- Most of the time
- Sometimes
- No


SEE RULES OVERLEAF

**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.


EAC Survey Database

HOPE Survey Scores

Close



ID (AutoNumber)

Type 

Group

Scheme

Date 21-Sep-2009

Notes

Groups in this scheme

Search

Group

Scheme

Clear

Record: 1 of 1

Group Survey Sheet | Individual Survey Sheets

where we live	home	services	lifestyle
<b>CARD 1</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 1</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 1</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 1</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank
<b>CARD 2</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 2</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> No Individual kitchens <input type="checkbox"/> Blank	<b>CARD 2</b> <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 2</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank
<b>CARD 3</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> No communal lounge <input type="checkbox"/> Blank	<b>CARD 3</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 3</b> <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 3</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank
<b>CARD 4</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> No Garden <input type="checkbox"/> Blank	<b>CARD 4</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 4</b> <input type="checkbox"/> Yes <input type="checkbox"/> Most of the time <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Blank	<b>CARD 4</b> <input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> Partly <input type="checkbox"/> No <input type="checkbox"/> Blank