



# National Housing for Older People Awards

“Friendly & helpful neighbours”  
 “My independence”  
 “Social secure”  
 “Safe & secure”  
 “Events”  
 “Caring House Manager”  
 “...my life is now worth living again”  
 “The best I move in my life”  
 “It’s a great place for my parents”

Report sponsored by



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Legal & General

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## National Housing for Older People Awards 2017



### Report written by

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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 35

With special thanks to Keepmoat for sponsoring the production of this report



# Preface

This is a particularly exciting year for the Awards. Over 10,000 people from 1,200 schemes, courts and estates made nominations, and explained what they value about the place where they live, work or visit. Residents convey lucidly and often touchingly how living in a sheltered, retirement, extra care or assisted living scheme has improved their quality of life – often to a degree that has taken them by surprise.

It was always the purpose of the EAC Awards to showcase, celebrate and build awareness of the wide range of later life housing that we are so lucky to have in this country. And until recently it seemed we were finally reaching a consensus amongst housing providers, policy makers and even funders that it makes sense, and that we need to build more of it as well as to look after what we already have.



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To understand what has changed, let's reflect that all the models of retirement housing celebrated in the Awards work because they comprise good quality 'age proofed' homes, in friendly and supportive communities, and *with discrete support or care services available when needed*. Suddenly these integral support services are threatened by uncertainty about how much public funding for them will be available in future. Already some providers are withdrawing services from existing schemes, whilst new schemes are delayed or even abandoned.

To its credit, Government is working overtime to find a solution. It accepts that contributing towards the running costs of sheltered and retirement housing is probably a far more effective investment in the health and well-being of older people than treating them in hospital after a fall in an unsuitable home. The case is so strong that I don't doubt a solution will be found. But will it be found quickly, and be decisive enough, to repair the damage we've seen over the last year?

So there is a particular urgency about telling the story of later life housing at the present moment. And that's why having 10,000 'users' fired up and eager to participate in the *National Housing for Older People Awards 2017* is such an important and timely achievement. They send a powerful message, and we hope that as providers and residents, whether you received an Award or a Commendation this year or not, you will make use of the story and images of the Awards as part of your own campaigns to explain and promote later life housing in the areas where you work, and to the decision-makers you have contact with.

There is another important good news story woven into this year's Awards, which is about the evolution of standards in the retirement housing sector. The Association of Retirement Housing Managers (ARHM) launched its new Code of Practice last year, and following a compliance audit of all its members, will make its own presentations to three that stood out from the crowd. We are delighted also to have ARCO, Housing LIN, EROSH and CHS involved, as each of these is also focused on setting standards or helping landlords and managers to meet them.

In conclusion, my thanks to all the residents, staff, families, visitors and volunteers who made this year's celebration possible by sharing their experiences with us – and to Legal & General and all our sponsors who enabled us to celebrate in style.



# Get involved with EAC

## Help us celebrate later life housing all year round

**A**t EAC we started building our *National Directory of Housing for Older People* back in 1992 – 25 years ago. We did so because we are a charity set up to help older people make informed decisions about meeting their housing and care needs. And to provide our free, independent and national information and advice service, we believed we needed to know in detail about the housing options open to individuals locally – ways in which they could ‘future proof’ their home, home services they could access when needed, and what options they had if they wanted to move to a more suitable home.

In recent years the *National Housing for Older People Awards* have become an important way in which EAC interacts with retirement housing providers, their residents and future customers. But our ambition is to work with you all year round to help showcase specialist housing so that older people and their families are better informed about it generally, know what’s available locally, and are able to compare different models, schemes, providers and costs.

Our experience strongly suggests that many older people would think more positively, and earlier, about moving to later life housing if they understood



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it better and felt able to exercise choice in finding the right scheme for them.

So, please don’t let the side down. Help us make the HousingCare website not only the ‘go to’ site for later life housing (as it already is with 4 million annual visitors), but also as informative as it should be about every provider’s schemes. Take a look at your own schemes on the site, and if the presentation doesn’t make you want to live in them, get in touch with us to improve it!

**[www.HousingCare.org](http://www.HousingCare.org) – the site that reaches 4 million people every year**

### The EAC Quality of Information Mark (QI Mark)



**D**esigned to encourage housing providers and managers to offer better information to older people, this EAC kitemark is awarded free to individual schemes following submission of a fully completed QI Mark questionnaire, and is valid for 3 years.

Kitemarked schemes are flagged throughout our HousingCare website, and have enhanced scheme profiles containing 5 pages of detail. Providers may use the QI Mark in their own scheme publicity, and printed certificates are available at a nominal charge.

Alex Billeter, Projects Manager, EAC  
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# Legal & General

**L**egal & General are delighted to support EAC's *Housing for Older People Awards* for the 7th year.

The Awards are unique because they enable thousands of residents to tell us what they value about their retirement housing – and we're here today to celebrate the best of the best retirement developments in the UK.

We suffer from a chronic under supply of age-specific housing, and all too often, this leads to older people living in homes that do not suit their needs, with moves forced by circumstance rather than being a positive choice. Not only does this harm the interests of older people, it has wider social drawbacks, including the under-occupation of homes and increased pressure on the health & social care system.

The critical barriers to moving that older people identify are a lack of suitable accommodation, the cost of the available options and tax considerations. Legal & General have identified and are now acting upon the ten most important steps to unblocking the later life housing market aimed at boosting the supply and diversity of options available to older people.

**Political support:** Government needs to focus on this issue and commit to supporting the expanded provision of age-specific housing to serve the needs of older people. This requires a consistent focus that is then reflected in housing, planning and health and social care policy.

**Diversity of tenures:** Increased volumes of homes across all tenures, including freehold, shared equity and rented options, would cater to a wider variety of needs and offer flexibility as people's needs change in later life. Better part-exchange arrangements would also be helpful.

**An integrated policy approach:** Policy committees need to recognise that, when done well, retirement housing can connect residential infrastructure with the health and social care system, providing major benefits for both.

**Greater supply in the mid-market:** At the moment, provision of retirement housing is concentrated amongst affordable housing providers and a small number of premium private sector operators. This leaves much of the market relatively underprovided with good quality stock.

**Urban not rural:** We need well designed, affordable space that is close to family, friends and facilities. This emphasis on connectivity and amenity suggests that the bulk of demand will be in urban rather than rural locations. Provision, and the public policy environment, must accommodate this.



**Cheryl Agius**  
Chief Executive Officer  
Legal & General Insurance

**Tax relief:** We need to reduce transactional costs to incentivise right-sizing across the whole market. Recent changes to stamp duty are welcome and could be extended further. Other possibilities are a larger New Homes Bonus and a council tax holiday for new retirement homes.

**Benefit consolidation:** Retirement housing is influenced by a web of public sector subsidies, comprising housing benefit, social care support and health-related spending. Ensuring that these fit together in an understandable way to provide the right outcome should be a key policy consideration.

**Planning policy:** Attitudes to retirement housing vary widely across planning authorities. They should recognise its specific benefits and set targets for its delivery.

**Development levies:** Retirement housing is often treated harshly by the planning system. When schemes are treated in the same way as mainstream housing, they are burdened by affordable housing / Section 106 / CIL obligations as well as the cost of providing the communal facilities that older people want and deserve. Removing these burdens on retirement housing would help reduce its cost.

**Equity release:** For older homeowners who choose to remain in their existing homes, the potential economic gains of unlocking the current high levels of unproductive housing wealth make a strong case for continued industry, government and regulatory efforts to develop the equity release market.

I bet you didn't realise that we did all of this on your behalf!

In conclusion, with the number of elderly people growing rapidly, the shortage of appropriate housing affects a large section of society. Expanding the supply and diversity of the housing options available for older people has a key part to play in ensuring that everyone can enjoy independence, dignity and a high quality of life over the whole of their lives.

Congratulations once again John Galvin and team for continuing to campaign for change in the later life housing sector. You do us proud!

# Who took part in 2017

## Three times more nominations than last year

Nominating schemes for the Awards was much easier this year after the mechanism was fully detached from the EAC Resident Consultation Service (RCS), and this resulted in a big leap in numbers:

- **1,180 schemes** were nominated by **10,229** individuals.
- The **10,229 voters** comprise **5,892 residents**, **2,249 visitors**, **1,943 staff members** and **154 volunteers**
- The **1,180 schemes** include **950 standard retirement and sheltered housing schemes** and **230 housing-with care schemes**.
- Of the **1,180 schemes** **712** provided some type of rented accommodation, **390** some type of ownership, and **78** provided both types of tenure.
- The **1,180 schemes** are managed by **195 organisations** – **347 schemes** by private sector companies, **65** by local authorities, **768** by voluntary sector organisations, plus **16** mixed.

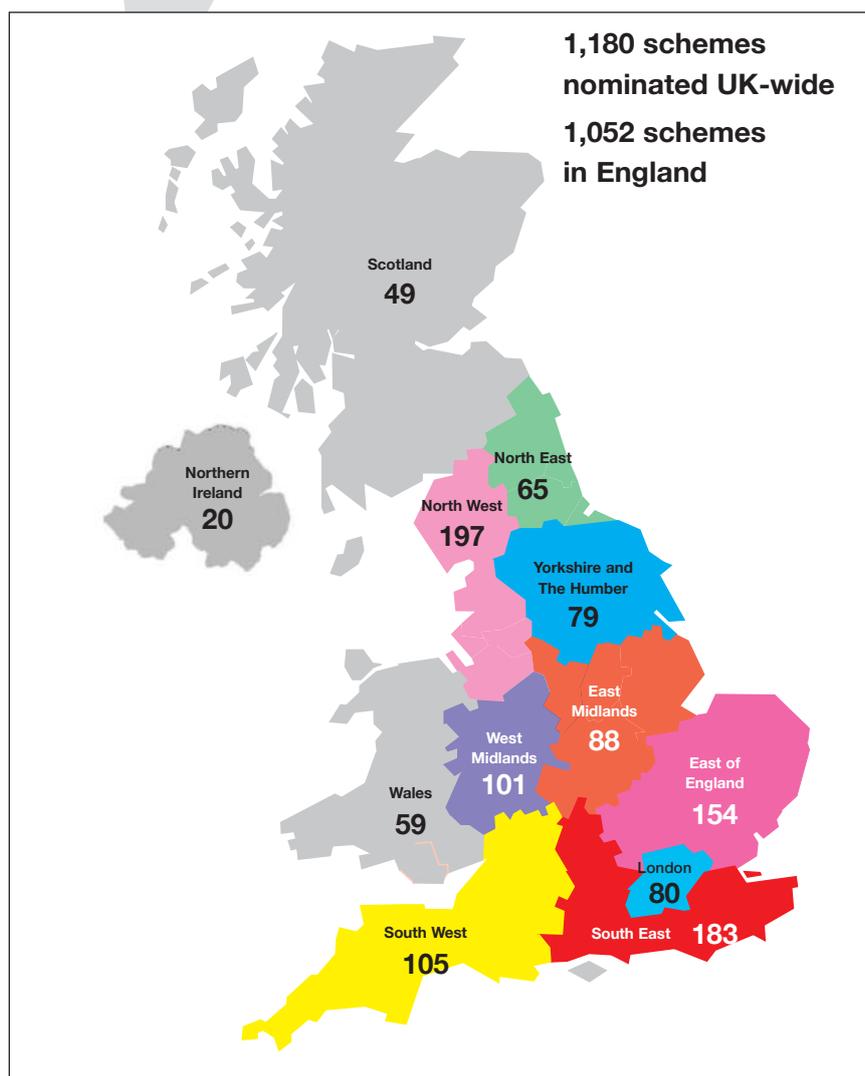
Note that private sector managers are well represented with 29.4% of nominated schemes, whereas they are responsible for 14% of the market.

## Votes

Voting (or sending a nomination) took place between 15 November 2016 and 28 February 2017. Votes were sent online via mobile phones, tablets or computers, as well as by paper voting forms issued a week later. Residents generally preferred the paper forms which were used for 53% of all the votes.

## Testimonies

Most voters chose the option on the voting form (online and paper) to respond to “why you like this scheme”. This produced some 9,101 testimonies, now anonymized and displayed on EAC’s website [HousingCare.org](http://HousingCare.org) on the pages of each housing scheme or development. Find your schemes on our website and see what residents and other users say.



# Reflecting on 9,101 statements

**The optional statements accompanying the votes provide unprecedented feedback on how well retirement housing can work.**

As would be expected, the vast majority of statements or testimonies that accompanied Awards nominations were positive.<sup>1</sup> However what quite stunned us as we digested these submissions was the cumulative power of the stories that residents, staff, visitors and volunteers were sharing with us.

This was in no way a conventional 'survey'. But perhaps because of that, because we simply invited respondents to tell us in their own words why they liked living in, working in or visiting their scheme, we received responses that were personal, lucid and often very moving.

Despite the many and varied life stories that the testimonies provided a glimpse of, respondents focused on the present, and what their retirement complex provided them with. And after reading all

9,000 plus testimonies it was not at all difficult to identify common themes, as our subsequent word count reflects (see table below).

Almost half of all respondents mentioned the kindness and professionalism of staff, and the support and encouragement they provided.<sup>2</sup> Almost as many talked about the social dimension of retirement living, using words like friendliness, companionship, community and neighbourliness.

The 50 word limit we had imposed on the length of responses forced most respondents to restrict their testimonials to just one or two main themes, and the rather less frequent mentions of activities, safety and security and so on needs to be read in light of this.

On the next page we present a small sample of the testimonies submitted as part of the nominations for the Housing Awards 2017.

## Keyword counts in 9,101 statements

Keyword	Count	%
<b>manager</b> /warden/staff	4,401	48%
<b>friendly</b> /friends/friendship/warm/company/ <b>companionship</b> /community/family/neighbour/ welcome/welcoming	4,228	46%
<b>activity</b> /activities/event/events/outings/trips/ <b>sociable</b> /social/socialise/social life	1,869	21%
<b>safe</b> /safety/ <b>secure</b> /security	1,844	20%
care/caring/carer/ <b>support</b> /supportive	1,817	20%
<b>happy</b> /happiness/ <b>enjoy</b> /enjoyment/enjoyable	1,631	18%
food/ <b>meals</b> /restaurant	527	6%

These findings are particularly timely as they add weight to the case that building more 'age friendly' and supported housing could simultaneously enhance the lives of older people and release larger homes for families.

<sup>1</sup> Just 30 testimonials presented negative views, most of them recounting specific issues not necessarily experienced by other residents.

<sup>2</sup> Note that the overwhelming majority of retirement schemes nominated for the Awards were ones with on-site staffing, or with a strong and regular staff presence.

## The Testimonies

*There's always something to do with great activities and services in fab surroundings. I only wish there were more of these schemes around for people with dementia to go to.*

*A home from home where the elderly residents genuinely find support and happiness as standard.*

*The staff are the best I have ever worked with, they go beyond the call of duty. It has a real family feel and houses all the characters of the town, they keep us laughing.*

*The Scheme manager is absolutely dedicated to the people who live there and making their lives better. She never stops caring for them and putting on events. People seem really happy living there.*

*Friendly independent living for those who need just a little support.*

*It has improved the lives of so many people. The staff are dedicated and welcoming and always provide the best quality support to each resident.*

*It is busy, lively and the residents support the local community. Great working together ethic. They have raised thousands for local charities and the people are friendly. A great place to work and great to be part of a hub of the community.*

*It is a great place for my parents to live. I know they are safe and I know they get the support they need. They have an active life with the activities on court and the court manager encourages them and has built a great community spirit.*

*My mother has lived here very happily for 3 years. The staff are caring, friendly & approachable. We have an excellent manager who will listen carefully to any concerns. We all love quiz night!*

*It is a wonderful place to work as well as for the residents to live as independent as they can with care and support if needed. It has the feeling of a large extended family all under one roof. Its an excellent place of older people to live.*

*This is a stress free scheme. Lunch, coffee mornings Bowls on a Thursday night. Shopping to Tesco on Tuesday after tea. Hair done Tuesday & Friday looking good for the weekend. It is where you come in as a Guest and leave as Family.*

## Reflecting on 9,101 statements continued

*(This) service to my mother cannot be achieved anywhere else...she loves the thriving and engaging environment.*

*I think it looks and feels more like a hotel than an Extracare scheme. It is a world away from what you'd expect to see from a care home. I just wish I was over 55 years old so I could live there!*

*It is an amazing scheme with an absolutely buzzing environment and the most caring residents association. Everyone works together to provide more than just a place to live; we are a close community.*

*I have been happily working here for 33 years. There is a wonderful sense of 'community' and residents and staff care so much about the scheme and the people who live here. We are proud of what we have achieved.*

*The building is of an excellent standard and the staff are warm and welcoming. The support they offer really makes a difference, not only to the people who live there but to the family and friends of residents also. An excellent service making people happier in their later years.*

*I knew I couldn't live alone and glad I made this decision to come here, everyone is so friendly. The staff are excellent and I like to have a joke and chat with them. I know they are there for me.*

*Delightful apartment, everything made to make life easy. Wonderful staff, excellent restaurant. What more can anybody want?*

*As a single person, living here in my flat which I own, I appreciate the friendship from many friends in similar situation within this pleasant retirement complex. It is lovely to get together at various functions which are arranged.*

*I was very lonely living alone in my old house. It is ideal living here, as I feel safe & secure! I love my new apartment, as it is really lovely, and the company of other older people is a bonus. I no longer feel isolated. I am so glad that I moved here.*

*Living here is the best move we have made. It is like being in a big friendly family home. With our house manager we feel very safe. She is so caring and helpful always there for us all.*

# Association of Retirement Housing Managers



**The ARHM celebrated the long awaited launch of its Government approved Code of Practice in 2016, alongside our 25th Anniversary.**

The ARHM represents around 50 member organisations who manage circa 90,000 retirement properties in the UK. It is also the only body that jointly represents both the private sector and registered social landlords and is widely consulted on various matters by both the Government and other professional bodies.

We have developed a close working relationship with EAC and are delighted to be given the opportunity to showcase 3 awards at the EAC presentation which symbolise the professionalism of our members and their commitment to making sure that leaseholders buying into the retirement sector have good quality information and are able to make an informed choice. This is increasingly important with the inevitable growth in the sector in the future to meet the challenges of a growing older population.

## ARHM Member Awards 2017

Our audit process assesses compliance across the Code of Practice in its entirety and we looked at the evidence provided by members in 2 key areas for the awards; the Leaseholder Handbook and Pre Sales Information. The Code of Practice provides clear guidance regarding the content of the Leaseholder Handbook and we looked at how our members had created their publications and added to them to create a detailed introduction to what it means to be a leaseholder and what, in turn, they may expect from their landlord or managing agent; this is particularly important as many people who purchase leasehold retirement properties have not come across the tenure before.

### **LEASEHOLDER HANDBOOK** **Awarded to the ELM Group**

With the recent publication of the Law Commission Report on Event Fees at the end of March, it is clear that there is an expectation on managers to ensure that prospective purchasers are made aware, not only

of the initial premium payable to purchase the property, but also all ongoing financial obligations they will be required to make whilst in occupation and when they leave. Our award for really comprehensive and good quality pre sales information recognises this.

### **PRE SALES INFORMATION** **Awarded to Goldsborough Estates**

Our award for going the extra mile in management reflects an organisation that has consistently demonstrated going over and above what is required in terms of the quality of information provided to its leaseholders and created real opportunities for engagement with its leaseholders to ensure that there is a clear understanding of the service offered.

### **GOING THE EXTRA MILE IN MANAGEMENT** **Awarded to Housing & Care 21**

The ARHM is committed to continually raise standards within the sector by promoting best practice amongst those managing retirement housing. We carry out audit compliance checks across our whole membership to ensure members comply with the Code of Practice which is a condition of membership and we hope this provides reassurance to leaseholders that you are being managed by an organisation that commits to manage at the highest level. It is also committed to promoting quality and professionalism through training and education of its members and perhaps most importantly, championing the benefits of retirement housing; the EAC Annual Awards are testament to the value placed on retirement living by the people who live there.

# The Awards Sponsors

EAC is grateful to its Housing Awards' sponsors. Together with the main event's booking fees, sponsorships are the only source of income which allows the Awards to break even and sometimes to yield a modest profit. The sponsorships also cement a closer collaboration between all parties which ultimately benefits EAC's main clients, older people and their carers in search of better advice and information.

## KEEPMOAT REGENERATION



Keepmoat Regeneration is a leading regeneration and construction company. We design, build, refurbish and regenerate places to improve economic and social outcomes for people.

**Through long term partnerships, we transform land and existing properties into attractive homes that people can afford to buy or rent, and neighbourhoods where people of all generations want to live.**

We have the expertise needed to create welcoming life-long homes - a strong local understanding, a commitment to create economic opportunities for others and a passion for building successful communities where people of all ages want to live.

For over two decades we have been committed to raising the standards of specialist supported housing projects, helping to improve the quality of life for older and vulnerable people; as a result we are recognised as the partner of choice by many organisations. We aim to exceed our track record of delivering housing solutions for the older demographic, by developing aspirational lifelong homes in line with the increasing need for accessible homes where people can live with confidence in later life.

By 2030, there will be 100% more people over 85 - and in 2015, over four million households expressed a desire to downsize from the family home into a home which would help them retain their independence and offer 'living and ageing well' support. At Keepmoat Regeneration, we are committed to meeting this demand by working closely with local authorities to facilitate retirement communities across the country.

Our products and services for older people comprise of new housing development and remodelling existing buildings. We create bespoke home ownership and rental solutions, as well as purpose built specialist accommodation - including extra care and registered care homes, in partnership with registered providers and local authorities.

We design with longevity and accessibility in mind to ensure that our accommodation adapts easily with people's needs as they grow older, preventing a move in later life.



# The Awards Sponsors

## ARCO

**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



Setting Standards for Retirement Communities

All our members must comply with (and are assessed against) the ARCO Consumer Code which sets out the principles of best practice in the housing-with-care sector, while ensuring standards are raised and maintained.

ARCO is delighted to be a sponsor of the *National Housing for Older People Awards*, the only awards within the sector judged entirely by residents.



## Housing LIN



**Getting connected with the Housing Learning & improvement network**

**Previously responsible for managing the DOH's Extra Care Housing Fund, Housing LIN (Learning and Improvement Network) is the leading network for 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

- 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 category Housing-with-Care 36-41 units. Have 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, investment opportunities and showcase ideas and innovations, get connect with the Housing LIN at [www.housinglin.org.uk](http://www.housinglin.org.uk) or follow us on twitter at @HousingLIN.

# The Awards 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](http://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; to 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 again which complement our own work to highlight good practice in the sector, especially in 2017 when our theme for the year is Celebrating Sheltered and Retirement Housing

### Member Benefits

- Central point of information, advice and support for resolving common problems
- Opportunities to actively influence government policy and practice
- Good practice guides, checklists, and practical case studies on key topics
- Policy briefings - how changes in policy and legislation affect you
- Training to complement our good practice resources (member discount)
- Local erosh networks to work together to resolve issues and share good practice
- Discounted rates for joint events and training with key partners
- Our Service Impact Template (50% member discount) helping you to demonstrate the contribution you make

**Solutions - Networking - Influence**

## CHS Foundation Ltd



The Centre for Housing and Support (known to our friends as 'The CHS') exists primarily to offer training and qualification courses to professionals involved in Housing and Housing-related Support Services.

Our ethos, and that of the EAC match well; both of us celebrate the very best in housing for older, and often vulnerable, people. We could have chosen almost any of today's wonderful awards to support, but we had to make a choice, so we are proud to present today, the award for "Retirement Housing Schemes of 31-36 units.

We deliver qualification programmes in Housing Practice, Supporting Homeless People, Awareness of Dementia, Dementia Care and Telecare Services. Our Higher Education programmes, which currently include our Foundation Degree in Housing and the

Foundation Degree in Independent Living, continue to develop to meet the new challenges that housing organisations face.

Our courses are validated by the Chartered Institute of Housing, City & Guilds, NCFE or the University of Plymouth, so you know that someone taught by the CHS has shown the ultimate skill and professionalism in gaining their qualification.

We also offer an accreditation scheme for quality services called the CHS Service Excellence Standards. This is an independent quality award - somewhat like a 'kite' mark - for organisations and services providing support to many different client groups and settings.

The CHS will continue to contribute to the professionalism of the wonderful staff who support people just like our audience here today. We congratulate all today's winners, all of whose awards are richly deserved.

# The Awards Sponsors

## FirstPort Retirement Property Services



**FirstPort Retirement Property Services is the UK's largest retirement property manager, with the expertise and efficiency to deliver complete peace of mind.** We have been managing people's homes for over 30 years and in that time our knowledge and skills have grown, as has our understanding of our customers' needs. We specialise in managing private retirement residential developments in England, Wales and Scotland which typically have dedicated onsite managers, so we can provide our customers with peace of mind and the ability to live independently, free from the stress of maintaining their property.

We run safe and welcoming properties, as we know that residents want to feel secure in their home and be part of a community. We respond to our customers'

needs with the minimum of fuss, and each of our 1,400 on-site development managers are equipped with technology that allows us to get the appropriate support quickly and efficiently. Developments that we manage offer the opportunity to live independently, where customers generally own their property or hold a tenancy and benefit from communal facilities which can include: a residents' lounge, garden and laundry services. Some developments do offer assisted living, which can include additional services such as 24 hour on-site staff, a restaurant and housekeeping.

The feedback and discussions raised at the EAC awards are vital to us learning more about our customers, and we are proud to support the awards and show our continued commitment through sponsorship of an award category.

## Retirement Homesearch



**Retirement Homesearch is proud to be Britain's number one retirement property specialist, and has helped thousands of satisfied customers buy and sell their property for over 30 years.**

We offer an unbeatable range of retirement properties for sale across England, Scotland and Wales. Each of our consultants is specially trained on the purchase and sale of retirement properties, and 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 and their advice and guidance in the buying and selling process is indispensable. They will be able to present communal facilities, talk through on-site social activities and events and provide a great insight into what life on the development is like. They may also be able to invite prospective buyers to a communal coffee morning.

With the launch of our new website in 2016, which now has an average of 55,000 monthly visits, Retirement Homesearch continues to maintain its excellent customer service and offers purchasers and sellers a smooth transition. We have all the information you need if you're thinking of purchasing a retirement property, including part exchange, legal services, advice brought to you in conjunction with the EAC, as well as details of retirement and assisted living properties countrywide.

Visit the website at [retirementhomesearch.co.uk](http://retirementhomesearch.co.uk)

# The Awards Sponsors

## The ExtraCare Charitable Trust



**ExtraCare is a registered charity established in 1988 and based in Coventry.** Our vision is better lives for older people and our mission is creating sustainable communities that provide homes older people want, lifestyles they can enjoy and care if it's needed. To deliver our vision and mission we essentially do three things:

- We develop new villages
- We operate villages and schemes
- We support our villages, schemes and our 'extra-care' model through fundraising, advocacy and research

Each village or scheme has 5 to 18 social, health and leisure facilities that are accessible to our residents, volunteers and local people living in surrounding communities. Our Charity Shops help fund care and well-being services for older people living at each of our locations. We are also a member of ARCO (Associated Retirement Community Operators).

The EAC awards are inspirational. They recognise residents' contribution and drive, as well as the outstanding support given by teams of dedicated volunteers and staff.

## McCarthy & Stone Management Services



**McCarthy & Stone is delighted to be a sponsor of EAC's Housing for Older People Awards 2017. As the UK's leading retirement housebuilder, we are this year celebrating our 40th anniversary.**

In 1977, we opened the doors at our first retirement development in Hampshire with a mission in mind - to provide purpose-built apartments to older homeowners who want to live with independence, but with support on hand when they need it. We don't just lead the retirement housebuilding industry, we built it.

In that time we've expanded across the country, built over 51,000 individual apartments, listed on the stock exchange, won dozens of industry awards for customer satisfaction, environmental practices, health and safety and design, and we even had Princess Diana open our headquarters in 1987.

Fast forward to today, and we're still pioneering the industry, providing the largest share of the UK's owner occupied Retirement Living and Assisted Living accommodation to thousands of happy homeowners. In fact, our homeowners are so happy, we've been awarded the 5-star rating for customer satisfaction in an independent survey by the Home Builders Federation every year since the survey started 12 years ago - making us the only housebuilder of any size or type to ever achieve this.

We are delighted that so many of our developments have been shortlisted in this year's EAC Awards, a testament to the hard work of our teams across the country, and we would particularly like to thank EAC, not only for promoting best practice through the Awards, but for their support and excellent work in helping people to make the best choice in where to live.



# The Awards: 2010-2015

**February 2010  
Lords Cricket Ground**



*Liz Smith*

**February 2011  
Ascot Racecourse**



*Nicholas Owen*

**May 2012 City of London  
(Legal & General HQ)**



**September 2013 National Motorcycle  
Museum, Birmingham**



*Edwina Currie*

**November 2014  
Doncaster Racecourse**



*Anita Harris &  
Barbara Nice*

**February 2016  
Manchester Hilton Deansgate**



*Ann Widdecombe*

# The Award Winners

## The 10 Awards categories

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Best UK Retirement Housing schemes	<b>under 25 units</b>	Best UK Housing-wth-care schemes	<b>under 36 units</b>
Best UK Retirement Housing schemes	<b>25-30 units</b>	Best UK Housing-wth-care schemes	<b>36-41 units</b>
Best UK Retirement Housing schemes	<b>31-36 units</b>	Best UK Housing-wth-care schemes	<b>42-58 units</b>
Best UK Retirement Housing schemes	<b>37-43 units</b>	Best UK Housing-wth-care schemes	<b>59 units and over</b>
Best UK Retirement Housing schemes	<b>44-52 units</b>		
Best UK Retirement Housing schemes	<b>53 units and over</b>		

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## The nomination process

**For the first time in 7 years, nominations were open to all users of housing for later life, not just the residents; the method has also been greatly simplified and freed of any charges.**

In previous years the ratings that residents had given when participating in EAC's Resident Consultation Service (RCS) were analysed to rank the housing schemes for the Awards. The nomination process is now completely separated from the RCS so that residents are no longer tempted to inflate their rating.

From 15 November 2016 residents, employees, visitors and volunteers were invited to nominate their retirement housing scheme by voting online, from their mobile phones, tablets or computer. A simple paper voting form was also made available for those without online access. The process was simple and worked without a hitch. Closing date was 28 February 2017

**1st step:** select your housing scheme by entering its name, its street, town, or postcode or a combination of these.

**2nd step:** tick "I am a resident", "I am a visitor", "I work here" or "I volunteer here"

**3rd step** rate the scheme by ticking one to five stars

**4th step** optional: enter max 50 words to tell us why you like this scheme

**5th step:** enter your email address

*Only one vote was accepted from any email address, to discourage multiple votes by any individual.*

## The selection process

Votes (nominations) were automatically entered in a database which linked them to the details held by EAC, including type of housing, number of flats, managing organisation and much more.

The selection of finalists (winners and commended schemes) was done by comparing the number of votes for a scheme with the number of units in that scheme (number of flats or bungalows). A further filtering was used to compare the number of votes from residents with the number of units in that scheme.

Nominated schemes were then arranged by type (standard or housing-with-care) and by size (number of units) creating several size categories to reflect the actual range of housing schemes nominated.

This automatic selection process produced an impartial ranking list from which emerged the 3 winners and the commended schemes.

At this point automation was set aside and EAC intervened here and there to tweak the results and widen the range of finalists in order to involve as large a number of housing providers as possible without actually being unfair to anyone.

# Best UK Retirement Housing schemes

Category: under 25 units

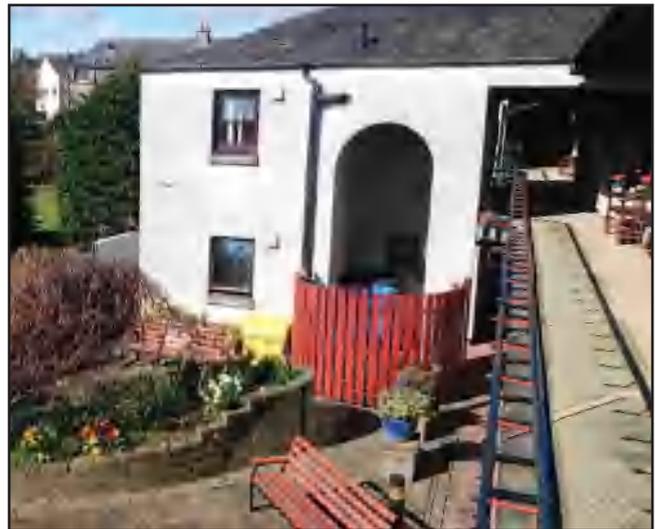


## GOLD AWARD

### SERVITE HOUSE

Tayport, Fife, Scotland managed by  
**Caledonia Housing Association**

We, the tenants of Servite House wish to submit our scheme Manager for an award. Pam has incredible energy towards helping and ensuring that we are safe and secure, especially in times of needs. Due to her encouragements she has brought us all together for coffee mornings, arts & craft and fish tea.



## SILVER AWARD

### PARK HOUSE

Stirling, Scotland, managed by  
**Abbeyfield Scotland Ltd**

Although Park House exists for people who wish to live on an independent basis, staff, who must at times be harassed, continually and willingly help wherever they can; and always with a smile on their face - even for the constant stream of visitors. (a volunteer)



## BRONZE AWARD

### OSBOURNE VILLAS

Newcastle upon Tyne, Tyne & Wear, managed by  
**Karbon Homes**

After some experience of other supported accommodation we were very fortunate to have found this scheme which is a credit to its landlord. First rate scheme manager Glynis is very efficient & helpful at all times. Ian the cleaner & housing manager Mark, well done all! (residents)



# Best UK Retirement Housing schemes

## 25-30 units

Sponsored by: 

### GOLD AWARD

#### COPPERFIELDS

Lichfield, Staffordshire, managed by **Housing & Care 21**

I have never seen my mother-in-law so happy; she is a different woman since moving to this caring and friendly community. We feel reassured that she is looked out for, but remains independent which is so important to her well-being. (a relative)

Everybody seems so happy here. (a visitor)



### SILVER AWARD

#### BENGEWORTH COURT

Wellingborough, Northamptonshire, managed by **Anchor**

We left our pleasant bungalow with regret, but we never regretted it after we moved into Bengeworth Court. The expected benefits were appreciated and so was the friendship we found in staff and residents at Bengeworth! (residents)

Can't think of anywhere better. (a resident)



### BRONZE AWARD

#### ST JOHN'S WINCHESTER CHARITY

Winchester, Hampshire, managed by **St John's Winchester Charity**

Very caring, happy environment. Plenty of groups to join if you want to. No pressure to join. Caring staff; nothing is too much trouble. Residents are asked for their opinions regarding items that may affect them. Always treated with courtesy and respect. (a resident)



# Best UK Retirement Housing schemes

Category: 31-36 units



Sponsored by:

## GOLD AWARD

### **KHUBSURET HOUSE**

Rochdale, Lancashire, managed by  
**St Vincent's Housing Association Ltd**

This is "heaven" for me. I thank St V HA for this great house for elders like me (92 yrs). I have enjoyed my 20 years here. (a resident)

I am now partially blind and have been supported to maintain my independence & dignity. I love it here. (a resident)



## SILVER AWARD

### **BOWLER CLOSE**

Bradford, West Yorkshire, managed by  
**Housing & Care 21**

Peace of mind, no bills for repairs, or gardening or window cleaner, security support, a good court manager. Choice of joining in and a good place to make friends everyone very friendly. Good community spirit; plenty to do, nice building, good views, I love it. (a resident)



## BRONZE AWARD

### **MERRYFIELD COURT,**

Tonbridge, Kent, managed by  
**FirstPort Retirement Property Services**

All residents get on and are so friendly. They help one another if needs be. We have a clean, tidy and lovely garden which attracts wildlife. We are near to all the amenities such as shops, station, buses; all is within walking distance. Very homely. (a resident)



# Best UK Retirement Housing schemes

Category: 37-43 units

  
**McCarthy & Stone**  
Sponsored by: The UK's leading retirement housebuilder

## GOLD AWARD

### PRIOR PARK

Ashby de la Zouch, Leicestershire, managed by **emh Homes**

My mum moved there in 2013, aged 87. She says "it's the best thing I have done". She settled very well, found friends, is very well supported by the wardens, Joy and Debbie. The social programme is varied, and well run. I am delighted my mum is there. (a relative)



## SILVER AWARD

### AVONHURST HOUSE

Willesden, London, managed by **Network Homes**

I have lived in Avonhurst for nearly 12 years. I love my home; it gives me easy access to Kilburn. Very clean environment, quiet but friendly neighbours. The manager is very kind and helpful, and does her best to bring people together with great activities. (a resident)



## BRONZE AWARD

### ANCHOR COURT

Nottingham, Nottinghamshire, managed by **Anchor**

I like living here because the atmosphere is very pleasant and the flats are wonderful. We have a great lounge and a very friendly atmosphere. We have a very good laundry room and guest room. I have lived here 13 years and wouldn't change it. (a resident)



# Best UK Retirement Housing schemes

Category: 44-52 units

RETIREMENT

Sponsored by: HOMESEARCH

## GOLD AWARD

### BRINDLEY LODGE

Sale, Cheshire, managed by  
**Millstream Management Services**

Brindley Lodge is so much more than a Retirement Flat - it is a wonderful, caring community. One of the residents recently commented - not only had he found a new home but as a widower he had made over 40 new friends - Amazing! (a visitor)



## SILVER AWARD

### HANOVER COURT

Cinderford, Gloucestershire,  
managed by **Hanover**

This is a happy place; everyone is so friendly. The staff are great. The estate manager is the best there is. Flats are lovely, everywhere is clean and comfortable. You would not find a better place than this anywhere. (a resident)



## SILVER AWARD

### LLYS PEGASUS

Cardiff, South Wales, managed by  
**FirstPort Retirement Property Services**

Pleasant fellow residents. Good communal areas. Excellent development manager. Active Residents' Association. Well-sited close to amenities and public transport. Variety of good social activities. Well-maintained. Feel apartment is secure when I am away. Emergency call system. (a resident)



## BRONZE AWARD

### ROCKHAVEN COURT

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

Never feel alone, always secure & enjoy being among friendly people. The best move I ever made. (a resident)

We greatly enjoy the easier and more secure living in such a pleasant court community in a very very well managed and thought out development. (residents)



# Best UK Retirement Housing schemes

Category: 53 units and over

Sponsored by:  Legal & General

## GOLD AWARD

### CASTLE HALL

Hull, East Riding of Yorkshire, managed by **Anchor**

I have lived here for 4 years and it's the best move I've ever made. I feel extremely safe here. I have met lots of new friend due to the fab work of the committee, the trips and activities. I couldn't recommend Castle Hall enough to anyone. It's given me a new lease of life. (a resident)



## SILVER AWARD

### GRANGE LODGE

Bristol, managed by **Millstream Management Services**

I like living here as the residents are extremely friendly and welcoming. There are plenty of activities for those who wish. We are in a very convenient area for shops, restaurants and cafes. The lodge manager is always very helpful. (a resident)



## BRONZE AWARD

### RICHMOND NANTWICH

Nantwich, Cheshire, managed by **Richmond Villages**

Richmond Village has more than exceeded our expectations. (residents)

Reliable care always available! Friendly atmosphere. Varied activities with help if needed. (a resident)

Perfect management & staff. Nothing too much trouble. Excellent health care when needed. (a resident)



# Best UK Housing-with-Care schemes

Category: under 36 units

Sponsored by: The ExtraCare  
Charitable Trust

## GOLD AWARD

### GREENHILL WAY

Solihull, West Midlands, managed by  
**Solihull Community Housing**

The staff are fantastic. Nothing is too much trouble for them. They make you feel safe and secure. Wonderful place to live. (a resident)

My mother is very happy here and finds the staff very helpful. (a relative)

It's the best extra care setting in Solihull (an employee)



## SILVER AWARD

### BROOKHILL HOUSE

Coleraine, Co Londonderry,  
managed by **Apex Housing Association**

It is like a family and I often tell people about my girls and how good they are. I like the fact that I can take things a bit easier and haven't much to worry about, I enjoy my meals and the chats we have. (a resident)



## BRONZE AWARD

### BROADWAY HOUSE

Sandhurst, Berkshire, managed by  
**Bracknell Forest Homes**

Broadway House is outstanding in every way. The staff are the very best you could ask for, they are helpful and caring and work tirelessly to ensure the residents have the best quality of life. I am very happy that my father is a resident. (a visitor)



# Best UK Housing-with-Care schemes

Category: 36-41 units

Sponsored by: 

## GOLD AWARD

### JAMES BEATTIE HOUSE

Wolverhampton West Midlands, managed by  
**The ExtraCare Charitable Trust**

Out of all the retirement houses, care homes, residential homes, etc, James Beattie House is my favourite. I find the staff to be very friendly and helpful. You can see the residents enjoy living there and I would recommend it to anyone who would ask my opinion. (the postman)



## SILVER AWARD

### GLYN ANWEN

Newport, South Wales, managed by  
**Linc-Cymru Housing Association**

My flat is ideal for me, no stairs. The whole building is lovely & well kept. The cleanliness is immaculate. All staff are excellent, nothing is too much bother. The meals are very good with a good choice every day. I feel very safe & secure living here. (a resident)



## BRONZE AWARD

### BARNES WALLIS COURT

West Byfleet, Surrey, managed by  
**FirstPort Retirement Property Services**

Since moving my mother in law here four years ago, we have had nothing but praise for all the staff. Nothing is too much trouble for them, and when we go away on holiday, we know that we have nothing to worry about. (a visitor)



# Best UK Housing-with-Care schemes

Category: 42-58 units



Sponsored by:



## GOLD AWARD

### KILLOWEN HOUSE

Coleraine, Northern Ireland, managed by **Apex Housing Association**

My fiercely independent mother who never wanted to 'end up in a home' has experienced such a consistently high standard of care, compassion and respect over the last few years. She settled easily and seeing her secure has reassured us, her family. Thank you. (a relative)



## SILVER AWARD

### TERRYSRING COURT

Redditch, Worcestershire, managed by **The ExtraCare Charitable Trust**

I moved into Terryspring in 2005. I came and looked around and saw some of the faces I knew. From that day on it has been my home. I am happy and I love it. (a resident)



## BRONZE AWARD

### BROADWAY GARDENS

Wolverhampton, West Midlands, managed by **The ExtraCare Charitable Trust**

My grandmother moved here about a year ago and her life has been transformed. She has a new lease of life and has something to look forward to every single day. (a relative)

Such a nice place. Staff are very friendly. Wouldn't want to be anywhere else. (a resident)



## BRONZE AWARD

### TIDDINGTON COURT

Stratford-upon-Avon, Warwickshire, managed by **Retirement Security Ltd**

Pleasant surroundings and nice gardens. The staff are always very pleasant and helpful. The restaurant is very good with varied menus and good quality meals. Very sociable environment with lots of organised activities. (a resident)



# Best UK Housing-with-Care schemes

Category: 59 units and over



Setting Standards for Retirement Communities

Sponsored by:

## GOLD AWARD

### KNAVES COURT

Walsall, West Midlands, managed by **Housing & Care 21**

Always very welcoming. The staff really do care. My friend's mom lives here; they have really given her a new lease of life. She is always happy and really does love it there. (a visitor)

I made a lot of new friends here; lovely staff. I love living here. (a resident)



## SILVER AWARD

### BIRCHELEY COURT

Hertford, Hertfordshire, managed by **Network Homes**

The building is in an ideal location near shops and the bus station. It's so lovely and bright, clean, spacious and well equipped with lovely supportive staff. (a visitor)

I have got everything crossed we win! It's a wonderful place to live. I feel well looked after. (a resident)



## BRONZE AWARD

### WEST END VILLAGE

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

Congratulation to Stoke-on-Trent and the staff of West End Village for providing the best possible environment for the elderly. I feel privileged to live here; it is perfect in every aspect. (a resident)

Great quality of life, lovely flat in lovely gardens. Lived up to expectations. (a resident)



# 78 Highly Commended Schemes

Note: with 4 times more entries than in previous years, we have sometimes had to let previous winners make way for new comers, and to include them here \* Previous finalist, \*\* Previous winner, \*\*\* Previous multiple winner

**ABBEY HOUSES** Londonderry, Northern Ireland, managed by **Apex Housing Association**



**Enhanced sheltered housing:**  
30 one and two bedroom flats. Built in 1986. Includes mobility and wheelchair properties

**ABBEYFIELD HOUSE** Stirling, Scotland, managed by **Abbeyfield Stirling Society Ltd**



**Sheltered housing:**  
10 studio flats. Renovated in 2007. Includes mobility and wheelchair standard properties

**ABBEYFIELD HOUSE \*** Carrickfergus, Northern Ireland, managed by **Abbeyfield & Wesley Society**



**Sheltered housing:**  
7 studio flats. Built in 1967 and renovated in 1997. Includes mobility standard properties

**ABBEYFIELD HOUSE** Coatbridge, Scotland, managed by **Abbeyfield Scotland Ltd**



**Sheltered housing:**  
10 studio flats. Lounge, dining room, laundry, garden

**BARTON MEWS \*\*\*** Barton Under Needwood, Staffordshire, managed by **Shaw Healthcare**



**Extra care housing:**  
29 one and two bedroom flats. Built in 2007. Includes mobility and wheelchair standard properties

**BELDANES LODGE \*** London, managed by **Network Homes**



**Retirement housing:**  
47 one and two bedroom flats. Built in 2007. Lift, lounge, laundry, guest facilities, garden

**BELLVIEW COURT** Bexhill on Sea, East Sussex, managed by **Freemont Property Managers**



**Extra care housing:**  
55 one and two bedroom flats. Built in 2007. Lift, lounge, dining room, restaurant, laundry, guest facilities, etc.

**BLAISE WESTON COURT** Bristol, Avon, managed by **Hanover**



**Extra care housing:**  
55 one and two bedroom flats. Built in 2007. Lift, lounge, dining room, restaurant, laundry, guest facilities, etc.

**BRUNEL COURT \*\*\*** Wolverhampton, West Midlands, managed by **The ExtraCare Charitable Trust**



**Extra care housing:**  
78 one and two bedroom flats and bungalows. Built in 2000. Lift, lounge, restaurant, laundry, garden, etc.

**BUSHFIELD COURT** Wolverhampton, West Midlands, managed by **The ExtraCare Charitable Trust**



**Sheltered housing:**  
43 one and two bedroom flats, and bungalows. Built in 1984. Includes wheelchair standard properties

# 78 Highly Commended Schemes

## continued

**CALTON COURT** Hertford, Hertfordshire, managed by **Network Homes**



**Extra care housing:** 54 one and two bedroom flats. Built in 2013. Lift, lounge, laundry, guest facilities, hairdressing salon

**CAMOYS COURT \*\*** Stoke-on-Trent, Staffordshire, managed by **The ExtraCare Charitable Trust**



**Extra care housing:** 32 one bedroom flats. Built in 1991. Lift, lounge, dining room, laundry, garden, hobby room, activities room etc

**CAPEL COURT** Newport, South Wales, managed by **Linc-Cymru Housing Association**



**Extra care housing:** 40 one and two bedroom flats. Built in 2007. lift, lounge, laundry, guest facilities, garden, activities room, shop etc

**CHURCHFIELDS** Barnsley, South Yorkshire, managed by **Berneslai Homes**



**Age exclusive housing:** 34 one bedroom flats. Includes mobility standard properties. Lift, lounge, laundry etc

**CLOVER LEAF COURT** Alton, Hampshire, managed by **McCarthy & Stone Management Services Ltd**



**Retirement/sheltered housing** 29 one and two bedroom flats. Built in 2014. Lift, lounge, guest facilities, garden

**COMMON ROAD \*\*** Wincanton, Somerset, managed by **Yarlington Housing Group**



**Extra care housing:** 26 one and two bedroom flats, bungalows. Built in 1973. Lounge, garden, community centre, assisted bathing

**FOUNTAIN COURT** Gateshead, Tyne & Wear, managed by **Housing & Care 21**



**Extra care housing:** 44 one and two bedroom flats and bungalows. Built in 2004. Lift, lounge, dining room, restaurant, laundry etc

**GOODE COURT \*\*** Lydney, Gloucestershire, managed by **Housing & Care 21**



**Sheltered housing:** 30 studios, one and two bedroom flats. Built in 1979 and renovated in 2001. Lift, lounge, laundry, guest facilities, garden.

**GRASMERE COURT** Worthing, West Sussex, managed by **FirstPort Retirement Property Services**



**Retirement housing:** 23 one and two bedroom flats. Built in 2002. Lift, lounge, guest facilities, garden, library

**GREENBANK COURT** Darlington, Co Durham, managed by **Anchor**



**Sheltered housing:** 42 one and two bedroom flats, cottages. Built in 1999. Lift, lounge, laundry, guest facilities, garden etc

# 78 Highly Commended Schemes

## continued

**GUARDIAN COURT** Sheffield, Yorkshire,  
managed by **Places for People Living+**



**Extra care housing:**  
40 two bedroom flats. Built in 2004 and renovated in 2013. Includes mobility and wheelchair standard properties etc

**GUILDFORD GRANGE** Sheffield, Yorkshire,  
managed by **Places for People Living+**



**Extra care housing:**  
40 two bedroom flats. Built in 2004 and renovated in 2013. Includes mobility and wheelchair properties. Lift, stair lift(s) etc

**HARDYS COURT \*\*\*** Weymouth, Dorset,  
managed by **FirstPort Retirement Property Services**



**Retirement housing:**  
38 one and two bedroom flats. Built in 2007. Lift, lounge, laundry, guest facilities, garden

**HAWKSHEAD COURT** Newton Aycliffe, Co. Durham,  
managed by **Anchor**



**Sheltered housing:**  
23 one and two bedroom flats. Built in 1989. Stair lift(s), lounge, laundry, guest facilities, garden

**HEATLEY COURT** Annan, Scotland, managed by  
**Dumfries & Galloway Housing Partnership**



**Sheltered housing:**  
8 one bedroom bungalows. Built in 1980. Non-resident management staff and community alarm service

**HOLLYOAK HOUSE** Blyth, Northumberland,  
managed by **Anchor**



**Sheltered housing:**  
28 one bedroom flats. Built in 1998. Lift, lounge, laundry, guest facilities, garden, hobby room, activities room, assisted bathing

**HUGHENDEN COURT** High Wycombe, Bucks  
managed by **McCarthy & Stone Management Services**



**Retirement housing:**  
32 one and two bedroom flats. Built in 2010. Lift, lounge, laundry, guest facilities, garden

**HUNGERFORD HOUSE \*\*** Milton Keynes,  
Buckinghamshire, managed by **Milton Keynes Council**



**Sheltered housing:**  
43 one and two bedroom flats and bungalows. Built in 1985. Lounge, laundry, guest facilities, garden

**HYLTON COURT** Tadley, Hampshire,  
managed by **Housing & Care 21**



**Sheltered housing:**  
20 one bedroom flats. Built in 1977. Lounge, laundry, guest facilities, garden

**JAKES HOUSE** Maidenhead, Berkshire,  
managed by **Housing Solutions Ltd**



**Sheltered housing:**  
32 studios and one bedroom flats. Built in 1975. Lounge, dining room, laundry, guest facilities, garden

# 78 Highly Commended Schemes

## continued

**KINA HOUSE** London  
managed by **Genesis Housing Association**



**Sheltered housing:**  
23 studios and one bedroom flats. Built in 2000. Lift, stair lift(s), lounge, dining room, laundry, garden, etc.

**KING EDWARD COURT** Herne Bay, Kent  
managed by **Housing & Care 21**



**Extra care housing:**  
40 one and two bedroom flats. Built in 2009. Lift, lounge, restaurant, laundry, guest facilities, garden, etc.

**LEADON BANK** Ledbury, Herefordshire,  
managed by **Shaw Healthcare**



**Extra care housing:**  
53 one and two bedroom flats. Built in 2007. Lift, lounge, dining room, restaurant, laundry, guest facilities, garden etc

**LISBON PLACE \*\*\*** Newcastle, Staffordshire,  
managed by **Housing & Care 21**



**Sheltered housing:**  
30 two bedroom flats. Built in 1987. Stair lift(s), lounge, laundry, garden, conservatory

**LONGVIEW EXTRA CARE SCHEME** Solihull, West Midlands, managed by **Solihull Community Housing**



**Extra care housing:**  
18 studios and one bedroom flats. Built in 1974 and renovated in 2007. Lift, lounge, dining room, laundry, etc.

**LORD WALSINGHAM COURT** Thetford, Norfolk,  
managed by **Housing & Care 21**



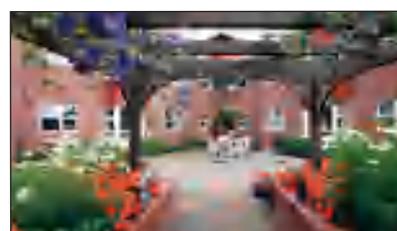
**Sheltered housing::**  
32 studios and one bedroom flats. Built in 1974. Lift, lounge, laundry, guest facilities, garden

**LOVAT FIELDS VILLAGE** Milton Keynes, Bucks  
managed by **The ExtraCare Charitable Trust**



**Extra care housing:**  
258 one and two bedroom flats and bungalows. Built in 2007. Lift, lounge, dining room, laundry, etc.

**LOWLANDS COURT** Wolverhampton,  
West Midlands, managed by **Anchor**



**Sheltered housing:**  
23 one bedroom flats. Built in 1900. Includes wheelchair standard properties. Lift, lounge and laundry, etc.

**MAGDALENE COURT** Consett, County Durham,  
managed by **Karbon Homes**



**Sheltered housing:**  
19 one bedroom flats. Built in 2010. Lounge, guest facilities, garden

**MALMESBURY COURT** Yeovil, Somerset,  
managed by **Yarlington Housing Group**



**Extra care housing:**  
33 one bedroom flats. Built in 1988 and renovated in 2002. Lift, lounge, dining room, laundry, guest facilities, etc

# 78 Highly Commended Schemes

## *continued*

**MEYER COURT** Exeter, Devon, managed by Millstream Management Services



**Retirement housing:** 50 one and two bedroom flats. Built in 2007. Lift, lounge, laundry, guest facilities, garden, activities room, etc.

**MILLOM COURT** Trafford, Greater Manchester, managed by Trafford Housing Trust



**Sheltered housing:** 32 one and two bedroom flats. Built in 1972 and renovated in 2008. Lift, lounge, laundry, guest facilities, etc.

**MIRIAM COURT** Nottingham managed by Anchor



**Age exclusive housing:** 20 studios and one bedroom flats. Built in 1980. Lift, lounge, laundry, guest facilities, garden

**MITCHELL LODGE** Southampton, Hampshire, managed by Millstream Management Services



**Retirement housing:** 36 one and two bedroom flats. Built in 2010. Lift, lounge, laundry, guest facilities, garden

**MULVEY HOUSE** Strabane, Northern Ireland, managed by Apex Housing Association



**Sheltered housing:** 31 one and two bedroom flats and cottages. Built in 1992 and renovated in 2013. Wheelchair standard properties

**NORTHFIELDS HOUSE \*\*\*** Newcastle Upon Tyne, Tyne and Wear, managed by Karbon Homes



**Sheltered housing:** 25 one and two bedroom flats. Built in 1992. Lift, lounge, laundry, guest facilities, garden, hairdressing salon, etc.

**PARK LODGE** Yeovil, Somerset, managed by Yarlington Housing Group



**Extra care housing:** 21 one bedroom flats and bungalows. Built in 1988. Lift, lounge, dining room, laundry, guest facilities, etc.

**PATRICK HOWARD-DOBSON COURT** Waterlooville, Hampshire, managed by Housing & Care 21



**Sheltered housing:** 37 one bedroom flats. Built in 1986. Lift, lounge, laundry, guest facilities, garden

**PAXTON COURT** Pembrokeshire, managed by McCarthy & Stone Management Services



**Retirement housing:** 36 one and two bedroom flats. Built in 2014. Lift, lounge, laundry, guest facilities, garden

**PEACOCK LODGE** Bristol, managed by Millstream Management Services



**Retirement housing:** 28 one and two bedroom flats. Built in 2008. Lift, lounge, laundry, guest facilities, garden

# 78 Highly Commended Schemes

## *continued*

**PEGASUS COURT** Bournemouth, Dorset,  
managed by **Millstream Management Services**



**Retirement housing:**  
40 one, two and three bedroom flats. Built in 1992. Lift, lounge, dining room, laundry, guest facilities and garden, etc..

**PEGASUS COURT** Buckhurst Hill, Essex,  
managed by **FirstPort Retirement Property Services**



**Retirement housing:**  
10 one bedroom flats. Built in 2003. Lift, lounge, garden, library

**PENN COURT** Calne, Wiltshire, managed by  
**FirstPort Retirement Property Services**



**Retirement housing:**  
42 one and two bedroom flats. Built in 2006. Lift, lounge, laundry, guest facilities, garden

**PERCY COURT** Alnwick, Northumberland,  
managed by **Housing & Care 21**



**Sheltered housing:**  
29 one bedroom flats. Built in 1983. Lift, lounge, laundry, guest facilities, garden, hair salon

**PETWORTH HOUSE** Milton Keynes, Bucks,  
managed by **Milton Keynes Council**



**Sheltered housing:**  
34 one and two bedroom flats. Built in 1985. Lift, lounge, dining room, laundry, guest facilities, garden, etc..

**PLAS BRYN \*** Cardiff, South Wales,  
managed by **Linc-Cymru Housing Association**



**Extra care housing:**  
40 one and two bedroom flats. Built in 2008. Lift, lounge, dining room, laundry, guest facilities, garden etc.

**QUEEN ELIZABETH COURT \*\*** Carnforth, Cumbria,  
managed by **McCarthy & Stone Management Services**



**Retirement housing:**  
36 one and two bedroom flats. Built in 2014. Lift, lounge, laundry, guest facilities, garden

**QUEENSRIDGE COURT \*\*\*** Oldbury,  
West Midlands, managed by **Housing & Care 21**



**Extra care housing:**  
87 one and two bedroom flats. Built in 2010. lift, lounge, restaurant, laundry, guest facilities, garden, etc.

**RANULPH COURT** Salford, Greater Manchester  
managed by **Anchor**



**Sheltered housing:**  
34 studios and one bedroom flats. Built in 1980. Lift, lounge, laundry, guest facilities, garden, hobby room, etc.

**ROSE STREET** Annan, Dumfriesshire, managed  
by **Dumfries & Galloway Housing Partnership**



**Sheltered housing:**  
24 one bedroom bungalows and cottages. Built in 1985. Non-resident management staff, community alarm service

# 78 Highly Commended Schemes

## continued

**RUSCOE ROAD** London  
managed by **Pinnacle PSG**



**Extra care housing:**  
41 one bedroom flats. Built in 1994. Lift, lounge, dining room, laundry, garden, community centre, etc.

**RYEFIELD** Ashton-under-Lyne, Greater Manchester,  
managed by **New Charter Homes Ltd**



**Sheltered housing:**  
36 studios and one bedroom flats. Built in 1974 and renovated in 2015. Lift, lounge, laundry, garden, etc.

**SCHOOL COURT \*\*\*** Hednesford, Staffordshire,  
managed by **The ExtraCare Charitable Trust**



**Extra care housing:**  
41 one bedroom flats. Built in 1994. Lift, lounge, dining room, laundry, garden, community centre, etc.

**SIR ROBERT MARTIN COURT** Loughborough, Leicestershire, managed by **Housing & Care 21**



**Sheltered housing:**  
40 one bedroom flats. Built in 1974 and renovated in 2015. Lift, lounge, laundry, guest facilities, garden

**SNOWDON HOUSE** Chard, Somerset,  
managed by **Yarlington Housing Group**



**Extra care housing:**  
29 one bedroom flats. Built in 1973 and renovated in 1980. Lift, lounge, dining room, laundry, garden, etc..

**SOUCHAY COURT** Manchester, Greater Manchester,  
managed by **FirstPort Retirement Property Services**



**Retirement housing:**  
37 one and two bedroom flats. Built in 1997. Lift, lounge, laundry, guest facilities, garden

**SPEAKMAN COURT** Altrincham, Cheshire,  
managed by **McCarthy & Stone Management Services**



**Retirement housing:**  
46 one and two bedroom flats. Built in 2010. Lift, lounge, laundry, guest facilities, garden etc.

**ST ANDREWS HOUSE** Mapperley, Nottinghamshire, managed by **Gedling Homes**



**Extra care housing:**  
31 one and two bedroom flats. Built in 1988 and renovated in 2015. Lift, lounge, dining room, laundry, etc.

**ST CHRISTOPHERS HOUSE** Manchester, Greater Manchester managed by **Anchor**



**Sheltered housing:**  
83 studios and one bedroom flats. Built in 1975. Lift, stair lift(s), lounge, dining room, laundry, guest facilities, etc.

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



**Extra care housing:**  
44 one bedroom flats. Built in 1991. Lift, lounge, dining room, laundry, garden, hobby room, activities room, etc.

# 78 Highly Commended Schemes

## *continued*

**ST GILDA'S \*\*** Stoke-on-Trent, Staffordshire,  
managed by **The ExtraCare Charitable Trust**



**Extra care housing:**  
35 one bedroom flats. Built in 1985 and renovated in 2003. Lift, lounge, dining room, laundry, guest facilities, etc..

**ST JOHNS LODGE** Altrincham, Cheshire,  
managed by **Millstream Management Services**



**Retirement housing:**  
44 one and two bedroom flats. Built in 2015. Lift, lounge, guest facilities, garden.

**ST MICHAEL'S COURT \*** Sutton-in-Ashfield, Nottinghamshire, managed by **emh homes**



**Sheltered housing:**  
17 one bedroom flats. Non-resident management staff and community alarm service

**TY CANOL COURT** Cwmbran, South Wales,  
managed by **Linc-Cymru Housing Association**



**Sheltered housing:**  
31 one bedroom flats and bungalows. Includes mobility standard properties. Lift, lounge and garden, etc.

**VICARAGE COURT** Oxford, Oxon,  
managed by **Anchor**



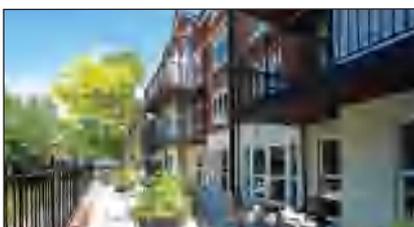
**Sheltered housing:**  
20 studios and one bedroom flats. Built in 1978. Lift, lounge, laundry, guest facilities, garden, hobby room, etc.

**VINNICOMBE COURT \*\*** Ipswich, Suffolk,  
managed by **Housing & Care 21**



**Sheltered housing:**  
27 studios, one and two bedroom flats. Built in 1975 and renovated in 2012. Lift, lounge, dining room, etc.

**WATERSIDE LODGE** Tonbridge, Kent,  
managed by **Millstream Management Services**



**Retirement housing:**  
31 one and two bedroom flats. Built in 2014. Lift, lounge, laundry, guest facilities, garden, activities room, etc.

**YATES COURT \*\*** Evesham, Worcestershire,  
managed by **The ExtraCare Charitable Trust**



**Extra care housing:**  
95 one and two bedroom flats. Built in 1998 and renovated in 2014. Lift, lounge, dining room, garden, etc

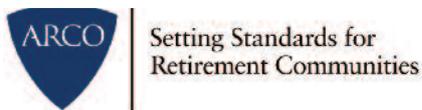
# Credits

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## Core sponsor



## Category sponsors and supporters



## The team

### Conception and development

Alex Billeter *EAC*

Karen Croucher *University of York*

Simon Evans *University of Worcester*

John Galvin *EAC*

### Development strategy

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### Graphic design

Bryan Marshall *Dartnell UK*

### Event Organiser

Helen Bradshaw *Metropolis Events*

Awards originally developed with the support of



Department for Communities and Local Government

and





## About 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 [HousingCare.org](http://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.

Charity No. 292552

Website: [www.HousingCare.org](http://www.HousingCare.org)

Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

**Contact the Advice Line on:**

0800 377 70 70

Monday – Friday, 9am – 5pm

**Email:** [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)