Resident Consultation Service (RCS)

An effective and stimulating tool to consult residents of housing for later life.

The RCS delivers clear feedback to housing providers on how their residents rate their facilities and the services they receive.

The RCS main device is a card game which involves residents in small groups as well as individually, giving them the chance to discuss statements and agree on ratings, but also to respond privately. Over 18,000 residents have used the card game to date.

A paper questionnaire is available for those who do not wish to play the cards with their fellow residents. We however recommend the card game which stimulates discussions.

The Reports

Each confidential Provider Report is clear and concise. It includes a full description of the whole process and can be shared with colleagues without other explanations.

The All Schemes Report is invaluable for a quick comparison of overall performance or of specific aspects across many schemes.

Providers will receive our reports within 5-10 days of the residents’ score sheets being returned to EAC.

The cost of the RCS is £50 + VAT for an average-size scheme.

Advantages

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

- Residents find the process engaging, even entertaining.
- Residents are given the opportunity to discuss or argue their scores; however they can still enter other scores individually and confidentially.
- The consultation is run by an independent party (EAC)
- The analytical tools devised by EAC in partnership with its consultant Shaun Brewer, make it possible to produce reports efficiently and at remarkably low cost.
- The reports also provide valuable evidence to present to commissioners and funders, and in Scotland, to the Care Inspectorate.
- Those features of each scheme that are rated highly by residents (in the top 25%) are highlighted on our website housingcare.org, under Residents Views, adding softer information to the factual data shown for each scheme.

Read more and see a video on our website at http://www.housingcare.org/providers/eac-resident-consultation.aspx

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