

Housing Provider's Report

ROSSITER COURT - Report on the views of the residents

Findings of a consultation of residents, involving them in small groups as well as individually in a card game designed to stimulate discussion and help capture satisfaction ratings on design, services and well-being.

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Photographs by Sue Hendry, Hawthorn Mill, Connect Housing

Introduction

The consultation

The consultation method was developed initially to encourage nominations for EAC's National Housing for Older People Awards, and has been further refined to provide useful information to housing providers on how their facilities and services are perceived by their residents.

The consultation involves residents of retirement housing in an enjoyable card game during which they are asked to discuss a number of positive *statements*, and then to agree on a score reflecting how well their scheme lives up to the statement. Participants are also given the opportunity to score some *statements* privately, without being influenced by other players.

For more information on the rules of the game, see Appendix B.

Staff are encouraged to facilitate the consultation, but are not present during the game; nor do they see the score sheets which are returned directly to EAC in a sealed Freepost envelope. The consultation pack contains instructions on how volunteers, friends and family can assist less able residents; particularly in extra care schemes (see Appendix C).

EAC's independence, and the way the consultation has been devised, should promote participation and honesty. The consultation adds a valuable new source of information to that gained by providers from traditional customer satisfaction surveys.

The Reports

Type A - Housing Provider Reports

EAC's new Housing Provider Reports are available for all schemes nominated for the Housing Awards. They provide a detailed 'star rated' picture of residents' views of their scheme along with comparisons with national and regional performance. They will be of particular interest for schemes which did not reach the finals.

Each report contains a short introduction about the consultation, the card game and the methodology. It provides more detail than that used to select Housing Awards winners, summarising residents' responses under 5 main topics divided into areas of interest (see opposite page), and detailing how they scored each card's statement, providing helpful pointers to specific issues or concerns.

Housing Provider Reports are available only to scheme landlords and managers. Their content will not be divulged to other housing providers, competitors or any other parties.

Download a sample report from the Housing Awards section of our website www.HousingCare.org



Type B - EAC Resident Consultation Service

This is a bespoke service available to all housing providers who want to use EAC's card game consultation tool to canvass residents' views independently of the National Awards.

The tool has proved itself well over the last two years, and whilst playing the card game may be less exciting for the participants when divorced from the Awards, the results may prove more reliable without the temptation to inflate scores in order to win!

Our service includes:

- providing consultation packs (the card game)
- training and support for scheme managers and other facilitators
- advice on encouraging resident participation
- collecting and analysing consultation returns
- supplying a detailed, confidential Provider Report

Contact Alex Billeter for more information: 020 7820 1682 / alex.billeter@eac.org.uk

Methodology

The data captured from the consultation process is imported into a newly designed database, which allows us to analyse the residents' responses from many angles. We can compare one scheme's results against those of the hundreds of schemes which have taken part in our Housing Awards or used our Resident Consultation Service to date. The database is also linked with EAC's *National Database of Housing for Older People* as well as externally sourced data; we can therefore investigate correlations between the residents' responses and numerous facts on the schemes and their locations.

The report highlights those areas where your scheme performs well, or not so well, as judged by its residents. It also compares your scheme's ratings with those of similar schemes in the region and in the UK as a whole - drawing on information from EAC's *National Database*.

On the playing cards, 28 statements are grouped under 4 colour-coded topics: *Where we live – My home – Services – Lifestyle*. The *Detailed Scores* section of this report gives the residents' ratings for each card, providing helpful pointers to specific issues or concerns.

The Summary Ratings for your scheme result from distilling down residents' views into 5 topic areas instead of the 4 card topics. We have split the 1st topic 'Where we live' into 2 topics 'Location' and 'Scheme/Development'; we have also renamed the 2nd topics 'My home' as 'Individual apartments'. We have then focussed on 18 areas of interest, by combining the ratings of the relevant cards.

This combination and analysis of scores provides an overall assessment of well-being, or quality of life, and mirrors the process used to select the Awards finalists.

Appendix A explores broader correlations, across all providers, between residents' views and specific scheme features.

Appendix D shows the information held on your scheme in the *National Database of Housing for Older People*.

SUMMARY Scheme Star Ratings

Organisation: Another Housing Association
Scheme: Rossiter Court
Address: 77-83 Mulberry Lane
 Anytown
 HH27 7PL

Region: South East
Location: Urban (Less Sparse)
Number of Residents: 27 (Estimate)
Residents participating: 19% (Estimate)

	Scheme Score	Region Rank	Region Average	UK-wide Rank	UK-wide Average
Overall rating	★★★★☆	32nd of 37	★★★★☆	283rd of 319	★★★★☆
Location	★★★★☆	31st of 37	★★★★☆	258th of 319	★★★★☆
Convenient	★★★★★	1st of 37	★★★★★	1st of 319	★★★★★
Safety and security	★★★☆☆	33rd of 37	★★★★☆	263rd of 314	★★★★☆
Building	★★★★☆	30th of 37	★★★★☆	274th of 319	★★★★☆
Facilities		N/A of 35	★★★★☆	N/A of 304	★★★★☆
Design	★★★☆☆	31st of 37	★★★★☆	272nd of 319	★★★★☆
Garden		N/A of 34	★★★★☆	N/A of 308	★★★★☆
Individual apartments	★★★★☆	30th of 36	★★★★☆	273rd of 318	★★★★☆
Space standards	★★★☆☆	34th of 36	★★★★☆	291st of 313	★★★★☆
Design	★★★★☆	23rd of 36	★★★★☆	204th of 318	★★★★☆
Practicality	★★★★☆	22nd of 36	★★★★☆	208th of 317	★★★★☆
Services	★★★★★	26th of 37	★★★★★	242nd of 319	★★★★★
Maintenance	★★★☆☆	21st of 37	★★★★☆	227th of 318	★★★★☆
Consultation	★★★☆☆	36th of 36	★★★★☆	293rd of 316	★★★★☆
Staff role and interaction	★★★★☆	25th of 37	★★★★☆	217th of 319	★★★★☆
Lifestyle	★★★★☆	32nd of 37	★★★★☆	284th of 319	★★★★☆
Community spirit, friendship	★★★★☆	26th of 37	★★★★☆	233rd of 319	★★★★☆
Privacy	★★★☆☆	35th of 36	★★★★☆	301st of 313	★★★★☆
Activities and outings	★★★☆☆	32nd of 37	★★★★☆	276th of 319	★★★★☆
Link with community at large	★★☆☆☆	28th of 37	★★★★☆	260th of 318	★★★★☆

Star ratings: ★ - Poor to ★★★★★ - Excellent

Green indicates a result in the top 10% of schemes in the UK,

Red indicates a result in the bottom 10%.

An n/a indicates that the relevant card statements were not scored by the residents.

DETAIL Scheme Star Ratings

Scheme: Rossiter Court

Survey results: Analysis by individual card statement.

Report on the responses to each individual statements, within the 'Home', 'Lifestyle', 'Services' and 'Where we live' topics.

Category: Where we live	Scheme	Region		UK-wide	
	Score	Rank	Average	Rank	Average
Our building is very well located; very convenient for the shops, for walks and for public transport	★★★★	1st of 37	★★★★☆	1st of 317	★★★★☆
Our building is very well designed and easy to get around	★☆☆☆☆	37th of 37	★★★★☆	309th of 317	★★★★☆
The size and design of the communal lounge(s) meet our expectations		n/a of 35	★★★★☆	n/a of 302	★★★★☆
Our garden is pleasant and easy to enjoy		n/a of 34	★★★★☆	n/a of 306	★★★★☆
Our neighbourhood feels very safe	★★★★☆	33rd of 37	★★★★☆	261st of 312	★★★★☆
Our communal lounge(s) is a pleasure to use	★★★★☆	31st of 36	★★★★☆	253rd of 299	★★★★☆
This building makes one proud to live in it	★★★★☆	25th of 36	★★★★☆	213rd of 311	★★★★☆
Category: Home					
	Scheme	Region		UK-wide	
	Score	Rank	Average	Rank	Average
My home is very well laid out; it is very practical	★★★★	1st of 36	★★★★☆	1st of 315	★★★★☆
My kitchen is very well laid out, nicely lit and ventilated, and is easy to use	★☆☆☆☆	31st of 34	★★★☆☆	288th of 304	★★★☆☆
My bathroom is pleasant and well ventilated	★★★★	1st of 36	★★★★☆	1st of 312	★★★★☆
I like the approach to my front door; it feels welcoming	★★☆☆☆	28th of 35	★★★★☆	268th of 313	★★★★☆
In my home I have got all the space I need	★★☆☆☆	34th of 36	★★★★☆	289th of 311	★★★★☆
My home gets plenty of natural light	★★★★☆	15th of 36	★★★★☆	146th of 311	★★★★☆
I have a good view from my home; there is always something interesting to look at	★★★★☆	24th of 36	★★★★☆	189th of 309	★★★★☆

Star ratings: ★ - Poor to ★★★★★ - Excellent

Green indicate a result in the top 10% of schemes in the UK,

Red indicate a result in the bottom 10%.

An 'n/a' indicates that the relevant card statements were not scored by the residents.

DETAIL Scheme Star Ratings

Scheme: Rossiter Court

Survey results: Analysis by individual card statement.

Report on the responses to each individual statements, within the 'Home', 'Lifestyle', 'Services' and 'Where we live' topics.

Category: Services	Scheme	Region		UK-wide	
	Score	Rank	Average	Rank	Average
All communal rooms, halls and corridors are well looked after	★★★★	1st of 37	★★★★☆	1st of 310	★★★★☆
We can rely on the staff for advice and information	★★★★	1st of 37	★★★★☆	1st of 315	★★★★☆
We are consulted when it matters, and our views are taken into account	★☆☆☆	36th of 36	★★★★☆	291st of 314	★★★★☆
It is very easy to get repairs and maintenance done by the management	★★☆☆	26th of 37	★★★★☆	252nd of 316	★★★★☆
I get all the support I need from the staff	★★★★	14th of 37	★★★★☆	151st of 312	★★★★☆
The community alarm gives me all the peace of mind I need	★★★☆☆	34th of 37	★★★★☆	292nd of 311	★★★★☆
The presence of the staff contributes to my well being	★★★☆☆	27th of 36	★★★★☆	248th of 309	★★★★☆

Category: Lifestyle	Scheme	Region		UK-wide	
	Score	Rank	Average	Rank	Average
For those who look for it, there is a good social life - a good community spirit	★★☆☆	33rd of 37	★★★★☆	271st of 314	★★★★☆
A good range of social activities, events, entertainment and classes are available	★☆☆☆	32nd of 37	★★★★☆	271st of 310	★★★★☆
We have lots of opportunities to go on outings	★★☆☆	23rd of 37	★★★★☆	216th of 315	★★★★☆
We feel we are part of the wider local community	★☆☆☆	28th of 37	★★★★☆	258th of 316	★★★★☆
This is a good place to make new friends	★★★★☆	19th of 37	★★★★☆	186th of 311	★★★★☆
I enjoy taking part in the social activities and outings on offer	★★★☆☆	30th of 37	★★★★☆	254th of 312	★★★★☆
This is a place where you can choose to live very privately and to 'join in' when you wish	★★★☆☆	35th of 36	★★★★☆	299th of 311	★★★★☆

Star ratings: ★ - Poor to ★★★★★ - Excellent

Green indicate a result in the top 10% of schemes in the UK,

Red indicate a result in the bottom 10%.

An 'n/a' indicates that the relevant card statements were not scored by the residents.

Appendix A - The Awards and the Resident Consultations Service (RCS) data, facts, figures and findings

Introduction

Over their three years of existence, the card game has made it possible for EAC to collect data from the residents of 978 schemes¹. This is an unusually large sample, which involves on average 9 residents per scheme and tells us much about a wide range of models of housing for later life, from the almshouse to the retirement village.

By May 2012 nominations and Residents Consultation Service (RCS) entries had been received from a wide range of schemes.

Submissions² were

- from 849 separate schemes, of which 681 were retirement housing schemes and 168 housing-with-care schemes
- from 2,089 groups of residents, totalling nearly 9,000 residents.

Schemes³ involved, by geographic distribution:

	England	Scotland	Wales	Northern Ireland
RH	598	48	18	17
HwC	149	3	9	7
Total	747	51	27	24

RH – Retirement Housing, HwC – Housing with Care

Distribution

We received submissions from a diverse range of urban, suburban and rural location; from the Highlands of Scotland to heavily populated areas of London.

Within England 47 counties are represented. The highest numbers of schemes are: 120 in the South

¹ However where one scheme has been surveyed in more than once, only the scores of the latest survey are taken into account

² Schemes nominated for the Awards and schemes surveyed by the RCS

³ Where one scheme has been surveyed in more than once, it is entered only once in this table

East region, 111 in the North West region, 94 in the South West region, 105 in the West Midlands, and 46 in East Midlands, with 58 in Greater London, and 43 in the North East region.

675 of the schemes provided some form of rented accommodation, 131 some type of ownership and 43 schemes provided both types. The percentage of leasehold schemes surveyed, 16%⁴, closely matches the actual UK wide breakdown of approximately 15%.

The 849 schemes are managed by 244 landlords and management companies. Private sector managers account for 92 schemes while 756 schemes are from the public and voluntary sectors. The private sector is therefore slightly over represented with 10.8% of surveyed schemes, when it actually accounts for over 8.8% of schemes UK wide.

Resident participation by scheme averaged 24% for retirement housing and 19% for housing with care. We calculated this by comparing the number of score sheets returned from each scheme to its estimated population held on our National Database of Housing for Older People . We look forward to an even larger residents’ participation to strengthen the value of our findings.

The card game

The nomination card game asked the residents to say to what extent they agreed with the statement on each of the 28 cards. Some cards asked them discuss a statement between them before giving it an agree score on the Group Score Sheet. Other cards were not to be discussed, but scored privately by each on their own Individual Score Sheets. (See Appendix B for more detail).

⁴ Schemes offering a mix of rental and ownership were excluded from the calculation

A snapshot on housing for later life

The number of separate schemes surveyed is significant but 849 schemes represent only 3.31% of 25,700, the total number of specialist housing schemes for older people in the UK, about which EAC has been collecting detailed information for over 25 years. Our aim is to rapidly widen the use of the Resident Consultation Service (RCS) and of the Awards nomination game to some 5000 schemes to strengthen the validity of our comparisons with local and regional averages.

One question mark about of our sample is that it favours schemes with a dedicated house manager. A quarter of all housing schemes for older people are without any dedicated scheme manager, and their number is growing very fast. We haven't yet found, or been able to afford, the means of contacting the residents directly. We therefore rely on the goodwill of the housing providers and scheme manager to obtain the nomination packs, and to inform their residents about the card game.

This reliance on the management rather than the residents must mean that successful schemes are more likely to be encouraged to participate in the Awards and that less successful schemes will be under-represented.

There may come a time when the Awards and the RCS have achieved sufficient recognition for the residents to ask themselves for nomination packs or for a consultation, but we are still far from this target.

Bearing in mind the above caveat, we are still satisfied that the positive picture of specialist housing for later life emerging from the data collected with our card game is very valid. The UK-wide scores table below is based on awards and RCS data collected from October 2009 to May 2012, from nearly 9,000 residents.

UK-wide Scores

Description	Retirement Housing	Housing with Care
Overall rating	★★★★☆	★★★★☆
Location	★★★★☆	★★★★☆
Convenient	★★★★☆	★★★★☆
Safety and security	★★★★☆	★★★★☆
Building	★★★★☆	★★★★☆
Facilities	★★★★☆	★★★★☆
Design	★★★★☆	★★★★☆
Garden	★★★★☆	★★★★☆
Individual apartments	★★★★☆	★★★★☆
Space standards	★★★☆☆	★★★★☆
Design	★★★★☆	★★★★☆
Practicality	★★★☆☆	★★★★☆
Services	★★★★☆	★★★★☆
Maintenance	★★★★☆	
Consultation	★★★☆☆	★★★★☆
Staff role and interaction	★★★★☆	★★★★☆
Meals		★★★☆☆
Care services		★★★★☆
Management		★★★★☆
Lifestyle	★★★★☆	★★★★☆
Community spirit, friendship	★★★★☆	★★★★☆
Privacy	★★★★☆	★★★★☆
Activities and outings	★★★★☆	★★★★☆
Link with community at large	★★★☆☆	★★★★☆

Star rating: ★☆☆☆☆ – Poor to ★★★★★ – Excellent

All the areas of interest scored ★★★★★, the exceptions being:

Retirement Housing

- ★★★☆☆ - for Space standards
- ★★★☆☆ - for Practicality
- ★★★☆☆ - for Consultation
- ★★★★☆ - for Privacy (all schemes)
- ★★★☆☆ - for Link with community at large

Housing with Care

- ★★★★☆ - for Staff role and interaction
- ★★★☆☆ - for Meals
- ★★★★☆ - for Privacy (all schemes)
- ★★★☆☆ - for Link with community at large

Some 'findings'

We are now looking at the data collected from the wider pool of the 978⁵ schemes which responded in 2010, 2011 and 2012. We feel confident that, over these few years, the conditions in these schemes have not changed sufficiently for the residents to be likely to give different scores this year than they did the previous years.

Searching this wider data, we are still at pains to extract any head-line material, although some of the findings below, even if substantially similar to what we presented in other years, will be of interest to the industry.

Lifestyle

'We have lots of opportunities to go on outings'

Only 47% of residents were able to answer 'Yes' to this statement, with just over 23% of residents registering a categorical 'No'. These percentages were similar for retirement housing and housing-with-care.

'We feel part of the wider local community'

In both retirement housing and housing-with-care, 44% of residents responded 'Yes', with 21.6% responding 'No'.

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

This statement received consistently the highest score with 91% of residents of both retirement housing and housing-with-care schemes responding 'Yes'.

'This is a good place to make new friends'

This statements scored 75% 'Yes' and 2% 'No' for both retirement housing and housing-with-care schemes.

Services

'We are consulted when it matters, and our views are taken into account'

This is an area where a large minority, 28% of retirement housing residents and 22% of housing-with-care residents answered 'No' or 'Sometimes'.

'The meals provided in the dining room/restaurant are excellent'

In housing-with-care schemes this statement receive a mixed response with only 38% responding 'Yes' and 26% 'Partly' or 'No'.

'The staff are always helpful and respectful'

97% of housing-with-care residents answered 'Yes' or 'Mostly' to this question.

'We can rely on the staff for advice and information'

93% of retirement housing residents answered 'Yes' or 'Mostly' to this question.

Several statements highlight strengths and weaknesses inherent to the location or the design of a scheme. Managers will not be able to address these points, but professionals should take them on board when commissioning and designing new schemes. For instance:

- Only 66% of housing-with-care residents fully agree that their scheme is well located, whilst some 72% of all residents think that their building is well designed.
- 89% of retirement housing residents are satisfied with the design of their own apartment, rising to 96% in housing-with-care.
- Only 62% of retirement housing residents fully agree that they have a good view from their home, that there is always something interesting to look at. This figure is 71% for housing-with-care, still unsatisfactory, considering the length of time that residents will spend in their own flat.

⁵ Where one scheme has been surveyed in more than once, only the scores of the latest survey are taken into account

- Over 15% of retirement housing residents complain of lack of natural light in their apartment.

Correlations

EAC's National Database of Housing for Older People holds a vast amount of data on some 26,000 retirement and housing-with-care schemes in the UK, about their type, size, location, tenure, main features, distance to amenities, etc. This factual data can be correlated with what our 8,778 residents say. Some 700,000 people in the UK are residents of housing for later life. We must therefore be cautious when allocating statistical significance to our analysis and findings; this is why we are only highlighting areas with strong trends or differences. As participation increases we will be able to comment on many more areas with increased confidence.

Scheme size

'A good range of social activities, event, entertainment and classes are available'

As expected this statement scored lower in retirement housing with 53% 'Yes', and higher in housing-with-care scheme with 69% 'Yes', with the highest scores in the retirement villages, and the lowest in the under 30 units schemes.

Scores are similar for

'We have lots of opportunities to go on outings'

'We are consulted when it matters, and our views are taken into account'

Housing-with-care 100 units and over, i.e retirement village performed significantly less well than any other type or size of schemes.

'The meals provided in the dining room/restaurant are excellent'

This statement becomes less and less true as the size of the housing-with-care schemes increases.

Location

'Our building is very well located; very convenient for the shops, for walks and for public transport'

Almost 75% of all resident fully agree with this statement, those living in housing-with-care schemes, under 30 units, beg to differ.

'Our neighbourhood feels very safe'

The response to this statement seems to have no significant correlation with the size or type of schemes.

Rural schemes scored better than others for

- 'Our neighbourhood feels very safe'
- 'My home gets plenty of natural light'
- 'My bathroom is pleasant and well ventilated'
- 'I like the approach to my front door; it feels welcoming'
- 'I have a good view from my home; there is always something interesting to look at'

but worse for

- 'Our building is very well located; very convenient for the shops, for walks and for public transport'
- 'We have lots of opportunities to go on outings'
- 'A good range of social activities, events, entertainment and classes are available'

Resident Association

The presence of a resident association does not have an impact on the overall well-being of the residents, however it is linked to higher scores for **'A good range of social activities, events, entertainment and classes are available'** and to less agreement with **'We are consulted when it matters, and our views are taken into account'**.

Tenure

'We have lots of opportunities to go on outings'

This statements scores poorly for private sector schemes as well as in leasehold schemes,

compared with schemes in the voluntary and statutory sectors or in rented schemes.

Other Correlations

The above are just a few examples illustrating the potential for research offered by the residents' feedback when correlated with the National Database of Housing for Older People.

However whilst the card game helps to tell us about the state of retirement housing across the UK – or will do so more convincingly, when played

by residents in their tens of thousands – its most useful application is still as a resident consultation tool!

Conclusion

The amalgamated input from residents taking part in the Awards, or being consulted via our card games, over the last 3 years, confirms our belief that retirement housing and housing-with-care remain an excellent option for many people in later life.

Appendix B – Card Game’s Rules

EAC Housing for Older People Awards 2011

- If you doubt that your scheme will win an award, this game gives you the opportunity to tell us why
- Please do not inflate your scores just to get an award for your scheme; accurate scores are far more helpful
- Members of the staff are encouraged to facilitate the game, but should keep out of earshot and not see the score sheets

RULES – how to play

1. 3 to 6 residents (players) at a table (ideally 4).
2. Each player picks up one Individual Score Sheet
3. One player undertakes to also complete one Group Score Sheet. Use only one Group Score Sheet for your group
4. **Important:** shuffle the cards.
5. One player picks up a card from the top of the pack, reads aloud the statement on the card, and passes it around if necessary.
6. If the card is a **Discuss** card, the player opens a short discussion (1 to 2 minutes) to get agreement on which response to tick on the Group Score Sheet.
7. If the card is a **Do not discuss** card, all the players tick their own response on their Individual Score Sheet, without discussing it or showing it to the other players.
8. The card is then discarded.
9. It is then the turn of the next player, moving clockwise, to pick up the next card, to read aloud the statement, and so on...
10. The consultation is over when all the cards have been played.
11. By agreement, the players can decide to restart the game, to continue it later, or to play it again.
12. On the Group Score Sheet and all Individual Score Sheets, write an invented name for your group. Add the name of your scheme (Court or building) and its address or postcode.
13. Put all the Score Sheets in the Freepost envelope, seal it, write your scheme address at the back of the envelope and post it.
14. Other groups can use the cards and the additional score sheets, but must do so under a different invented Group’s name.

Appendix C - PARTICIPATION MADE EASY



Residents

- Playing these cards can be a very enjoyable experience.
- The rules of the 'game' are at the back of each score sheet. We have made them as clear as possible; even so additional help is at hand:

Somebody else can assist set up and play the game

- a friend
- a relative
- a neighbour
- a volunteer

The Manager or Warden (if there is one)

- She/he will explain the rules and be available during the game.
- However she/he must keep out of hearing while the game is played, and should not see any of the score sheets.
- Instructions for Managers/Wardens are overleaf

Friends, relatives, volunteers

Your assistance can be crucial to help residents to participate in these awards, and to take this opportunity to make their voice heard. You can help in many different ways:

- by remaining neutral and not influencing the participants
- by setting up the table, and serving tea or refreshments
- by sitting with the residents while they play and giving a hand whenever necessary
- by explaining the rules
- by handing out the Individual Score Sheets
- by taking charge of the Group Score Sheet

Managers, Wardens

You and your organisation stand to win and to learn from the results. Your help is crucial: you can obtain the nomination pack, inform your residents about the awards and encourage them to participate

As the process involves discussions about the facilities, services, the residents should feel totally confident that what they say and what they enter on the scoring sheets is not overheard or seen by the staff.

This does not mean you cannot offer practical support, such as

- set up a room for one or several groups, with tea and refreshments
- or advise that the game can be played in a residents' flat
- tell the residents in advance that they can be assisted by a relative, a friend or a volunteer
- Ask visitors, relatives or volunteers to help a group through the game
- explain the rules to the residents and be available if more explanation is needed, but keep yourself out of the hearing of the residents
- make sure that the residents get familiar with the cards and the rules well in advance of playing the game. The game, the nomination, can be restarted, postponed or continued on a different day.
- We trust that you will find many ways of helping the residents while remaining neutral.

For more advice before or during the game, phone EAC on 020 7820 3755 or email housingawards@eac.org.uk





Rossiter Court

77-83 Mulberry Lane, Anytown, Anyshire. [View on a map](#)

Manager: Another Housing Association Ltd, 3rd Floor, 89 Albert Embankment, London SE1 7TP

Telephone: 020 7820 1682.



Manager:



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Type(s):	Housing with support, Extra care housing.
Properties:	77 flats, bungalows. Sizes 1bed, 2bed, 3bed. Built in 2005.
Services:	Extra Care scheme with on-site care staff, resident management staff (24 hours, 7 days).
Facilities:	Lift, lounge, dining room, laundry, guest facilities, garden, conservatory, hobby room.
Accessibility:	Access to site easy. Distances: bus stop 50 yards; shop 100 yards; post office 100 yards; town centre 100 yards; GP 250 yards; social centre 150 yards.
Lifestyle:	social activities include various, organised by the residents and staff. Some meals available. New residents accepted from 65 years of age. Both cats & dogs accepted (not to be replaced).
Tenure:	Rent (social landlord) and Shared Ownership.
Cost:	From £82.00 per week excl. service charge at Feb 2011.
Manager's notes:	<p>The aim of Rossiter Court is to create a lively, balanced community including active independent residents as well as those requiring a high degree of support.</p> <p>Rossiter Court supports those with high, medium and low dependency needs, aiming to see about a third of people in each group.</p> <p>In order to ensure the financial viability of our on-site care service, all new residents must show a need for a minimum of 4 hours personal care a week to enable them to live independently.</p> <p>NOTE: This is a fictitious scheme.</p>

Info updated: 14/02/2011.

Properties available

Relet(s): A two bedroom 2nd floor apartment at £97.65 pwk inclusive. Contact Our Lettings Team on 0800 7820 1682. (Notified 14/02/2011).

Re-sale(s): A one bedroom bungalow at £46,000 for 50% share; rent of £37 pwk also payable, plus service charge of £26.50 pwk. Contact Our Sales Team on 0800 7820 1683. (Notified 14/02/2011).

Additional resources

Photos:

