



# Housing Provider Report

**EAC Resident Consultation Service (RCS)**, involving residents in a card game designed to stimulate discussions and help capture satisfaction ratings on design, services and well-being.

## ROSSITER COURT

## SAMPLE Report September 2015

Consultation commissioned by  
**Another Housing Association**  
77-83 Mulberry Lane  
Anytown  
Anycounty  
HH27 7PL

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Date: 27<sup>th</sup> August 2015



## Introduction

### Consultation format

The residents' ratings of the facilities and services they use are listed on pages 4 to 6 of this report. They were obtained via a card game designed to encourage discussion and capture both group and individual scores for various aspects of their housing scheme.



Typically residents spend an hour or so playing the card game, making a social event of it. In small retirement housing schemes a single group of 4 to 8 residents may take part; in larger schemes several such groups submit their returns. In an extra care scheme the participation of only 20% of the residents will still yield valuable information. Elsewhere representative ratings should require at least 25% participation.



Twenty eight cards are arranged into 4 main topics: *Where we live*, *My home*, *Services* and *Lifestyle*. 16 cards invite the residents to discuss statements and agree on a score; the other 12 cards allow them to give individual scores which do not have to be agreed with the other players. Consultation packs for use in housing-with-care schemes include statements about care services and meals. A new Joker card helps EAC analyse the relative

importance of different topics to each resident. All score sheets are returned directly and confidentially to EAC.

Scheme managers are involved in the consultation process only to the extent that they distribute the consultation and can help to organise the consultation events. They must not be present during the card game. Each consulted scheme is automatically entered into EAC's annual *National Housing for Older People Awards*. For the integrity of the consultation, it is best that residents are not aware of this link with the Housing Awards.

### Methodology

The data captured on group and individual score sheets, is imported into a database which allows us to analyse the residents' responses from many angles. We can compare one scheme's results against those of hundreds of schemes which have used our<sup>1</sup>. 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 pieces of information about the schemes and their locations.

<sup>1</sup> By end August 2015 EAC had captured the views of over 16,300 residents from 1,280 schemes managed by 236 organisations in all sectors. Coverage is representative of the geographic distribution of schemes in the UK.

## **The Report**

Provider Reports are available only to those who have commissioned the consultation. Their contents will not be divulged to other housing providers, competitors or any other parties.

Pages 4 to 6 show a detailed 'star rated' picture of the residents' views of their scheme, along with comparisons with national and regional performance. These three bespoke pages highlight those areas where a housing scheme performs well, or not so well.

On page 4, the *Summary Ratings* for a 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 topic 'My home' as 'Individual apartments'. We have then focussed on 18 areas of interest, by combining the ratings of the relevant cards.

On pages 5 and 6, the *Detailed Scores* give the residents' ratings for each card, providing helpful pointers to specific issues or concerns. Many of these can be attended to in the short or medium term. However, managers and landlords will seldom be able to address unsatisfactory ratings when these are attached to location or buildings; nevertheless, that information should be useful for the planning of future facilities, and prompt thinking about marketing strategies.

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

### **Other features of the EAC Resident Consultation Service (RCS).**

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

- give confidence to residents that their landlords value their views
- give the residents an enjoyable and stimulating opportunity to consider and discuss issues which are important to them
- re-assure residents that the consultation is handled in confidence by an independent organisation
- require almost no work or preparation by the landlord
- offer the landlord clear feedback on strengths and weakness and pointers to issues that can be addressed immediately
- inform housing providers about features of their schemes (design, location) which ought not to be repeated in future projects
- provide ratings on the facilities and services and comparisons with those of other schemes by the same landlord or with other schemes regionally and nationally.

## SUMMARY Scheme Star Ratings

Organisation: Another Housing Assoc.

Region: South West

Scheme: Rossiter Court

Location: Urban (Less Sparse)

Address: 77-83 Mulberry Lane  
Anytown  
HH21 7PL

Number of Residents: 34 (Estimate)  
Residents participating: 27% (Estimate)

	Scheme Score	Region Rank	Region Average	UK-wide Rank	UK-wide Average
<b>Overall rating</b>	★★★★☆	<b>97th of 114</b>	★★★★☆	<b>914th of 1028</b>	★★★★☆
<b>Location</b>	★★★★☆	<b>101st of 114</b>	★★★★☆	<b>919th of 1027</b>	★★★★☆
Convenient	★★★★★	1st of 114	★★★★★	1st of 1013	★★★★★
Safety and security	★★★☆☆	104th of 114	★★★★☆	936th of 1017	★★★★☆
<b>Building</b>	★★★★☆	<b>93rd of 114</b>	★★★★☆	<b>917th of 1027</b>	★★★★☆
Facilities	★★★☆☆	96th of 110	★★★★☆	882nd of 976	★★★★☆
Design	★★★★☆	78th of 114	★★★★☆	776th of 1026	★★★★☆
Garden	★★★☆☆	104th of 109	★★★★☆	915th of 975	★★★★☆
<b>Individual apartments</b>	★★★★☆	<b>92nd of 114</b>	★★★★☆	<b>875th of 1025</b>	★★★★☆
Space standards	★★★☆☆	86th of 114	★★★★☆	819th of 1016	★★★★☆
Design	★★★★☆	91st of 114	★★★★☆	862nd of 1025	★★★★☆
Practicality	★★★☆☆	70th of 114	★★★★☆	633rd of 1009	★★★★☆
<b>Services</b>	★★★★☆	<b>85th of 114</b>	★★★★☆	<b>774th of 1027</b>	★★★★☆
Maintenance	★★★☆☆	110th of 114	★★★★☆	963rd of 1011	★★★★☆
Consultation	★★★☆☆	80th of 114	★★★★☆	775th of 1008	★★★★☆
Staff role and interaction	★★★★☆	36th of 114	★★★★☆	419th of 1027	★★★★☆
<b>Lifestyle</b>	★★★★☆	<b>92nd of 114</b>	★★★★☆	<b>864th of 1027</b>	★★★★☆
Community spirit, friendship	★★★☆☆	96th of 114	★★★★☆	871st of 1027	★★★★☆
Privacy	★★★★★	1st of 114	★★★★★	1st of 1017	★★★★★
Activities and outings	★★★☆☆	94th of 114	★★★★☆	891st of 1026	★★★★☆
Link with community at large	★★★☆☆	44th of 114	★★★★☆	350th of 1008	★★★★☆

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%.

The Ranks reported in Region and UK-wide can be a joint result, following typical convention if there are 2 first places there will be no second place etc. 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 114	★★★★☆	1st of 1013	★★★★☆
Our building is very well designed and easy to get around	★★★★	1st of 113	★★★★☆	1st of 1005	★★★★☆
The size and design of the communal lounge(s) meet our expectations	★★☆☆	96th of 110	★★★★☆	882nd of 976	★★★★☆
Our garden is pleasant and easy to enjoy	★★☆☆	104th of 109	★★★★☆	915th of 975	★★★★☆
Our neighbourhood feels very safe	★★☆☆	104th of 114	★★★★☆	936th of 1017	★★★★☆
Our communal lounge(s) is a pleasure to use	★★★☆☆	90th of 110	★★★★☆	845th of 985	★★★★☆
This building makes one proud to live in it	★★★★☆	69th of 114	★★★★☆	681st of 1011	★★★★☆

Category: Home	Scheme	Region		UK-wide	
	Score	Rank	Average	Rank	Average
My home is very well laid out; it is very practical	★★★☆☆	82nd of 114	★★★★☆	751st of 1006	★★★★☆
My kitchen is very well laid out, nicely lit and ventilated, and is easy to use	★★★☆☆	58th of 113	★★★★☆	503rd of 980	★★★★☆
My bathroom is pleasant and well ventilated	★★★☆☆	49th of 113	★★★★☆	467th of 999	★★★★☆
I like the approach to my front door; it feels welcoming	★★★☆☆	65th of 113	★★★★☆	618th of 999	★★★★☆
In my home I have got all the space I need	★★★☆☆	86th of 114	★★★★☆	819th of 1016	★★★★☆
My home gets plenty of natural light	★★★☆☆	63rd of 114	★★★★☆	667th of 1016	★★★★☆
I have a good view from my home; there is always something interesting to look at	★★☆☆	97th of 113	★★★★☆	913rd of 1013	★★★★☆

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	★☆☆☆	107th of 113	★★★★☆	945th of 998	★★★★☆
We can rely on the staff for advice and information	★★★★★	1st of 112	★★★★☆	1st of 1007	★★★★☆
We are consulted when it matters, and our views are taken into account	★★☆☆☆	80th of 114	★★★★☆	775th of 1008	★★★★☆
It is very easy to get repairs and maintenance done by the management	★★☆☆☆	94th of 113	★★★★☆	809th of 1005	★★★★☆
I get all the support I need from the staff	★★★★☆	58th of 114	★★★★☆	610th of 1014	★★★★☆
The community alarm gives me all the peace of mind I need	★★★★★	1st of 114	★★★★☆	1st of 1015	★★★★☆
The presence of the staff contributes to my well being	★★★★★	1st of 114	★★★★☆	1st of 1013	★★★★☆

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	★★☆☆☆	97th of 113	★★★★☆	876th of 1007	★★★★☆
A good range of social activities, events, entertainment and classes are available	★☆☆☆☆	98th of 114	★★★★☆	887th of 1006	★★★★☆
We have lots of opportunities to go on outings	★★☆☆☆	63rd of 113	★★★☆☆	615th of 1006	★★★☆☆
We feel we are part of the wider local community	★★★★☆	44th of 114	★★★☆☆	350th of 1008	★★★☆☆
This is a good place to make new friends	★★★★☆	91st of 114	★★★★☆	773rd of 1016	★★★★☆
I enjoy taking part in the social activities and outings on offer	★★★★☆	80th of 114	★★★★☆	765th of 1016	★★★★☆
This is a place where you can choose to live very privately and to 'join in' when you wish	★★★★★	1st of 114	★★★★★	1st of 1017	★★★★★

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.



Edwina Currie, Nick Abbey, CEO ExtraCare Charitable Trust, and John Galvin CEO EAC, celebrate the 2013 *National Housing for Older People Awards* at the National Motorcycle Museum in Birmingham

## Appendix A

### The Resident Consultation Service (RCS) data, facts, figures and findings

#### Figures

Since 2010, the RCS has collected data from over 1,270 schemes<sup>2</sup>. 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 mid August 2015 the data had been collected from:

- 1,271 schemes, of which 1,017 were retirement housing, and 254 housing-with-care
- 3,892 groups totalling 16,287 residents

Of these schemes

- 971 schemes provided some form of **rented** accommodation
- 234 schemes provided some type of **ownership**
- 66 schemes provided both type of tenures
- The 1,271 schemes were managed by 236 **landlords and management companies**
- 176 schemes were from the **private sector**
- 200 schemes were from the **statutory sector** (local authorities and ALMOs)<sup>3</sup>
- 895 schemes were from the **voluntary sector**

The **private sector** is over represented with 13.85% of surveyed schemes whereas it is responsible for only 9.53% of schemes UK wide.

The percentage of **leasehold (owner-occupied) schemes** surveyed, 21.6% is also larger than their share of the market at around 17.26%.

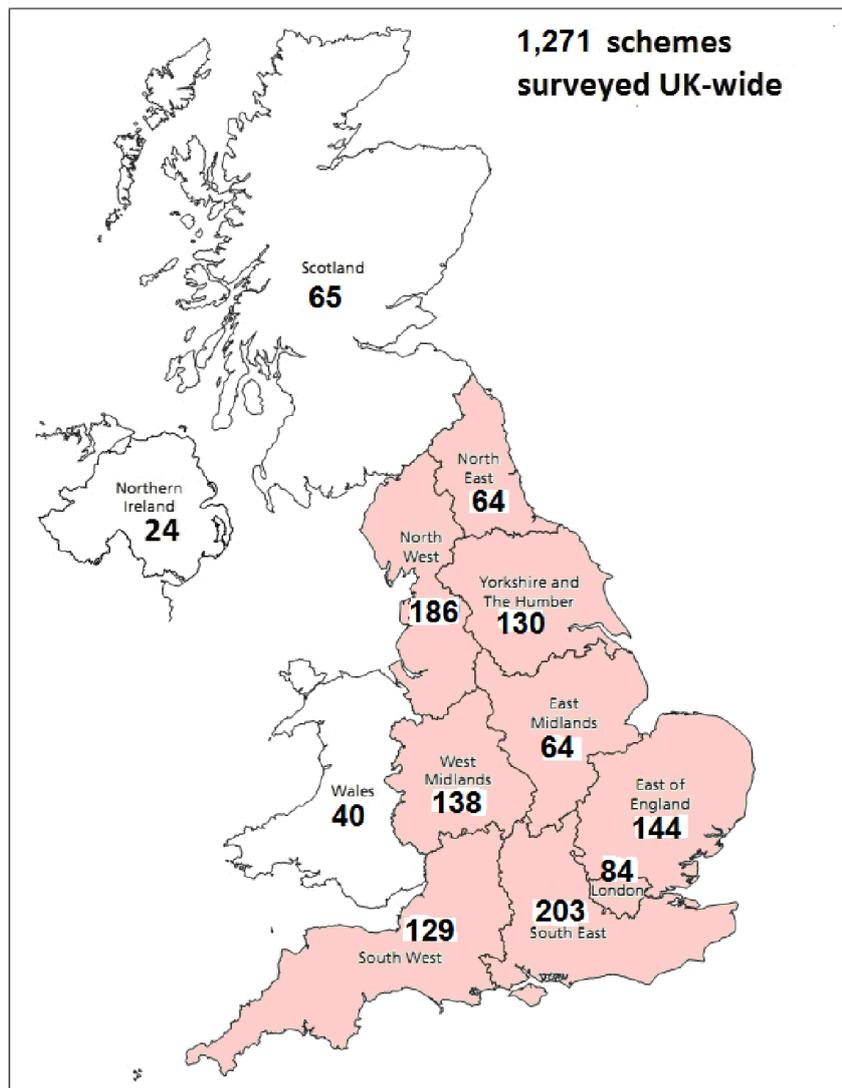
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<sup>2</sup> Where one scheme has been surveyed more than once, only one scheme is counted, and only the results of the latest survey are taken into account.

<sup>3</sup> Arms Length Management Organisations

## Distribution

### Surveyed retirement housing schemes by regions and countries by August 2015



#### Distribution by type of scheme:

	RH	HwC	Total
England	915	227	1142
Scotland	60	5	65
Wales	24	16	40
N.Ireland	18	6	24

**RH:** Retirement Housing  
**HwC:** Housing-with-Care

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

The surveyed schemes range from urban, suburban to rural locations.

**Resident participation** by scheme averaged 26.06% for retirement housing and 22.64% 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 greater residents' participation to strengthen the value of our findings.

## An accurate perspective on housing for later life?

After groups of residents are consulted via the card game, their scores are analysed by EAC in a report like this one which provides useful feedback to the manager or housing provider. Given a sufficiently high resident participation rate, and non-intrusive management, we are confident that EAC's consultation tool can deliver reliable results. And several user organisations have attested to this.<sup>4</sup>

Over five years, the Awards/RCS have enabled EAC to analyse the views of 16,287 residents. However, does the sum of all consultations conducted between 2010 to 2015 provide statistically reliable data, including accurate comparisons between providers, scheme types and regions, to guide the future development of housing for later life in the UK?

First, the figures must be put into perspective. The consultation has covered around 5% of the UK's 25,000 specialist housing schemes, and involved 3.25% of residents. And secondly there are three significant sampling issues yet to be fully addressed:

- Providers play a major role in initiating consultations; few resident groups participate autonomously, and so our sample is inevitably short on evidence from schemes whose managers have not yet supported EAC's Awards/consultation initiative.
- By their nature the Awards encourage providers and managers to want to see residents in their more successful schemes participating. Whilst increasing use of the Resident Consultation Service (RCS) in less popular schemes is contributing to a more balanced picture, it will be some time before our sample properly spans the whole spectrum of provision.
- Schemes without the presence of an on-site scheme manager to encourage and support residents to get involved are very much under-represented. Such schemes comprise at least a quarter of the 25,000 quoted above, with numbers increasing fast.

We haven't until now found, or been able to afford, the means of involving residents directly to counter some of these issues, and have continued to rely on the goodwill of housing providers and scheme managers as intermediaries. However over the last year we have begun to explore ways of:

- introducing more residents to the EAC consultation tool, and generally building the profile of the information provided by it, and
- supplementing information provided by the tool from other sources.

The next page shows how the residents' and other users' views can add to the information available to prospective residents.



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<sup>4</sup> See page 16, Testimonies

## 1. Presenting consultation findings on our website

[www.HousingCare.org](http://www.HousingCare.org) now flags those features of each scheme which residents have rated very highly. This screenshot below shows a scheme that did very well on 10 of all 22 possible features.

### Rossiter Court website presentation

**Residents' views**

A number of residents have taken part in the [EAC National Housing for Older People Awards](#), or used the [EAC Residents Consultation Service \(RCS\)](#); they have given **top marks** to this scheme for:

✓ Community spirit	✓ Privacy
✓ Lifestyle	✓ Quality of the building and facilities
✓ Number / size of facilities	✓ Quality of the facilities
✓ Overall ratings	✓ Quality of the garden
✓ Practicality of the individual apartments	✓ Quality of the individual apartments

## 2. Comments

For the last year we have piloted an invitation to individual residents, friends and family, and staff, to post their comments about housing schemes on our website. This has in fact created a significant new role for EAC Advisors in helping to resolve problems faced by some residents, and in mediating between commentators and housing providers. But it has also begun to provide a very useful source of information which we feel able to publish, and which may in time supplement that provided by the more structured resident consultation process. An example:

### Comments about Rossiter Court

"I have had several elderly friends who have lived so happily at Rossiter Court. Carol, the Scheme Manager, is fantastic and so are her family. It is a wonderful atmosphere there and the residents relate very well to each other. There are lots of opportunities for them to mix in the communal lounge. Pets are allowed too. The last occasion that I was there was in January for the wake of a resident.... **show more**"

### Comments about Another Court

"Nice bungalows, council maintained, short distance to shops and bus stops. Could do with a bit more resident involvement"

## Some findings

Our confidential Provider Reports inform housing providers and managers about the strengths and weaknesses of their schemes. Many of the residents' ratings such as those about the location and design of a scheme will only be helpful for the location and design of future developments. Other ratings identify weaknesses which can be addressed immediately or tackled over a longer period of time.

The sum of all these consultations, of all the residents' ratings, makes up an ever growing body of information from which we can extract our findings, statistics and correlations.

We analyse here the data from over 1100<sup>5</sup> schemes consulted between 2010 and 2013. The 2013 data does not show any significant new trend, but it strengthens the credibility of our findings to date, and of what we are doing.

### Location and design

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

90.3% of residents in the private sector are fully satisfied with their location, compared to 73% in the other sectors

#### ***'Our neighbourhood feels very safe'***

68.7% of residents in the voluntary sector fully agree; 61.7% in the private sector do; and 57% in the public sector.

**The proximity of local amenities** has a direct effect on overall level of satisfaction: the closer the better.

### Rural schemes

These 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'

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<sup>5</sup> Where one scheme has been consulted more than once, it still counts as only one scheme, and only the scores of the latest consultation are taken into account.

## **Our building**

### **“Our building is very well designed and easy to get around”**

At 72.5% ‘Yes’ and 15.7% ‘Mostly’, all residents seem fairly satisfied with the design of their building. In the private sector residents seem more reluctant to say ‘Yes’ at ‘63%, which is balanced by a ‘Mostly’ at 23.2%.

### ***‘The number, size and design of the communal lounge(s) meet our expectations’***

In all types of housing, across all sectors, most residents more or less agree (87%).

### **‘Our garden is pleasant and easy to enjoy’**

In the voluntary sector 16.5% of residents disagree with this statement. In the public and private sector 22% disagree with it.

## **My home**

### ***‘My home is very well laid out; it is very practical’***

In the private sector 55.5% of residents fully agree; 71.4% do in the public sector and 74.2% in the voluntary sector.

### ***‘My kitchen is very well laid out, nicely lit and ventilated, and is easy to use’***

In the private sector 34.5% of resident more or less disagree with this statement, compared to 24% in the other sectors.

### ***‘My bathroom is pleasant and well ventilated’***

On average some 30% of all residents tend to disagree with this statement.

### ***‘My home gets plenty of natural light’***

In the voluntary and public sector 72% of residents respond ‘Yes’, but only 56% in the private sector. 15% of residents in all sectors say ‘No’ or ‘Partly’.

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

Only 62.5% of all residents agreed.

### ***‘In my home I have got all the space I need’***

In the voluntary and public sector 82% of all residents respond ‘Yes’, while that figure is 73.5% in the private sector.

## **Management**

### ***‘We can rely on the staff for advice and information’***

91.9% of retirement housing residents answered ‘Yes’ or ‘Mostly’ to this statement.

### ***‘I find the management very responsive and helpful’***

94.4% of housing-with-care residents answered ‘Yes’ or ‘Mostly’ to this statement.

### ***‘We are consulted when it matters, and our views are taken into account’***

This is an area where a large minority, 28.8% of retirement housing residents and 23.7% of housing-with-care residents answered ‘No’ or ‘Sometimes’.

## Services

### ***'The care staff are always available when needed'***

Nearly 90% of residents of housing-with-care schemes more or less agree with this statement, although this percentage drops down to 75% for schemes over 100 units.

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

In housing-with-care schemes this statement received a mixed response with only 39.7% responding 'Yes' and 25.2% 'Partly' or 'No'. The quality of meals also drops as the size of housing-with-care schemes increases.

### ***'I get all the support I need from the staff'***

74.7% of residents of retirement housing fully agree, although the figure is a little lower for the public sector, at 71%.

## Lifestyle

### ***'We have lots of opportunities to go on outings'***

Only 42.9% of residents felt able to answer 'Yes' to this statement, with 26.2% 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, 40.9% of residents responded 'Yes', with 23.6% 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 75.3% 'Yes' and 2.5% 'No' for both retirement housing and housing-with-care schemes.

These are some of the findings that emerge from an initial analysis of the information gathered to date. The richness of the collected data warrants more research; we plan to investigate a whole range of correlations between the residents' aggregated views and the data available in EAC's *National Database of Housing for Older People*.

## Conclusion

The amalgamated data collected over four years via EAC's Resident Consultation Service and nominations to the *National Housing for Older People Awards* continues to support our belief that retirement housing, in all its diverse forms, remains a very popular option for many people in later life.

## Appendix B

### How to play the card game

Members of the staff are encouraged to facilitate the game, but should keep out of earshot and not see the score sheets. See next page 'Participation made easy'.

Members of the staff should play down the fact that the scheme will be entered for the Housing Awards, not to tempt residents to inflate their scores just to win an award.

### Rules

1. 3 to 6 residents (players) at a table (ideally 4).
2. Each player picks up one *Individual Score Sheet*
3. One player only picks up one *Group Score Sheet*. This player undertakes to complete the *Group Score Sheet* for your group, in addition to his/her *Individual Score Sheet*.
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 **Don't 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 single *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 the single *Group Score Sheet* and all the *Individual Score Sheets* in the Freepost 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 rewarding experience.
- The consultation can take place in a room set up for several groups or in a resident's flat
- 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:

Assistance can be obtained from

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

They can help by

1. setting up the table, and serving tea or refreshments
2. assisting the residents during the consultation
3. helping with collecting and mailing the results
4. remaining neutral and not influencing the participants

Note: the card game can be restarted, postponed or continued at any time

### \* Instructions to managers

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

### Feedback and Testimonies

18/08/2015

The exercise was definitely most worthwhile! The residents really enjoyed it and I am sure we will get the extra information I'm after in the follow up session

29/07/2015

Residents appeared to enjoy the experience and felt it made them 'think' about the facilities on their estate in a new way.

10/06/2015

As my residents say, it is more than a game and a bit of fun, but a fundamental exercise in getting their housing provider to recognise and address any issues.

30/05/2014

We carry out the EAC consultation at both my Extra care schemes. We find these surveys with customers engaging and useful; we certainly create an action plan on the areas we would like to improve.

## Feedback and Testimonies - continued

*Having individual court (scheme) reports has allowed us to easily share with tenants the feedback received and agree any actions we need to take to improve our services. Also by considering all the feedback received we have been able to identify a range of actions at a national level which we believe will lead to service improvement. The feedback has also been extremely useful in assisting us when updating our self-assessment returns to the Care Inspectorate (the care services regulator in Scotland) and demonstrating to our funders our continued commitment to consultation and service improvement.*

Bob Pettitt, Head of Care and Support, Cairn Housing Association

*I found the reports really useful, we had a recent inspection by our regulator the Social Care and Social Work Improvement Scotland and they reviewed the reports and were impressed by the level of consultation we had undertaken through the card game. Our residents also really enjoyed participating in the card game.*

Jeanette Barnes, Supporting People Manager, Dumfries & Galloway Housing Partnership

*Thank you very much for our report we are very pleased with it. There are lots of positives & what's also nice is we can clearly see what areas we can make improvements on.*

Support Facilitator

*Many thanks for sending this report to us. I have had a good read through and am very impressed, it all looks really promising. It is an innovative (and fun) way of finding out the residents' true feelings about the homes and environments in which they live. I know that the residents who took part really enjoyed the game*

Scheme Manager

*Thank you for sending the report to me, the residents enjoyed taking part and the report shows interesting factors that hopefully we can work on.*

Court Manager

*Thank you; my residents had great fun playing the card game.*

Scheme Manager

*Good morning. We have completed the games with the help of the families who enjoyed the afternoon events as much as the tenants in our scheme we will be posting the 5 packs off today! We cant wait to hear how we have got on?.*

Scheme Manager

*Residents generally enjoyed participating and reported they enjoyed the group work element. It allowed discussion on topics and clearer feedback than for example a questionnaire. We did have low turn out for some schemes but those that had a fair percentage gave insight into the views of the schemes...*

Independent Living Team Leader

*Just to let you know we have done the card game on site the residents wanted to be called Experts!!, I was very impressed! They had a good time, I could hear lots of debates being thrashed out so left them to it. Will pop it in the post tonight, hope we can be marked and feedback given.*

*Many thanks!*

Estate Manager

*I spoke to the Scheme Manager at Leasehold XX Court. She said the residents had really enjoyed playing the card game, one of the residents said 'it was the best morning they had ever had'. She said it got everyone together.*

EAC Secretary 04/04/2012

## EAC and HousingCare.org services to housing providers



### HousingCare.org – Advertise your vacancies

All EAC's data is accessible freely on its main website [www.HousingCare.org](http://www.HousingCare.org) which is visited daily by 20,000 people, professionals, relatives, friends and older people themselves.

The most popular section of our website is its **accommodation directory** where 37,775 retirement housing schemes and care homes for older people in the UK are detailed. The directory can be searched with the help of numerous filters related to location, postcode, type of facilities, type of providers, range of services, also by manager, size, tenure, etc. and by 'notified vacancies'. HousingCare.org is the best platform to advertise your vacancies.

### EAC's Quality of Information Mark

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

### Marketing services

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

### New SHOP@ tool

Developed in partnership with the Housing LIN, this new tool for commissioners and developers of extra care housing draws on EAC's data sets of existing provision of specialist accommodation, plus key demographic data sets, to provide a simple tool to forecast and meet the demand for specialist housing. SHOP@ is free to use, and is accompanied by an optional consultancy service.

### Data and analyses

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

### EAC Over 60's Art Awards

Encourage your residents to enter the annual EAC Over 60s Art Awards. Entries are invited from beginner as well as more experienced artists working in all mediums. Individual and collaborative works are accepted, and entries from artists in later-life housing are especially welcomed.

Since 1994, the EAC Art Awards have attracted entries from over 30,000 artists. They now have an increasing online presence, with option of online entry, live viewing of entries as they come in, and online voting for the EAC People's Choice Award. Opportunities for older artists and entrants to participate from the comfort of their own armchairs have never been better.



## 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:



### More info

- [Map](#)
- [Aims](#)
- [Buildings](#)
- [Services](#)
- [Residents](#)
- [Mgt/costs](#)

### Update

- [Update info](#)
- [Add vacancies](#)

<b>Type(s):</b>	Housing with support, Extra care housing.
<b>Properties:</b>	77 flats, bungalows. Sizes 1bed, 2bed, 3bed. Built in 2005.
<b>Services:</b>	Extra Care scheme with on-site care staff, resident management staff (24 hours, 7 days).
<b>Facilities:</b>	Lift, lounge, dining room, laundry, guest facilities, garden, conservatory, hobby room.
<b>Accessibility:</b>	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.
<b>Lifestyle:</b>	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).
<b>Tenure:</b>	Rent (social landlord) and Shared Ownership.
<b>Cost:</b>	From £82.00 per week excl. service charge at Feb 2011.
<b>Manager's notes:</b>	<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:

