

Report 2015



National Housing for Older People Awards

The sixth annual retirement
housing awards nominated
by the residents



Contents



National Housing for Older People Awards 2015

Preface and Introduction	3
Legal & General Giving everyone a real choice	4
Who took part and consultation Data Facts & Figures	5
Reflecting on the consultation	7
The Sponsors	8
Awards celebrations from 2010 to 2014	11

12	The Awards categories and selection process
13	The Award Winners
24	40 highly recommended schemes
28	What the residents say
30	EAC Services
31	Credits



Report written by

Alex Billeter *EAC*

John Galvin *EAC*

Acknowledgements

These Awards would not have been possible without the support of a number of organisations and individuals credited on page 31.

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



Preface

EAC turned 30 last November, and a little reminiscing is in order. When I joined the charity it was run by two volunteers and employed one part time paid advisor. They were pioneering the independent, impartial and unique information and advice (I&A) service that EAC has become. They recognised that EAC's service needed to be knowledgeable, and had painstakingly created the first national directory of care homes. My job was to do the same for retirement housing.

EAC remains pre-occupied with collecting and distributing information; we believe that to help older people make informed decisions, we need to offer accurate information as well as guidance and discussion. Today it runs the only large scale I&A service that specialises in housing and care options for older people. Within EAC FirstStop Advice we work with over 30 other advice organisations and 'Silverlinks' volunteer groups to reach 4 million clients a year through our websites, Advice Line and local services.



Our resident consultations contribute enormously to our work. First, they flesh out our picture of individual developments, helping our clients understand what makes each one tick, and whether it would suit them. Secondly, they provide an opportunity to celebrate a range of successful schemes through these Awards, bringing retirement housing to the attention of people who may not have considered it before.

So my thanks to all the residents and staff who have made this year's Awards possible by sharing their experiences of how much specialist housing, in all its many forms, can offer in later life.

John Galvin, *Chief Executive, EAC*



Where we are at...

We are delighted to present this year's 29 winning housing schemes and, for the first time in six years, to give a higher profile to 40 highly commended schemes.

These buildings may not all look like the "Housing Awards" winners of glossy magazines and television programmes, but they suit their residents to a T. We know this because their residents have told us so when responding to the ongoing UK-wide survey that is our *Resident Consultation Service* (RCS). Obviously their satisfaction has to do with much more than the building and its appearance. Our consultation tool - the card game - lets all the other factors contribute to our understanding of what works: location, services, details of the individual homes, social life, privacy, community.

Introduction

The analyses on pages 28 and 29 provide insights into what matters most to residents.

We are aiming for a future where the RCS no longer depends on the Awards for its promotion and where residents play the card game free of the temptation to inflate their scores in the hope of winning an award. And we are getting there! A majority of housing providers now use the RCS without any reference to the Awards, ensuring that the consultation is taken seriously and that the confidential reports we provide are fully representative and meaningful. We will consult during 2016 on our ideas for fully divorcing the RCS from the Awards.

Meanwhile, at the instigation of Legal & General, EAC is piloting a survey methodology to capture the views of staff, volunteers and visitors in all forms of specialist housing for older people. We hope that this delicate enterprise will give us further insights in what makes for good housing for later life.

Alex Billeter *Projects Manager, EAC*

Giving everyone a real choice in later life

Legal & General have been supporting these awards for six years; this has helped over 19,000 residents in later life housing to remain independent and vocal. Along the way we've learned several home truths about older people and care that have changed what we do as a business providing retirement products, lifetime mortgages and as a major investor in building later life housing.

We know that our population is ageing rapidly and it's vital to improve the choices older people have about where they live and how they pay for their accommodation.

We also know that housing is a UK national obsession, with the media eager to highlight yet another story about house prices rising or falling, the difficulty in saving for a deposit and the spiralling costs of renting for the younger generation.

For us in our autumnal years the newspapers don't talk about housing in the same way, but love stories about yet another pension crisis or the awfulness of care homes. In our view neither of these two themes is ever treated fairly.

These Later Life Housing Awards are a really important positive shining light as they're the only place where residents can be comfortable about celebrating what really works for them. It is a big pat on the back for those housing providers and their employees who are providing amazing places for residents to enjoy, all across the UK. But we need more of these beacons!

Happy Resident, Happy Employees, Happy Families

We also wanted to use our influence to make some changes to the Awards. As a major provider of long term finance to later life housing providers such as MHA, Ideal Care, Care UK and Sanctuary we also see a need for there to be a change in the breadth of consultation in the later life housing sector. Some brave providers have stepped up to the mark in 2016 and asked a wider set of people for a view on what they do well and what needs to change.

Legal & General believe that the future of making the right choice when choosing where to live in



later life should be made with the independent views of three distinct groups of people:

- The residents who already live there.
- The employees who work there.
- The families of the residents who already live there.

We have found that the independent view of these groups very rarely appears on the websites of housing providers to help potential residents to make an informed choice. Why not?

On the positive side, imagine finding a place to live where existing residents enjoy living, their relatives think it's good too and the employees enjoy supporting the well-being of the residents. Sounds like a great place to live; right?

How would you feel if the website of a potential future home showed that families thought that it was a great place for their relatives to be, residents said it was okay and employees who worked there did not enjoy work?

Later life should have as much choice as early life. We believe that there should be a fairness of choice between generations. Let's use these Awards to celebrate those later life housing providers who have created places to make their residents shine and to be at their best.

Bernie Hickman

*Managing Director – Individual Retirement,
Legal & General*

Who took part in 2015

Consultation facts and figures

A record number of entries were received

- **360 schemes** (257 in 2014) of which **285** (79.2%) are retirement housing schemes and **75** (20.8%) housing-with-care schemes. (Note that in the UK housing-with-care schemes make up only 6.2% of all age-exclusive schemes)
- from **967 groups of residents** (743 in 2014) totalling **4,069 individuals** (3,288 in 2014)
- **266** of the schemes provide some type of **rented** accommodation, **70** some type of **ownership**, and **24** schemes provide **both types of tenures**.
- The **360** schemes are managed by **58 organisations**

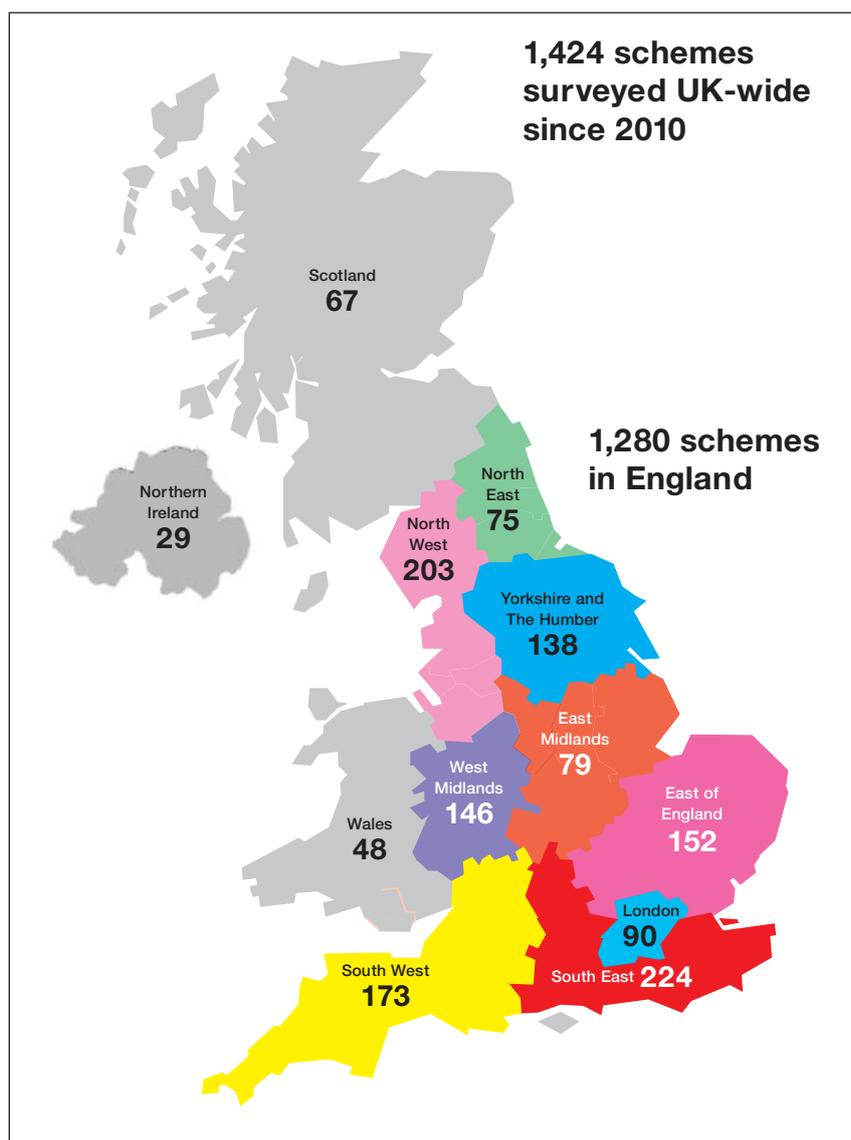
(49 in 2014) – **53** schemes by private sector companies, **70** by local authorities, **221** by voluntary sector organisations, plus **16** mixed. Note that the private sector is slightly over-represented with 14.7% of nominated schemes, whereas it is responsible for only around 10% of the market.

Representation: this year a fair proportion of residents in each scheme participated. We calculate this by comparing the number of individual score sheets returned with the estimated number of residents in each scheme. On average 26.1% of residents responded in retirement housing schemes and 23.4% in housing-with-care schemes (less than last year 30.8% and 28.7%).

Consultations since 2010

By the end of November 2015, the resident consultations carried out within or without the framework of the Awards have provided EAC with data from a total of 19,289 residents living in 1,424 housing schemes managed by 243 organisations.

This spread matches fairly well the distribution of housing for later life in these regions.



Reflecting on the consultation

with quotes from the residents

The award winning and commended housing schemes were selected from all the schemes which used EAC's *Resident Consultation Service* (RCS) between 15 September 2014 and 27 November 2015.

One of EAC's main objectives is to get as many residents as possible to tell us about the facilities and services they use. The card game, which encourages residents to discuss various topics before giving their scores, has proved effective at producing useful feedback which can be shared with the public at large on our website. The detailed feedback is made available to the housing providers and managers in the form of our confidential reports.

"We find these surveys with customers engaging and useful; we will certainly create an action plan on the areas we would like to improve"

"Thank you for the report, I am very impressed."

"I wasn't expecting to get a report back so quickly. Very interesting reading and seeing the results from each scheme."

"Many thanks for the report- it is very interesting and will help us going forward to focus on where we need to drive improvements for this scheme."

"Thank you for our report. It is very interesting to see the results of the survey and the areas of positive feedback."

The average participation rate in sheltered and retirement housing is 26.1% of residents, and in housing-with-care 23.4%. This provides valuable information, but shows that many residents are not able or willing to take part. To widen our consultations, we are considering adding to the consultation packs a special questionnaire for those who would prefer to complete it in private; we might also make a similar survey available online. The opportunity for discussion that the card game provides will be missing, but otherwise the consultation would be identical.

"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 the card game during coffee morning and it certainly brightened up the room that morning. Groups were mixed and the chatter and laughter was absolutely brilliant. Residents reminisced over some of the questions and some got into a debate. It was nice to hear everyone joining in together"

"My residents had great fun playing the card game"

"It was an interesting experience and I think the tenants really enjoyed taking part"

"We did have low turn out for some schemes but those who did... gave insight into... their schemes"

Not all residents like the card game format, even though in fact the statements on the cards are very similar to questions on more conventional surveys

"some residents felt this "game" insulted their intelligence, Some residents felt that they would be more comfortable with individual surveys posted through their doors".

The link between the Awards and the RCS can influence the way some scheme managers introduce the card game to their residents – as either a consultation or a competition. It is also clear that some residents (occasionally encouraged by staff!) inflate their scores in the hope of attending the Awards celebration.

"I hope we will be counted in this year's competition as the residents and staff thoroughly enjoy being a part of such a good competition and boosts morale on previous years when we have won awards, it would be a great shame if we weren't included. I hope the forms will be with you today as we posted them yesterday"

"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 can't wait to hear how we have got on"

Reflecting on the consultation *continued*

This tension between consultation and competition is an important issue to address. In fact, the RCS has proved most useful when used in housing schemes with problems – whether because they are poorly located or very old, or face other challenges for which there are no obvious or quick solutions. Over the course of the next few months we will be consulting providers on our ideas for ensuring the integrity of RCS consultation results whilst continuing

the tradition of an annual celebration of all forms of later life housing. Watch this space!

Meanwhile, in the spirit of where we want to get to, this year we have introduced the Legal & General Special Award to reward housing providers who make systematic use of the RCS without reference to the Awards.

Category 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

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.

ARHM



The ARHM was founded in 1991 and since its inception has developed an extremely important role in the management of leasehold retirement housing. We are pleased to have Baroness Sally Greengross as our President and a voluntary Board of Directors with a wealth of experience who hold senior roles in the retirement sector.

The ARHM now represents more than 50 member organisations who manage around 105,000 retirement properties in the UK. It is also the only body that jointly represents both the private sector and registered social landlords and is now widely consulted on various matters by both the Government and other professional bodies. Our code of Practice,

one of only 2 Government approved Codes, is held in high regard across the industry.

The ARHM's mission is to continually raise standards within the sector by promoting best practice amongst those managing retirement housing. It is also committed to promoting quality and professionalism through training and education of its members and raising awareness of the benefits of retirement housing. We consider our mission and values are closely aligned to those of the EAC and we are delighted to be part of the Awards ceremony this year. The issues surrounding housing for older people are now frequently in the media and being highlighted across the political spectrum; it is important more than ever for us to work together to ensure that the right information is available for people to make the right choices about housing in later life.

Category Sponsors

CHS Foundation Ltd



The Centre for Housing and Support (known to our friends as 'The CHS' exists primarily to offer training and qualification opportunities to professionals involved in providing housing-related support services.

We deliver qualification programmes in Housing Practice, Supporting Homeless People, Awareness of Dementia, Dementia Care and Telecare Services. Our Higher Education programme, which currently includes our Foundation Degree in Housing with Support, continues to develop to meet the new challenges that housing organisations face.

So, for all you housing managers and directors, keep watching – we'll be announcing some exciting new programmes in 2016 - the CHS will continue to contribute to the professionalism of the wonderful staff who support people just like our audience here today.

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

However, in addition, the CHS offers accreditation for quality services via 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.

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 awards to support, but we had to make a choice, so we are proud to present today the award for "Retirement Housing schemes 34-39 units".

EROSH



As the national consortium for older people's housing and support services, erosh is an essential membership organisation for professionals in the sector. We lobby for good quality housing and support for all older people in communities and, through our website www.erosh.co.uk, we provide cost effective policy and good practice resources aimed particularly at helping front line staff and their managers cope with challenges; embrace opportunities; do their jobs even better; showcase the differences their services make; and ultimately to improve quality of housing and support for thousands of older people.

In our own 20th anniversary year, we are delighted to support the EAC awards which complement our own efforts to highlight good practice in the sector.

We offer our members:

- Information, advice and support for resolving common problems
- Opportunities to actively influence government policy and practice
- Expert good practice guides and checklists on key topics

- Practical case studies showcasing members' own good practice
- User friendly briefings highlighting how changes in policy and legislation affect you
- Discounted training to complement our good practice resources
- Regional networks working together to resolve issues and share good practice
- Discounted rates at joint events with key partners
- Discounted Service Impact Tool helping you to demonstrate your valuable contribution to health, social care and public health objectives

"Solutions - Networking - Influence"

ExtraCare Charitable Trust



The ExtraCare Charitable Trust has been at the forefront of the development of the extra care housing model for over 25 years. We support over 4,400 residents within 3,879 homes within 17 Villages across the Midlands and North.

Each ExtraCare resident can expect a safe, secure future, living in a spacious and affordable home as part of a network of inspirational communities.

Category Sponsors

ExtraCare Charitable Trust *continued*

We offer:

- Care and support, delivered in residents' own homes by qualified, on-site, staff teams.
- A well-being service, which offers preventative health advice and reduces care dependency.
- A pioneering Enriched Opportunities Programme® to support residents who develop dementia.
- Village centres with up to 18 facilities including a café, gym and craft room. Each centre provides up to 60 activities a week, social opportunities and community involvement where younger generations and families are welcome.

"The EAC's Awards are invaluable – they recognise our residents' contribution and drive, and the limitless support given by teams of dedicated volunteers and staff."

Did you know?

- ExtraCare is governed by a board of Trustees – experienced advisors in housing, care, business and finance who give their time and expertise voluntarily.
- The Charity's surpluses are re-invested to develop new ExtraCare retirement communities or upgrade existing locations.
- We actively support the health of our residents through the work of around 50 Charity shops.
- We have a network of around 3,000 volunteers – their contribution is highly valued and is at the heart of our inspirational communities.
- We are a member of ARCO (Associated Retirement Community Operators) www.arcouk.org

FirstPort Retirement Property Services



With over 30 years' experience, FirstPort is the largest residential property manager and the leading retirement property management company in the UK. Our friendly, capable teams and robust systems allow people to enjoy their homes.

Our national coverage is always backed by a local, personal service. FirstPort Retirement Property Services are the UK's number one retirement property manager with the expertise and efficiency to deliver complete peace of mind. We specialise in managing private retirement residential developments in England and Wales. Our developments typically have dedicated onsite managers so we can provide our customers with real peace of mind. People who have worked hard all their life want to live free from the stress of maintaining their property. We've been managing people's homes for over 30 years and in that time, our knowledge and skills have grown, as has our understanding of people's needs.

Today, we run safe, welcoming properties, as we know residents want to feel secure in their home and part of a community. The secret to our success is understanding what's important to our residents, so we can help them enjoy an independent,

worry-free life. We do this by responding to their needs with the minimum of fuss. With each of our 1,400 onsite Development Managers now equipped with the technology, it allows us to get the appropriate support quickly and efficiently.

The developments we manage are not care homes. Most offer independent living, where customers own their property and benefit from communal facilities which can include a residents' lounge, garden and laundry. Some developments offer assisted living, which includes additional services such as 24 hour on-site staff, a restaurant and housekeeping.

We thoroughly endorse these Awards and believe that the feedback and discussions which this raises are vital to us learning more about our residents and again we show our continued commitment and support by sponsoring a category as well.



Category Sponsors

Housing LIN



Getting connected with the Housing Learning & improvement network

Previously responsible for managing the Department of Health'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 delighted to be associated again with EAC's Housing for Older people Awards and to sponsor the awards for Housing-with-Care schemes in the category 18 to 35 units.

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 or follow us on twitter at @HousingLIN.



KEEPMOAT



Keepmoat is a fast growing top 10 UK housing 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 homes and successful communities - a strong local understanding, a commitment to create economic opportunities for others and a passion for building communities and transforming lives.

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 retirement housing in line with the increasing expectations for accessible homes to downsize in later life with confidence.

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, we are committed to meeting this demand by working closely with local authorities to facilitate retirement communities across the country.

Our retirement products and services comprise 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: 2010-2014

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*



The Award Winners

The 11 Awards categories

Best UK Retirement Housing schemes	under 24 units
Best UK Retirement Housing schemes	24-29 units
Best UK Retirement Housing schemes	30-33 units
Best UK Retirement Housing schemes	34-39 units
Best UK Retirement Housing schemes	40-49 units
Best UK Retirement Housing schemes	50 units and over
Best UK Housing-wth-care schemes	18-35 units
Best UK Housing-wth-care schemes	36-48 units
Best UK Housing-wth-care schemes	49-99 units
Best UK Housing-wth-care schemes	100 units and over
Legal & General	Special Award



The nomination and selection process

Housing awards, the world over, are decided by experts, the great and the good, or even by interested parties. The EAC Awards remain unique in that nominations are made solely by the residents, by those who know these facilities and services better than anyone else.

It is worth noting though that Awards are not given to the residents, but to their managers and the managing organisations.

Residents are consulted via the popular card game giving them the opportunity to discuss topics and agree on scores (from lowest 1 to highest 4), as well as to record their own scores privately. EAC analyses and distils this feedback into the confidential reports which are sent within days to the housing provider, or to whoever ordered the consultation. Our systems also rank the housing schemes in different type and size categories, balanced to reflect the spread of the current year's returns.

The raw scores provided by residents are weighted to reflect the level of participation in each scheme. So a scheme given a high rating by a small percentage of residents is less likely to receive a Commendation or Award than a scheme with a slightly lower ratings supported by a solid body of residents.

Finally EAC's senior staff review these impartial results and intervene as carefully as possible to produce a final selection with a satisfactory spread of organisations to make the Awards and the celebrations worthwhile.

On page 6 and 7 we raised some questions regarding the integrity of the residents' responses, which can weaken the validity of our confidential reports. These questions do affect the nominations too. Even with this caveat, we are confident that the present nomination system is still the fairest.



Legal & General SPECIAL AWARD

for consultation services to their residents

Sponsored by: 
Legal & General

The L&G Special Award is for the dedicated use of our Resident Consultation Service (RCS). The three recipients of this award have shown considerable commitment to the core concept of the Resident Consultation Service ((RCS) as a wide ranging and effective tool to record residents' feedback. The selectors were keen to mark this dedication and to highlight what they felt were models for the future development of the RCS.

The three equal winners are

GOLD AWARD

MILTON KEYNES COUNCIL

Sheltered Housing Service
4 Woodhouse Court
Soskin Drive
Stantonbury Fields
MK14 6DQ

Milton Keynes Council Sheltered Housing Service is proud to work alongside EAC and the CHS Service Excellence Standards to develop a professional, high quality, effective, and sustainable service that meets the needs of its tenants.

The Sheltered Housing Service is committed to consulting with tenants regularly with regards all aspects of the schemes and service delivery. The EAC consultation process enables us to measure year on year overall

tenant satisfaction, practicality of environment and areas for development; the reports provide not only individual scheme data but also whole service comparison.



GOLD AWARD

SOUTH NORTHANTS HOMES

Housing & Communities
Wood Burcote House
Burcote Road
Towcester
Northants
NN12 6TF

Resident involvement is a way our customers can help us shape the services we provide and contribute to decision making.

South Northants Homes' core values put residents at the heart of the organisation. We have a range of opportunities for residents to get involved both formally and informally. This means residents can work in partnership with us to make key decisions about how we roll out housing and related services.



GOLD AWARD

WILTSHIRE COUNTY COUNCIL

Housing Management
The Council House
Bourne Hill
Salisbury
SP1 3UZ

Wiltshire Council is committed to ensuring that our tenants and leaseholders are able to have a real say on decisions that affect them, their housing and their communities. We take the view that the best services are those that are developed together with the active involvement of the people who use them. Involvement and consultation are vital components of the housing service, both in the delivery and development of our services.

We are committed to doing things 'with' our tenants and not 'to' our tenants by putting our tenants at the heart of everything we do.



Best UK Retirement Housing schemes

Category: under 24 units

Sponsored by: The ExtraCare
Charitable Trust

GOLD AWARD

PARLKLEA

Lockerbie, Dumfries, managed by
Abbeyfield Scotland Ltd

When you walk through the door of Parklea House in Lockerbie, there is an overwhelming feeling of entering a house that becomes a home, from your first step over the threshold with the aroma of home cooking. This is indeed a special place to call Home.



SILVER AWARD

ELM COURT

Barnsley, South Yorkshire, managed by
Berneslai Homes

Elm Court is located in the heart of the community and has long established social events such as bingo, local history, church service and a very popular lunch club! Residents are encouraged by the Scheme Manager to take part in, and help to run the activities they enjoy.



BRONZE AWARD

HAZELWOOD COURT

Maldon, Essex, managed by
The Salvation Army Housing Association

At Hazelwood Court we promote independence and provide individual support according to our residents' personal needs. This is in response to our organisational mission statement "Transforming Lives" by promoting Resident Involvement and Consultation. The scheme is also part of its wider local community and welcomes all to share in their activities.



Best UK Retirement Housing schemes

Category: 24-29 units

Sponsored by: 

GOLD AWARD

WILLIAM GRIFFITHS COURT

Blackburn, Lancashire, managed by
Housing & Care 21

William Griffiths Court has become a hub for the local community, with a welcoming atmosphere and a range of activities. Court Manager Dawn Tomlinson said: "The residents here are a lovely, friendly bunch who would do anything for anyone. They have an active social committee and there is always something going on."



SILVER AWARD

NORTHFIELDS HOUSE

Newcastle-upon-Tyne, managed by
Isos Housing Group

Northfields House is a great place to live in Newcastle. Residents love the location, friendly atmosphere, quality accommodation, facilities and fun activities. Our Scheme Officer has delivered an excellent service to residents for over 20 years and demonstrates what Isos is all about "Every Day We Make Someone's Life Better".



BRONZE AWARD

WILL GRIFFITHS COURT

Manchester, managed by
City South Manchester Housing Trust

Will Griffiths Court is great because of the people from different origins and backgrounds, who are warm and welcoming. They have a great sense of community with a special caring and sharing attitude. The daily contact between residents and members of the community who use the community room through different projects is unique.



Best UK Retirement Housing schemes

Category: 30-33 units

Sponsored by:  ARHM

GOLD AWARD

MANOR GREEN

Nottingham, managed by
Longhurst & Havelock Homes Ltd

Longhurst & Havelock Homes Ltd is a leading provider of sheltered housing properties for sale, specifically designed for those of retirement age. Our schemes provide a friendly environment where residents retain their independence in retirement with freedom from anxiety and day to day problems.



SILVER AWARD

DERWENTDALE COURT

Consett, County Durham, managed by
Derwentside Homes

We are very proud to live in such a remarkable facility that makes us feel very safe. The building is of modern décor with landscaped gardens and conservatory. Our housing support officer Kirsty offers a friendly face, and looks out for everyone. We are like an extended family with a great social life and couldn't be happier. The residents.



BRONZE AWARD

HAWTHORN MILL

Leeds, managed by
Connect Housing Association Ltd

Hawthorn Mill has dedicated staff who provide support and guidance for the tenants. We promote independence, challenges are welcomed and we try to make every day better. Hawthorn Mill has tenants who value where they live and are encouraged to make their own choices and decisions about their future.



Celebrating the Awards 2015

Hilton Deansgate, Manchester
17th February 2016



Cllr Paul Murphy MBE with John Galvin and Alex Billeter



Michael Voges with St Julians House group



Barbara Nice in full swing



Cecilia Brodigan with Hawthorn Mill group



Nicola Winn, Creative Bridge



Linc-Cymru HA with multiple awards



Rockhaven Court, Sharon Gratton, Nick Freeth



Northfields House Group with Keith Shields



Jeremy Porteus with Brunel Court



Apex Housing Association and Yarlinton Housing Group



Dot Kronda and Cllr Jonathon Seed, Wiltshire County Council



Celebrating the Awards

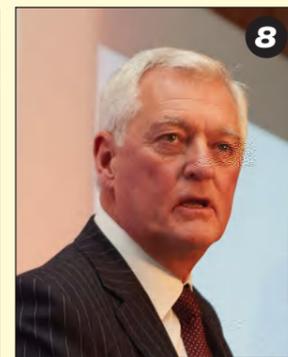
Celebrating the Awards

Celebrating the Awards

Celebrating the Awards

Celebrating the Awards

Celebrating the Awards



- 1** John Hammond, Master of Ceremonies
- 2** Elaine Elkington, ExtraCare Charitable Trust
- 3** Jeremy Porteus, Director, HousingLIN
- 4** Paula Broadbent with Smithy Croft group
- 5** Gareth Cayford, Ann Widdecombe, Heulwen Egerton, Paul Keohane FirstPort
- 6** Captivated by Ann Widdecombe
- 7** Ann Widdecombe with Cllr Paul Murphy MBE
- 8** Nick Freeth, Retirement Homesearch
- 9** Rebecca Mollart, erosh, with Jackie Kemple, Elizabeth Smart, Norma Jones, Susan Warren of Pavilion Lodge

- 10** Michael Voges, ARCO
- 11** Debbie Matusевичius, CHS Trustee
- 12** Keith Shields, Managing Director, FirstPort Retirement Property Services
- 13** Sara Heald, Legal & General, presents Award to Milton Keynes council
- 14** Enchanted by Mrs Barbara Nice
- 15** Cecilia Brodigan, ARHM
- 16** Jazz Spivs

Best UK Retirement Housing schemes

Category: 34-39 units



Sponsored by:

GOLD AWARD

HARDYS COURT

Weymouth, Dorset, managed by
FirstPort Retirement Property Services

Hardys Court has a strong community spirit and a friendly and welcoming atmosphere. The residents rated the development particularly highly for its convenient location, links with the wider community and excellent services. There are many social events which occur regularly and residents are always enjoying each other's company and celebrating special occasions.



SILVER AWARD

DUNSTAN COURT

Manchester, managed by
St Vincent's Housing Association

Dunstan Court is described as an oasis in suburban Manchester, providing peace and security for the residents - many of whom have grown up in the area. The scheme is ably supported by Manager Gail Holes. Providing daily advice and organising social activities, she has been hailed as 'the heart of Dunstan Court'.



BRONZE AWARD

QUEEN ELIZABETH COURT

Carnforth, Cumbria, managed by
McCarthy & Stone Management Services

Queen Elizabeth Court is located in the beautiful historic market town of Kirkby Lonsdale nestled between the Lake District and the Yorkshire Dales. With its contemporary design and modern social spaces, it is where Homeowners enjoy a fulfilling and active lifestyle, having fun, meeting friends and enjoying many varied activities.



Best UK Retirement Housing schemes

RETIREMENT

Category: 40-49 units

Sponsored by: HOMESEARCH

GOLD AWARD

ROCKHAVEN COURT

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

Rockhaven Court is a well located, modern, safe and secure development, ideally situated for local facilities but with magnificent views and easy access to the West Pennine Moors. Homeowners have the opportunity to enjoy a varied social calendar of activities amongst this friendly, lively, young at heart and vibrant community.



SILVER AWARD

ST JOHN'S COURT

Waterloo, Liverpool, managed by **One Vision Housing**

On refurbishment, customers were offered a choice from fresh and modern colour options. The décor and new furniture incorporates dementia friendly design principles, giving a more inclusive environment. The Residents' Group was recently awarded Lottery Funding, and purchased laptops; they are enjoying 30 week's training from Adult Tutors.



BRONZE AWARD

BRINDLEY LODGE

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

Brindley Lodge has a warm, friendly and homely atmosphere, which is experienced as you enter into the comfortable, practical and elegantly cheerful Lodge. A great community spirit exists, created by the wonderful, colourful characters who have chosen to live here.



Best UK Retirement Housing schemes

Category: 50 units and over

Sponsored by:

GOLD AWARD

PAVILION LODGE

Manchester, managed by **Trafford Housing Trust**

Pavilion Lodge is truly at the heart of the local community within which it is located. Properly modern communal facilities provide room for all activities with focus on well-being. Outside agencies and services find a welcome as well as pleasant surroundings, all alongside inspirational staff and service provision.



SILVER AWARD

LLYS PEGASUS

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

The residents at Llys Pegasus rated their development particularly highly for its convenient location, the building design and shared facilities. There is a wonderfully warm atmosphere at Llys Pegasus and the residents feel very fortunate to live there. A thriving social community provides countless opportunities for residents to interact with each other and enjoy many activities and special occasions together.



BRONZE AWARD

LIVERTON COURT

Manchester, managed by **Northwards Housing**

The social scene is buzzing here, neighbours take trips to the races and go out for afternoon tea together. They also support a charity of the year, raising hundreds of pounds for good causes. Liverton Court benefited from new cladding and insulation in 2013 making homes cosier and cheaper to heat for its 70 residents.



Best UK Housing-with-Care schemes

Category: 18-35 units

Sponsored by:



GOLD AWARD

BRUNEL COURT

Wolverhampton, managed by
The ExtraCare Charitable Trust

Residents shared these thoughts: "Home is where the heart is. The big heart of Brunel Court surrounds us all with love, support and friendship. We have independence, new opportunities, good neighbours and active social lives. Our families have peace of mind as we age with dignity, receiving care in lovely surroundings when needed."



SILVER AWARD

BROOKHILL HOUSE

Coleraine, Co Londonderry, managed by
Apex Housing Association

The words of one of our tenants sum up why Brookhill is special!

"I feel very comfortable in my home. I am treated with the upmost consideration. The support staff are first class and always available and willing to assist without taking away my independence."



BRONZE AWARD

COMMON ROAD

Wincanton, Somerset, managed by
Yarlington Housing Group

Common Road is an extra care scheme of 4 flats and 22 one- and two-bedroom bungalows, all with a community alarm system to enable residents to call for help in an emergency. The scheme manager makes sure that residents receive services of the highest possible standard, and that communal areas are kept in good order.



Best UK Housing-with-Care schemes

Category: 36-48 units



Setting Standards for Retirement Communities

Sponsored by

GOLD AWARD

ST JULIAN'S HOUSE

Omagh, County Tyrone, managed by **Apex Housing Association**

St Julian's house has a warm, relaxed and welcoming atmosphere. Tenants and staff have very good rapport. We promote tenants' independence and give individualised support according to tenants' needs/wishes. Staff always have an ear to listen and encourage befriending for new tenants in helping them to settle on scheme.



SILVER AWARD

SCHOOL COURT

Hednesford, Staffordshire, managed by **The ExtraCare Charitable Trust**

Resident, Teresa James, says:

"I have a very good homely apartment, the manager and staff are excellent. I find there are always lots of things to join in with and the parties we had at Christmas were great, especially with the staff doing the entertaining. It's like one big happy family and I feel safe."



BRONZE AWARD

THE PAVILIONS

Peterborough, managed by **Axiom Housing Association**

The Pavilions has a great community spirit set within a beautifully designed building. Residents who move into The Pavilions have a good quality of life, make new friendships, and enjoy an active social scene where they can choose to get involved or enjoy the privacy of their own home.



Best UK Housing-with-Care schemes

Category: 49-99 units



GOLD AWARD

SMITHY CROFT

Cheadle, Cheshire, managed by **Your Housing Group**

Smithy Croft opened in June 2014. It is a retirement living development which combines safe and secure accommodation with lively community based support. Since opening it has formed a strong bond with all of the residents, their friends and families and has close links in to the heart of the community. Your Housing Group works with Stockport Council and the Housing and Communities Agency.



SILVER AWARD

BROADWAY GARDENS

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

There's something about Broadway Gardens. You can feel it as soon as you walk in. It's got something; you can't put your finger on it. The residents, the staff, relatives and visitors feel it too. It's infectious, you want to be there. You want to be part of what is happening there. It's exciting, it's welcoming and it's also calm. IT'S HAPPY



BRONZE AWARD

QUEENSRIDGE COURT

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

The development has been carefully designed to create a welcoming community, offering extensive facilities including a residents' lounge, hairdressing salon, restaurant, library, guest suite and activity lounge. Together with dementia specific services and 24 hour care services this ensures total peace of mind.



Best UK Housing-with-Care schemes

Category: 100 units and over



Setting Standards for Retirement Communities

Sponsored by:

GOLD AWARD

BERRYHILL VILLAGE

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

Berryhill Village is a warm and wonderful place to live. Living there eliminates loneliness and promotes self-esteem and independence. Every time you go out of your front door you have got an 'on the spot' community, easily accessible, as and when you need it.



SILVER AWARD

LLYS ENFYS

Llanishen, Cardiff,
managed by **Linc-Cymru Housing Association**

Llys Enfys is a great place to live, rest and play. Here is what tenants have had to say: 'We have been able to socialise and build friendships' 'The people are special here' 'Wonderful community spirit' 'Moving to Llys Enfys has filled me with hope' 'I feel so safe'.



40 Highly Commended Schemes

ABBEYFIELD HOUSE Carrickfergus, County Antrim, managed by **Abbeyfield & Wesley**



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

BARTON MEWS Barton Under Needwood, Staffs, managed by **Shaw Healthcare**



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

ABERAVON COURT Port Talbot, South Wales, managed by **Linc-Cymru Housing Association**



Sheltered housing:
40 1-bedroom flats.
Built in 1986.
Includes wheelchair standard properties

BELDANES LODGE Willesden, London, managed by **Network Stadium Older Persons Service**



Age exclusive housing:
36 one and two bedroom flats.
Built in 1989.

ALDER CLOSE Barnsley, South Yorkshire, managed by **Berneslai Homes**



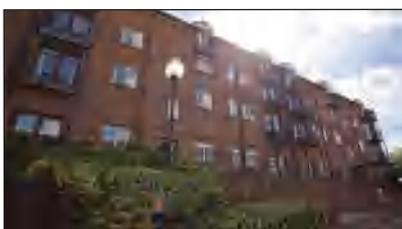
Age exclusive housing:
20 flats, visiting management staff and community alarm service

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



Sheltered housing:
36 one bedroom flats.
Built in 1979.
Includes mobility standard properties

ALDWYCH HOUSE South Shields, Tyne & Wear, managed by **Isos Housing Group**



Sheltered housing:
24 one and two bedroom flats.
Includes mobility and wheelchair standard properties

CASTLE COURT Stanley, County Durham, managed by **Derwentside Homes**



Sheltered housing:
42 one and two bedroom flats.
Built in 1983 and renovated in 2013.

BALLARD LODGE Shepperton, Surrey, managed by **Millstream Management Services**



Retirement housing:
20 one and two bedroom flats.
Non-resident management staff and community alarm service

ESTHER RANDALL COURT Marylebone, London, managed by **One Housing Group Ltd**



Extra care housing:
34 one bedroom flats.
Renovated in 2011.

40 Highly Commended Schemes

FATHER MULVEY HOUSE Derry, County Londonderry,
managed by **Apex Housing Association**



Sheltered housing:
29 one and two
bedroom flats and
bungalows. Built in
1988. Includes mobility
and wheelchair
standard properties

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



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

FIVE FIELDS COURT Colchester, Essex,
managed by **Genesis Housing Association**



**Enhanced sheltered
housing:**
24 studio flats.
Built in 1997.
Includes mobility and
wheelchair standard
properties

KILLOWEN HOUSE Llanishen, Cardiff,
managed by **Linc-Cymru Housing Association**



**Enhanced
sheltered housing:**
43 one bedroom
properties. With
on-site care staff

HONEYWELL (PHASE 2), Barnsley, South Yorkshire,
managed by **Berneslai Homes**



**Age exclusive
housing:**
40 properties

LYNCH CLOSE Warminster, Wiltshire,
managed by **Wiltshire County Council**



Sheltered housing:
26 one bedroom
bungalows.
Built in 1969.

HUDSON HAVEN Barnsley, South Yorkshire,
managed by **Berneslai Homes**



**Age exclusive
housing:**
29 one bedroom flats
and studios

MEADOWFIELDS Thirsk, North Yorkshire,
managed by **Housing & Care 21**



Extra care housing:
52 one and two
bedroom flats.
Built in 2014.
On-site care staff

HUMBER VIEW Hull, East Yorkshire,
managed by **The Pickering and Ferens Homes**



Sheltered housing:
35 one and two
bedroom flats.
Built in 1996. Sizes.
Includes mobility
and wheelchair
standard properties

MILL SPRING COURT Bootle, Merseyside,
managed by **One Vision Housing**



Sheltered housing:
52 one bedroom flats.
Built in 1987 and
renovated in 2009.

40 Highly Commended Schemes

OAKLEY GARDENS West Bromwich, West Midlands,
managed by **Housing & Care 21**



Extra care housing:
81 one and two
bedroom flats.
Built in 2015.
24/7 non-resident
management staff

PORTCULLIS ROAD Langport, Somerset,
managed by **Yarlington Housing Group**



Sheltered housing:
36 one and two
bedroom bungalows.
Includes mobility
and wheelchair
standard properties

OAKWOOD COURT Stanley, County Durham,
managed by **Derwentside Homes**



Sheltered housing:
30 one bedroom flats.
Built in 1975

PRITCHARD COURT Milton Keynes,
managed by **Milton Keynes Council**



Sheltered housing:
30 one bedroom flats.
Built in 1976

PARKVIEW COURT & HOUSE Castlederg, Co Tyrone,
managed by **Apex Housing Association**



**Extra care housing,
Close care housing:**
20 studio and
One bedroom flats
and bungalows.
Built in 1998

REMINGTON DRIVE Cannock, Staffordshire,
managed by **Longhurst & Havelok Homes Ltd**



Retirement housing:
30 two bedroom
bungalows.
Built in 1989.
Includes mobility
and wheelchair
standard properties

PEARSON HOUSE Yeovil, Somerset,
managed by **Yarlington Housing Group**



Extra care housing:
34 one bedroom flats.
Built in 1982 and
renovated in 2002.
Includes mobility
and wheelchair
standard properties.

RENWICK HOUSE Morpeth, Northumberland,
managed by **Isos Housing Group**



Sheltered housing:
32 One bedroom
flats. Sizes. One
bedroom.

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



Extra care housing:
40 one and two
bedroom flats.
Built in 2008.
24/7 non-resident
management staff

ROBERT WHYTE HOUSE Bromley, Kent,
managed by **Stonewater**



**Enhanced
sheltered housing:**
32 studio flats.
Built in 1971.
Includes mobility
standard properties.
24/7 non-resident
management staff

40 Highly Commended Schemes

ROSEMARY HOUSE Willesden, London,
managed by **Network Stadium Older Persons Service**



Extra care housing:
40 one bedroom flats.
Built in 2003.
With on-site care
staff (24/7)

TY SCOTT, Tredegar, Gwent,
managed by **Linc-Cymru Housing Association**



**Age exclusive
housing:**
37 one bedroom flats.
Built in 1988.
Includes mobility
standard properties

SAXON COURT Bicester, Oxfordshire,
managed by **FirstPort Retirement Property Services**



Retirement housing:
54 one and two
bedroom flats.
Built in 2001.
Includes mobility
and wheelchair
standard properties

WELLINGTON LODGE Camberley, Surrey,
managed by **Millstream Management Services**



Retirement housing:
24 one and two
bedroom flats.
Built in 2007.
Non-resident manage-
ment staff and com-
munity alarm service

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



Sheltered housing:
17 one bedroom flats.
Built in 1983.
Includes mobility
standard properties

WILLIAM HOUSE Leicester,
managed by **Wyggeston's Hospital**



Sheltered housing:
54 one and two
bedroom flats.
Built in 1513 and
renovated in 1967.
Includes mobility
standard properties

SYDNEY JONES COURT Moston, Greater Manchester,
managed by **Housing & Care 21**



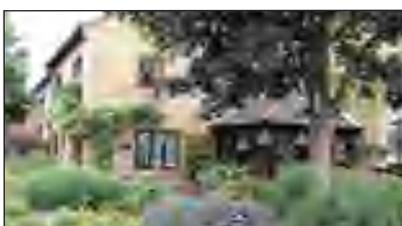
Sheltered housing::
42 studios and one
bedroom flats.
Built in 1983.
Includes mobility
standard properties

WILLOWBROOK Newport,
managed by **Linc-Cymru Housing Association**



Extra care housing:
54 one and two
bedroom flats and
bungalows.
Built in 2005.
Includes mobility
and wheelchair
standard properties

THE LIMES West Molesey, Surrey,
managed by **Paragon Community Housing Limited**



Sheltered housing:
61 one bedroom flats.
Built in 1984.
Includes wheelchair
standard properties

WORMLEY COURT Broxbourne, Hertfordshire,
managed by **B3Living**



Extra care housing:
32 one bedroom flats.
Built in 1967.
Includes mobility
and wheelchair
standard properties

What the residents say

We present below a sample of general 'findings' gathered from the residents' responses from 2010 to 2015. Other types of findings can be found in the Awards Reports of 2010 to 2014 available on our website.

In our consultations, residents are asked whether they agree with a series of statements, grouped under the headings My home, Where we live, Lifestyle and Services. They may reply Yes, Mostly, Partly or No. Their replies are translated into scores as follows: **Yes = 4 Mostly = 3 Partly = 2 No = 1**

Overall scores by topic

In the two main housing types, residents scored their schemes as follows:

Standard retirement housing	Average score	Housing-with-care	Average score
Services	3.57	Where we live	3.65
Where we live	3.53	My home	3.55
Lifestyle	3.50	Lifestyle	3.54
My home	3.31	Services	3.33

Note that in the fully 'serviced' setting of housing-with-care, residents scored services lower than other topics. But in standard retirement housing residents scored 'My home' lowest. Does this show that what matters most is assessed more critically?

Thanks to the recent addition of a Joker to the 28 cards of the consultation card game, we will be able to analyse residents' responses in a more sophisticated way in future. This new card asks "What matters most (to you) about living here?"

Scores by topic and scheme size

The table below looks at how average scores vary when broken down by scheme size:

Standard retirement housing	Average score	Housing-with-care	Average score
Under 30 units	Services 3.55	Under 30 units	Where we live 3.63
Under 30 units	Where we live 3.51	Under 30 units	My home 3.58
Under 30 units	Lifestyle 3.41	Under 30 units	Lifestyle 3.49
Under 30 units	My home 3.30	Under 30 units	Services 3.43
30-44 units	Services 3.60	30-44 units	Where we live 3.67
30-44 units	Where we live 3.54	30-44 units	My home 3.57
30-44 units	Lifestyle 3.53	30-44 units	Lifestyle 3.49
30-44 units	My home 3.32	30-44 units	Services 3.43
45-59 units	Services 3.61	45-59 units	Where we live 3.68
45-59 units	Lifestyle 3.55	45-59 units	Lifestyle 3.55
45-59 units	Where we live 3.55	45-59 units	My home 3.54
45-59 units	My home 3.30	45-59 units	Services 3.29
60 units plus	Lifestyle 3.61	60-69 units	Where we live 3.61
60 units plus	Where we live 3.52	60-69 units	My home 3.59
60 units plus	Services 3.52	60-69 units	Lifestyle 3.58
60 units plus	My home 3.32	60-69 units	Services 3.32
		100 units plus	Lifestyle 3.60
		100 units plus	Where we live 3.59
		100 units plus	Home 3.46
		100 units plus	Services 3.00

What the residents say

Scores for selected individual survey questions

Our building

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

71% of residents answered ‘Yes’ and 3% ‘No’

“Our garden is pleasant and easy to enjoy”

68% of residents answered ‘Yes’ and 6% ‘No’

“Our building is very well located; very convenient for shops, walks and for public transport”

75% of residents answered ‘Yes’ and 7% ‘No’

“Our neighbourhood feels very safe”

68% of residents answered ‘Yes’ and 5% ‘No’

My home

“My home is very well laid out; it is very practical”

72% of residents answered ‘Yes’, only 2% ‘No’

“My bathroom is pleasant and well ventilated”

Only 52% of residents answered ‘Yes’

“My home gets plenty of natural light”

69% of residents answered ‘Yes’ and 6% ‘No’

“I have a good view from my home; there is always something interesting to look at”

Only 62% of residents answered ‘Yes’

Services

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

47% of residents answered ‘Yes’, 25% answered ‘Most of the time’, and 9% answered ‘No’

“The staff are always helpful and respectful”,

80% of residents answered ‘Yes’ in housing-with-care schemes

“We can rely on management for advice and information”

75% of residents answered ‘Yes’ in standard retirement housing

“All communal rooms, halls and corridors are well looked after”

80% of residents answered ‘Yes’ in standard retirement housing

Lifestyle

“We feel part of the wider community”

Only 42% of residents answered ‘Yes’, with 23% answering a clear ‘No’

“We have lots of opportunities to go on outings”

Only 42% of residents answered ‘Yes’, with 26% answering a clear ‘No’

“For those who look for it, there is a good social life, a good community spirit”

70% of residents answered ‘Yes’, with only 4% answering ‘No’

“This is a good place to make new friends”

75% of residents answered ‘Yes’, with less than 2% answering ‘No’

Concluding notes

The illustrative analyses above continue to confirm what our resident consultations have shown since 2010, which is that retirement and extra care housing remain popular housing choices for many older people.

Participation in our consultations, and therefore in the Awards, is skewed in favour of the social rented housing sector, simply because historically much more has been built by local authorities and housing associations than private developers. However we are delighted to see the private sector so well represented this year, and pleased to see it growing faster than for many years. We look forward to its presence at the Awards growing fast in the years to come.

A resident consultation is far easier to organise with the help of a scheme manager, which is why a large majority of schemes represented in the Awards have a scheme manager service. This is a shortcoming we are keen to address, so that the Resident Consultation Service, and the Awards, are able to fully reflect the sheer diversity of housing for later life that we have in the UK.



EAC Services

EAC's Housing Awards complement and inform most of EAC services to the public and to the industry. We list our main services below.

FirstStop Advice

Are you looking for advice and information about



Advice for older people



care or housing options? Advice about paying for care? Or help getting support your need or are entitled to? Call the Advice Line free on 0800 377 7070 or email info@firststopadvice.org.uk.

Left: Frances Auger, Advice Services Manager

www.HousingCare.org

All EAC's data is freely accessible on our main website www.HousingCare.org which is visited daily by up to 20,000 older people, their relatives and friends, and the professionals who work with them. It provides them with information on 37,000 retirement housing schemes and care homes as well as 9,000 services that help older people live safely and well at home.

For housing providers, HousingCare is the best place to advertise currently available properties. See: www.housingcare.org/advertise-housing-vacancies.aspx



HOOP online

How well does your home suit you?
Should I stay or should I move?
What are my options?

Try our free self-assessment tool *Housing Options for Older People* (HOOP). This nimble interactive tool highlights issues which could develop into problems and offers helpful suggestions, advice, factsheets and contact details. Try it on the Internet at <http://hoop.eac.org.uk/>



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 our website. Contact EAC on 020 7820 3755 or via enquiries@eac.org.uk.

SHOP@tool

A free online analysis tool to help local authorities and providers identify potential demand for different types of specialist housing in England and Wales. See www.housinglin.org.uk/Topics/browse/HousingExtraCare/ExtraCareStrategy/SHOP/



Later Life Research & Enterprise (LLR&E)

LLR&E is a new collaborative venture that brings together the complementary expertise of EAC, Work House, CACI, Creative Bridge and Inventya to help our clients identify new opportunities, test markets and attract customer interest – enabling them to develop new products for the later life market. More at www.eac.org.uk.



Credits

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

Dr Michael McCarthy *Work House Ltd*

IT support

Shaun Brewer *EAC*

Graphic design

Bryan Marshall *Dartnell UK Ltd*

Event Organiser

Helen Bradshaw *Metropolis Event*

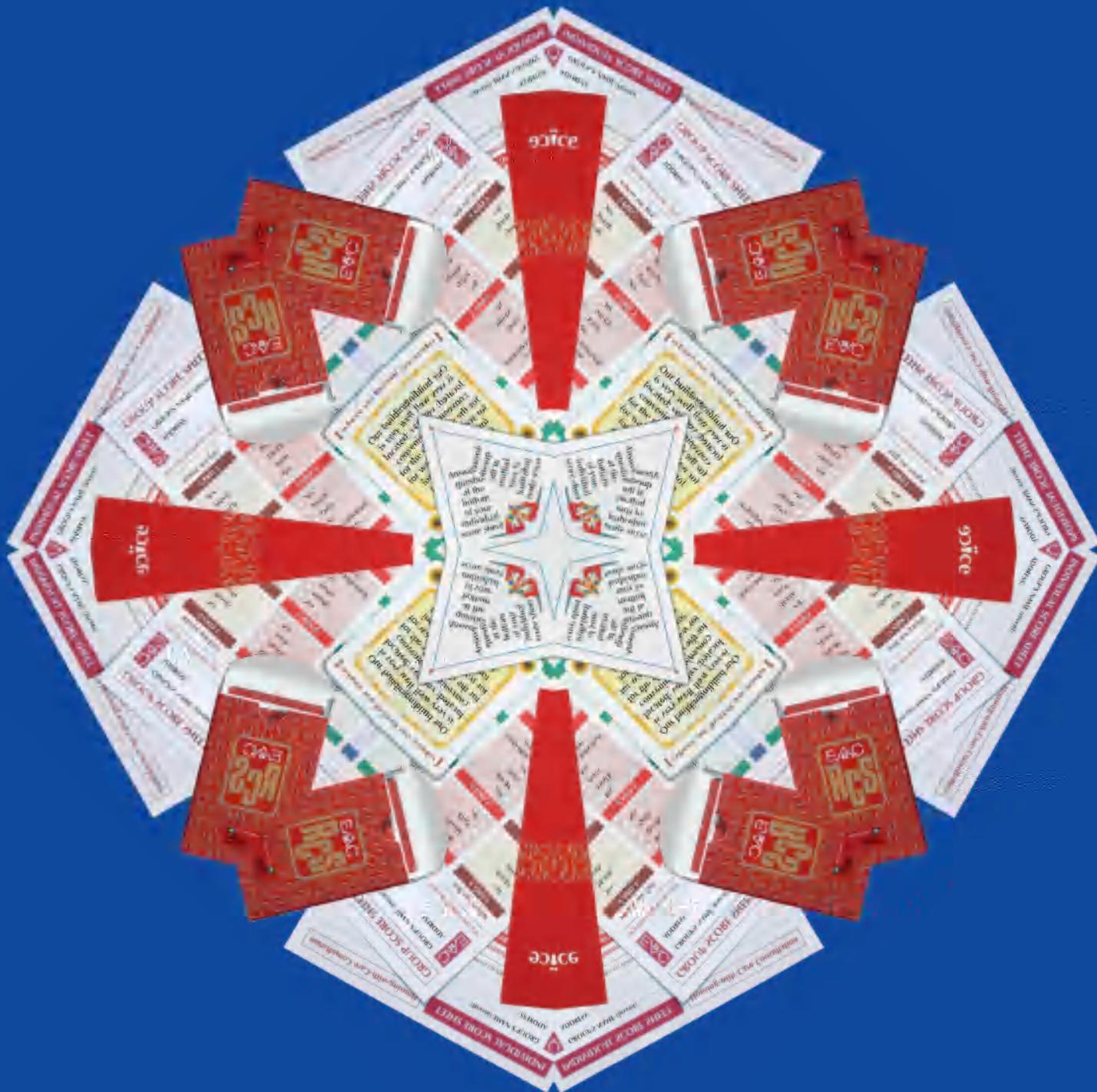
The residents, their managers and housing providers

Our thanks to **the residents** for volunteering for this UK-wide consultation and for helping us all understand better what makes good specialist housing for later life.

We are very grateful to the **housing providers** and **scheme managers** who have trusted our *Resident Consultation Service* (RCS). As straightforward as it is, the RCS still requires informing and encouraging the residents, and helping them set up the card games. We thank them also for supporting the main event, by booking places and organising transport for their residents.

Awards originally developed with the support of





About Elderly Accommodation Counsel



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, 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.

Website: www.HousingCare.org Email: enquiries@eac.org.uk

Contact the Advice Line on: 0800 377 70 70, Monday – Friday, 9am – 5pm

Email: info@firststopadvice.org.uk