

Retirement Living

Housing 21



Regional Report 2019

North



Ward Court -
a first for
Housing 21



Court life
Gentleman Jack

The Dementia
Friends initiative

Stand out
events
North in bloom



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Welcome

We are delighted to be launching regional reports for 2019 at your Resident Events this year. They are a reflection of the hard work undertaken and a celebration of court life throughout our regions.

We are really proud of the valuable contribution both residents and staff at our courts make to the lives of residents and their local communities. We wanted to ensure these contributions were recognised and celebrated across the regions, for both current residents and those considering moving into a Housing 21 property. By sharing stories and information in these regional reports, we hope family, friends and those living and working in the local communities will gain an insight into what we do and how positive it can be.

As an organisation over the past year:

- We have continued to improve and develop our Retirement Living and Extra Care Living services to meet the needs and aspirations of our residents.
- We continue to be recognised as a financially strong and effectively governed organisation by the Regulator of Social Housing, retaining our top V1 and G1 ratings following an In Depth Assessment (IDA) in January 2019.
- We have refreshed our Strategic Plan to provide a renewed focus for what we want to achieve for the next three years.
- We changed our name back to Housing 21 in April 2019 following feedback from you, our residents, and other stakeholders. This re-emphasises the importance of our housing service in enabling you to live with independence and dignity and helps to avoid any perception of care home provision whilst maintaining the core of our strong reputation and identity.

Retirement Living

- We are leading the way in using modular, off-site methods of construction to provide additional bungalows at Ward Court in Brighthouse and new properties at Richard Onslow Court in Shropshire.
- We are committed to improving resident engagement and satisfaction, with over 1,000 residents attending one of our 11 regional conferences to discuss future plans and provide feedback on our services. 94% of Retirement Living residents who rent their properties are satisfied as are 87% of leaseholders.
- We are well on the way to achieving our property standards and continue to invest in our existing Retirement Living buildings. In 2018/19 26 properties had new bathrooms, 18 had new kitchens and 67 courts had a makeover. We are also investing to ensure that all properties meet an EPC level C energy efficiency standard.

We are committed to quality, growth, efficiency and innovation and continue to ensure that your interests and wishes are at the forefront of our plans and priorities. We aim to ensure that all residents have a say in the way their court is run.

We want to thank everyone who has played their part in supporting Housing 21 through 2019 and who we hope will continue to do so. We are looking forward to the year ahead and working with you to ensure we do the right things with passion and enthusiasm to make Housing 21 a great place to live and work.

Stephen Hughes, Chairman

I succeeded Lord Ben Stoneham as Chair of the Board in September 2018. As I had been a Board member for four years before being appointed as the Chair I hope to provide continuity of purpose and direction but with added aspiration and emphasis.



Stephen Hughes, Chairman

James McCarthy, Director of Retirement Housing

I joined Housing 21 five years ago, at a time when there was a need to unbundle and bring focus to the Retirement Housing service. I wanted to make our Retirement Housing a positive choice for older people.

Since then, we have invested significantly in the properties, the Court Managers, the management team and support service. We have seen resident satisfaction rise; especially satisfaction with Housing 21 overall and the value for money of rent and service charges. That has been due to the commitment of the amazing people who work for us.

I am happy that we are seen as a market leader in providing housing and related services for older people and proud to hear about the positive difference that Housing 21 makes for residents. I'm also proud to work for an organisation that makes decisions for positive reasons. We will continue to seek ways to improve our services to residents and do the right thing.



James McCarthy, Director of Retirement Housing

Our performance against strategic priorities

1. Providing more homes



We completed 202 properties in 2018/19, with an additional 539 properties under construction at year end.

2. The quality of our existing properties

We invested £9.9m on improving properties, including kitchen and bathroom areas, and spent £3.8m on design-led makeovers and redecorating communal areas.

3. The quality and responsiveness of our services



We have achieved four 'Outstanding' ratings from the Care Quality Commission (as of 1 September 2019).

4. Our people and potential



We are proud to have achieved the prestigious Investors in People Gold accreditation.

5. Systems and technology

In May 2019 we launched PEBBLES, our tablet-based housing management system, which empowers and enables managers on our courts to carry out processes quickly and easily, providing a responsive service for you, our residents.

6. Providing value for money



We work hard to ensure the services we provide are value for money. You can see how your money is spent on page 7.

7. Innovation and influence



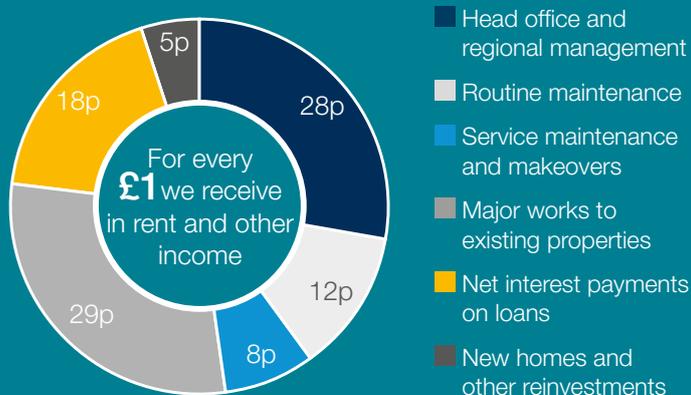
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

We were shortlisted for the Dementia-friendly Organisation of the Year award by the Alzheimer's Society

Organisational performance

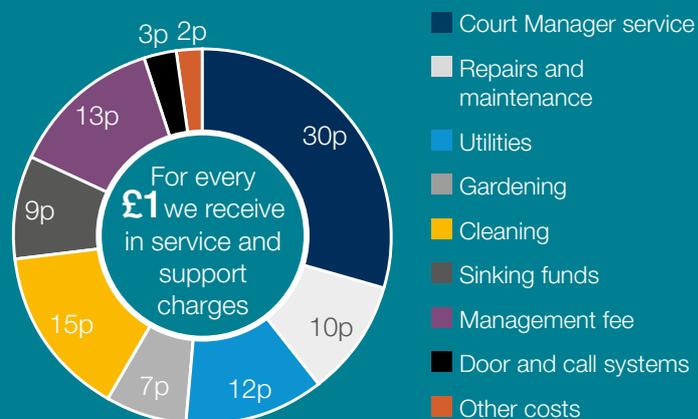
How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested on our services and properties.



How we spend your service and support charge

Your service and support charges go toward providing the valuable services which make your court your home.



Number of properties:
21,000

Turnover:
£186.4m

Operating surplus:
£35.8m

Reinvestment in our existing properties

We are reinvesting more and more into our existing properties every year.

We are proud of our properties and want you to be proud of them as well, making them a positive choice.



Map of the region



Meet the team



Pam Mastrantonio

Head of Retirement Housing
North



Lindsey Leach

Retirement Housing Manager
West Yorkshire and East
Lancashire



Zoey Stanton

Retirement Housing Manager
Durham, Northumberland, Tyne
and Wear, Cumbria



Jane Wright

Assistant Retirement Housing
Manager
East Riding Of Yorkshire, West
Yorkshire, North Yorkshire and
North Lincolnshire



Jason Sharman

Assistant Retirement Housing
Manager
West Yorkshire, South Yorkshire
and Lancashire



Helen Purdy

Assistant Retirement Housing
Manager Merseyside,
Lancashire, Cheshire, West
Yorkshire and Greater
Manchester



Talvinder Singh

Retirement Housing Manager
Lancashire, Merseyside,
Cheshire and Greater
Manchester



Deborah Evans

Retirement Housing Manager
Greater Manchester



Michael O'Keefe

Retirement Housing Manager
Lincolnshire, West Yorkshire and
South Yorkshire



Kate Lester

Regional Administrator, North

Achievements at a regional level



Ward Court - a first for Housing 21

In June 2019, with the support of Henry Riley LLP and M-AR Construction, Housing 21 finished the first off-site modular build project of its kind; creating five one bedroom bungalows within the grounds of Ward Court, an existing Retirement Living court in Brighouse, West Yorkshire.

The innovative project marked a leap into modern construction methods where we are able to use excess garden space to create new homes, with little disruption to existing residents.

12 weeks after M-AR started on-site at Ward Court, bungalow modules were delivered on 10 articulated lorries and were simply lifted into position and fixed.

By the time the modules arrived at Ward Court, the majority of construction was already completed. The outer finish and roofs were installed and systems such as fire alarms and emergency call systems were added on-site.

Lesley, a resident living in one of the new bungalows said: "To me, living here has been life-saving in every way. I feel happier and the ease and cleanliness of this scheme is just great. I have the opportunity to make new friends and keep myself busy socialising with court activities. I am very happy living here. I absolutely love it."

Over the last year Housing 21 has continued to make significant investment to individual homes, buildings and communal facilities.

Court life

Our hero

We are always very proud when our residents, facilities and team members are recognised. Earlier this year, Bowler Close in Bradford, West Yorkshire won the Gold Award for 'Best UK Retirement Housing scheme; 31-36 units' in the EAC National Housing for Older People Awards.

One resident at the scheme said "My life at Bowler Close has been excellent; I have the social life and the company which keeps me very busy as there are lots of activities to take part in. The apartments and gardens are well kept. Repairs get actioned immediately - we have the best of everything."

Court Manager Pam Lambert also won a 'Hero Award', as nominated by her residents at Bowler Close. They had this to say about Pam:

"Without Pam, Bowler Close would not be as good as it is. This is our way of saying thank you for all the support, hard work and encouragement she gives us all. She is an excellent Court Manager."



A resident's family member said: "I live abroad but I know my Mum is looked after and is safe. I email weekly to Pam and she answers straight away. She is very good; if anything is wrong with Mum she lets me know; professional and polite."

"I have not yet met Pam, but from what my parents tell me about her, I think she deserves an award."

To celebrate the win and thank everyone for voting, Pam threw a gold themed party for the residents and their families in the communal lounge at Bowler Close.



Court life

Gentleman Jack



75 years ago our gentleman, Jack, was only 23 years old when he went off to the D-Day landings with the Royal Air Force. This year, he celebrated his 99th birthday at William Griffiths Court in Blackburn.

Court Manager, Dawn Tomlinson says, “Our Jack always has a smile on his face and stories to tell that would make anyone smile.”

Jack was born in September 1920 to Jack and Maggie in Blackburn. He went to local schools and joined the engineering trade as an apprentice, working there until he moved to Coventry as an engineer, later joining the RAF in 1940.

Jack’s career with the RAF as a wireless operator continued until 1947, when he moved to Leicester, becoming a turner then machine engineer at British Aerospace, working in the industry until he retired in the mid 1990s.

While living in Leicester, Jack met Sylvia and they married in the early 1950s. They followed their northern roots back to Blackburn and had a daughter, Anne.

Jack and Sylvia decided to move to William Griffiths



Court 30 years ago. Sadly Sylvia passed away four years ago, however Jack remains independent at William Griffiths Court and enjoys regular visits from his daughter, granddaughter and three great grandsons.

Jack keeps himself busy with cooking, shopping, cleaning and brilliantly arranging the bingo nights and social evenings in the communal lounge at William Griffiths Court. Jack has fun at the social events and always has a laugh with other residents, enjoying the odd night cap of a tot of whisky along the way!



Collaborations and partnerships

You can never have too many friends

In October 2017, we made the commitment to become a dementia-friendly organisation, and to deliver a Dementia Friends session at every scheme at least once a year.

Where possible, these sessions are delivered by Retirement Housing Managers, who are all encouraged to become Dementia Champions.

The Dementia Friends initiative has been set up to improve understanding of dementia amongst residents. To do this, we have committed to providing Dementia Friends sessions to at least half of residents nationwide by 2021.

Jane Wright, Assistant Retirement Housing Manager, runs many sessions across the north region, teaming up with Court Managers along the way to organise fundraising events such as an Alzheimer's Cupcake Day. This meant that residents were able to raise money for the Alzheimer's Society at the same time as learning more about dementia.

Residents, along with their families and friends, were invited to attend a session to see how they can help to support our residents living with dementia. The interactive sessions were well received, with people taking part in discussions and sharing their own experiences. Local contractors also attend the events to ensure they are providing a dementia-friendly service whilst carrying out work around the court.



Stand out events from last year

Our communities

We are very proud of all of the brilliant activities, competitions and events that have taken place across our region over the last year.

Musical memories

In June 2019, five residents from Edward Onyon Court in Salford welcomed their neighbours, friends and family for a day of Motown memories and music, in partnership with Manchester International Festival.

Along with Motown covers performed live by local band Brass Monkees, residents shared their stories and the meaning of Motown in their lives. Residents also performed at Festival Square in front of the general public.

With the support of Court Managers, the residents were involved in the organisation of the events every step of the way, from booking musicians and arranging the food. With the help of an artist they even painted all of the decorations that were displayed in the communal lounge. The day was a huge success!

Shirley, a resident who helped to organise the day said “To me it brings back memories of

being a young girl when I was in the Motown era. I enjoyed the Motown music and the beats and the songs had sort of a story to them.”

Another resident involved in the project, Val, said “It’s great to see the different age groups together and it doesn’t matter if you’re disabled or not, everybody loves the music of Motown.”



“A special thank you to the Court Managers at Edward Onyon Court, Monique Walker-Jones and Jennifer Monaghan, as well as Andrea Bushell from Salford Community Leisure and Vanda Groves from Age UK Salford.”



A warm welcome

Welcome packs are an incentive for new residents moving into Housing 21 properties. Moving house can be a stressful experience, so we are delighted to hear that the packs have helped new residents settle in to their new homes.

The branded welcome packs include a range of cupboard essentials such as tea, sugar, biscuits and toilet rolls, as well as a welcome card written by the Court Manager.

This might seem like a small gesture, but the thoughtful packs can go a long way to making sure our new residents settle in and feel at home.

Some Court Managers have added items to personalise the packs, such as Francine at Gill Court in Blackpool, who added dog treats for Kylie the greyhound, so she didn't feel left out!



North in Bloom

After the success of last year's gardening competition in the north east, the "In Bloom Gardening Competition" has returned in force for 2019, across the whole of the north region! Green fingered Court Managers and their residents have been preparing to be judged throughout the summer on their best unusual planters, hanging baskets and the grand prize of overall best garden.

There are bronze, silver and gold award winners for each category which are scored on particular criteria such as: effective use of space and resources used, evidence of community involvement, quality and maintenance, and being water wise.

“Plenty of notice, clever advertisements and some healthy competition within each area have created another blooming successful event in the north. This is a great opportunity for residents to take pride in, and show off, their scheme. We look forward to sharing the results at the Residents' Conferences.”



Celebrating Court Managers

Team days

We have over 100 Court Managers working in our region who are incredibly important, supporting and enhancing the lives of our residents. Every year the north management team host Court Manager team days within the region. This year they were held in July at Minden Court in Doncaster, for staff in the north east, and Bowman Court, Blackburn, for the north west. General performance overviews took place, as well as a variety of sessions for the Court Managers to get involved in on the days.

Our HR Business Partner ran an interactive quiz with questions based around the most recent staff survey. This raised discussions and a few people shared their thoughts and ideas for improving Housing 21.

These informative days are brilliant for sharing best practice with the wider team and inspiring other courts. Although most of the Court Managers are lone workers, they know they are surrounded by a big team, so no one is ever alone.



Court life

Love is in the air

Love is in the air at Falkland Court in Bingley for two of our residents! The newlyweds have shared their story and photos from their big day.

In 2001, Joan moved into Falkland Court and just a couple of years later, George moved in too. The two met at a social evening in the communal lounge at the court, and the rest is history.

“The Court Manager, Linda, used to hold a lunch on a Tuesday, and we started going together. We really enjoyed it, and we started helping Linda by delivering lunch to some of the residents who couldn't get out of their flats. After a few weeks George asked if I would like to go for a meal, and I said yes. That's how we started to go out. We went dancing and on day trips, then about two years later he moved in with me and we never looked back. I turned 80 years young this year, George is 67 but age is only a number.

“Our wedding day was in April 2019, and our family did everything for us. The buffet, photos, flowers, invitations and anything else that came with planning a wedding.”



“ We had nothing to do but turn up on the day! We had our honeymoon in Whitby in July. ”



Investing in our buildings and resident survey

Every year we undertake an ambitious programme of works to improve and upgrade our properties. Over the last year in the north region we spent over **£8million**.

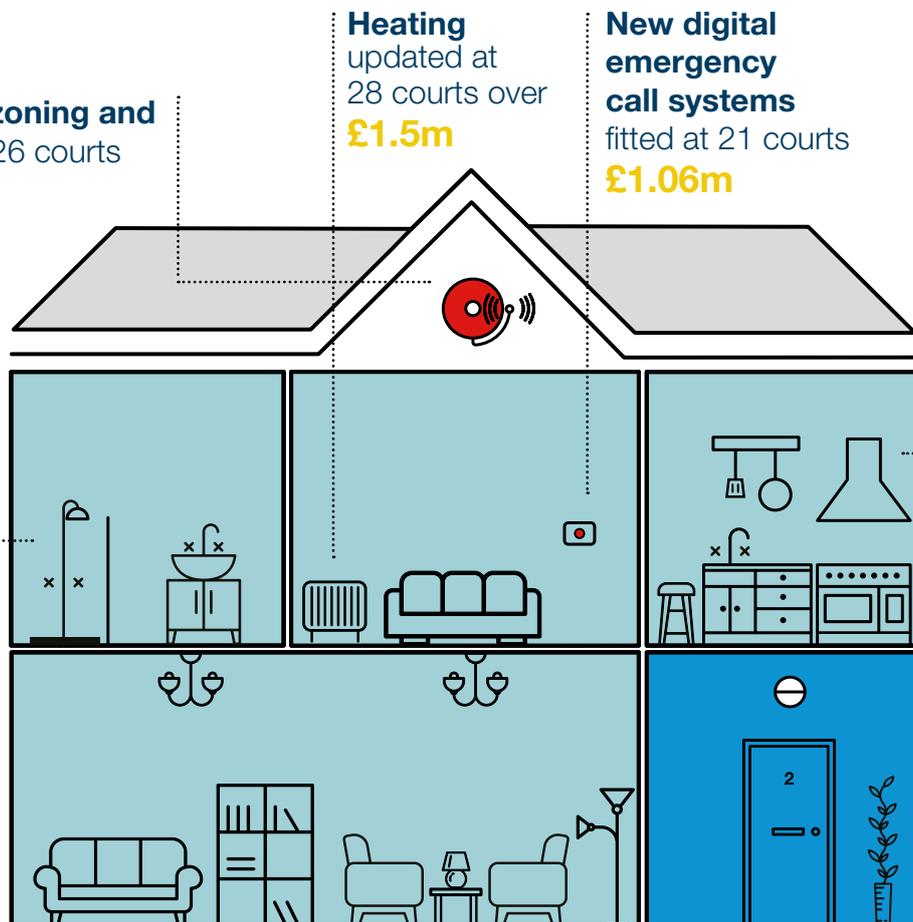
Fire alarm rezoning and upgrades at 26 courts
£1.1m

Heating updated at 28 courts over
£1.5m

New digital emergency call systems fitted at 21 courts
£1.06m

Upgraded bathrooms fitted at 15 courts
£1.4m

Kitchens modernised at nine courts
£1.3m



Makeovers, external works and communal lighting upgraded at 23 courts
£1.7m

Residents' survey results

538 residents across the north region completed the resident satisfaction survey this year, giving their thoughts on the services we provide.

We're delighted to report that overall satisfaction in the north region is 93%





Brigadier Hargreaves Court in Sheffield has recently benefitted from over £470,000 investment.

New kitchens, a new digital emergency call system and new gas central heating has been installed in all apartments. The communal areas of the court have also had a design-led makeover.

As part of the refurbishment, energy efficient LED lighting has also been installed to the communal areas.

Court life

Modernising Charlesworth Court

Charlesworth Court in Thornhill, Dewsbury has recently undergone a full modernisation programme. Taking place over three years, the project has been managed and delivered totally in-house, without the use of external consultants or architects. Residents and staff are very proud of the result!

Numerous internal and external improvements have been made, including the installation of new Dimplex Quantum heating systems, energy efficient LED lighting in all communal areas, digital emergency alarm and fire detection systems.

The floor level has been raised to improve accessibility in the communal lounge, and

outdoor decking has been laid for residents to enjoy the outdoors.

The modernisation has proven to be successful with an increase in the number of new and prospective residents. Since March 2018 the Court Manager has welcomed 19 new residents and has a full waiting list of people eager to move to Charlesworth Court.



External improvements at Charlesworth Court



Communal lounge makeover

Charlesworth
Court



Fundraising

A helping hand

The north teams are always taking part in events and support a number of charities. Recently, a series of coffee mornings have raised a fantastic £1,648.48 for FACT (Fighting All Cancers Together), a local charity providing support, education and awareness across the north east.

Fundraising events have raised £2,203.38 for Alzheimer's Cupcake Day, the Armed Forces Charity SSAFA, Help for Heroes, and the RSPCA.

In the past two years, the north team have raised an incredible £18,405.05 for various charities!

As a pet-friendly organisation, we recognise the benefits that

pets can bring to residents, not least on mental health and wellbeing. Pets provide companionship, have been proven to reduce stress and anxiety and can be a great source of comfort. Housing 21 were a headline sponsor for the RSPCA's Alice in Wonderland themed 'Down The Rabbit Hole' charity ball in June, hosted by the Sunderland, Hartlepool and South Tyneside branch to raise money and support in the local area. Staff were invited to a fun filled night which included a three course dinner, a fabulous raffle, disco and entertainment.

Lawrence Hill Court in Gateshead held a fundraiser in February for the RSPCA

which raised over £300. The residents enjoyed this so much, they decided to participate in National Love Your Pet Day, holding a coffee morning in conjunction with the local RSPCA, where donations were exchanged for a cake and a cup of tea. Over 40 people attended including residents' family and friends, members of the local community and a few furry friends!

“Not only was over £100 raised for the RSPCA, but an application form was completed for a prospective resident at Lawrence Hill Court in Gateshead, and a resident at Lord Gort Close in Sunderland adopted a dog!”





Feedback

We hope you have enjoyed reading your Regional Report 2019. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing communications@housing21.org.uk or speak to your Court Manager.

Thank you.

Are you looking to visit friends or family, or do you just want a break?

Housing 21 have over 200 guest rooms across the country that you can book for a small fee. To find out more about the guest rooms and their locations, speak to your Court Manager or visit housing21.org.uk.

Housing 21

Tricorn House | 51-53 Hagley Road | Birmingham B16 8TP

0370 192 4000

housing21.org.uk    