

Retirement Living

Housing 



Regional report 2019

South



The Rotherhithe Babes

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D-Day celebrations

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Living well with dementia at Chichester Court

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Irene's 100th birthday



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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 1st 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



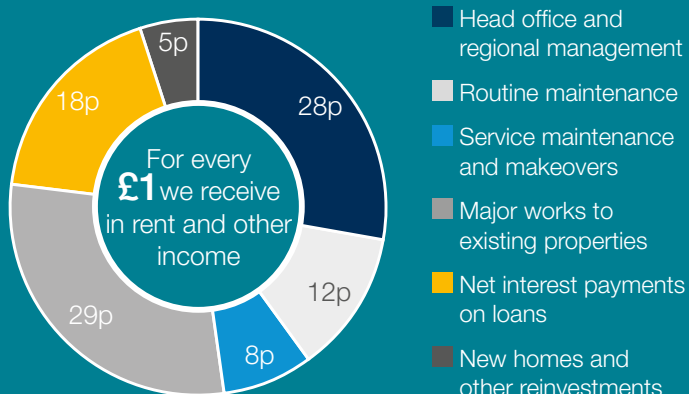
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

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

Organisational performance

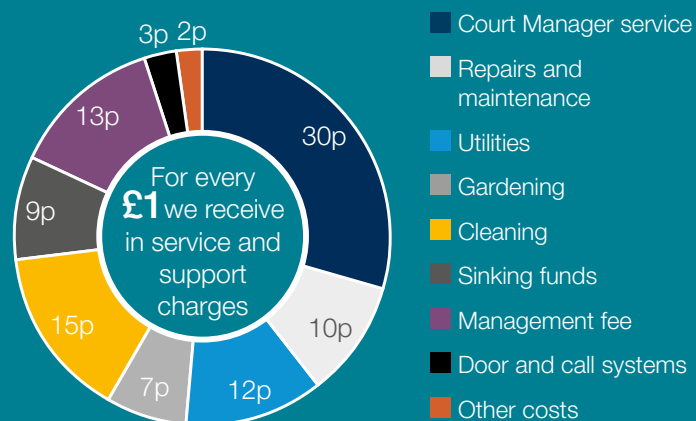
How we spend your rent and our other income

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

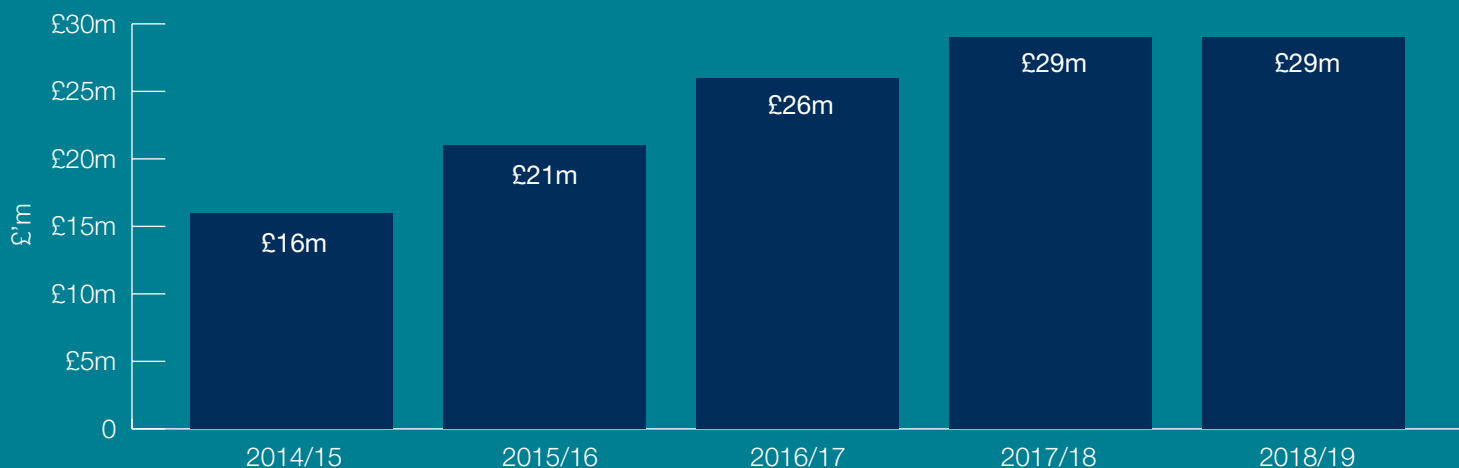
Turnover:
£186.4m

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



Paul Tewkesbury
Head of Retirement Housing
South



Sarah Davies
Retirement Housing Manager
London



Anne (Trixi) Martin
Retirement Housing Manager
Kent



Samantha Bond
Assistant Retirement Housing
Manager
East Sussex, Folkestone and
Ashford



Debra Byrne
Retirement Housing Manager
West Sussex, Surrey,
Hampshire, Berkshire and
Buckinghamshire



Susan Hanwell
Retirement Housing Manager
Dorset, North Somerset, West
Hampshire and Isle of Wight



Beth Jerrard
Retirement Housing Manager
Wiltshire and Oxfordshire



Lois Nicks
Retirement Housing Manager
Gloucestershire and
Herefordshire



Alex Bennett
Retirement Housing Manager
Bristol, Somerset, Devon and
Cornwall



Melissa Denn
Regional Administrator
South

Achievements at a regional level

Housing 21 has committed to investing £27 million per year up to 2021 improving the quality of Retirement Housing across the country. Here are just a few makeover stories from the south!

Napier Court, Sherborne

Communal facilities including the guest room, hallways, laundry room and toilets have all been redecorated and fitted out with new furniture. The communal lounge has also been refurbished and is proving a great space for residents' activities.

Graham Thick, Court Manager said, "The colour schemes have all been chosen by the residents. The new furniture is a lot easier for the less mobile residents to use, and residents and visitors are making lots of positive comments!"

One resident has lived at the court since 2003 and said "The court looks better than it ever did before! The communal areas will be used much more often now that they are more comfortable. The lounge in particular feels clean and more inviting."

Craddock Court, Nailsworth

This year £630,000 has been invested in a new roof and windows at Craddock Court, as well as converting to electric heating and installing new bathrooms.

Kath and Freda are among the delighted residents and are particularly proud of their bathrooms, which have now become the envy of their friends and relations – though they are happy the skip has moved from the car park!

Charles Dalton Court

Major works inside and outside Charles Dalton Court including new walkways, heating systems, apartment bathrooms and new lighting across the court have made a huge difference to the overall appearance and energy efficiency of the building.

Dawn Barter, Court Manager said "The residents made an excellent choice picking colours and schemes during the consultation!

Tara and her design team worked their magic and what we have now is a beautiful court where residents are proud to show off where they live to friends and family. The communal lounge is used every day and we have various activities throughout the week, as well as a lovely space to hold bigger seasonal events. The icing on the cake? New front doors for all the residents!"

We can't ignore all of the effort our resident gardeners and contracted gardeners put in to making the court look beautiful with lots of floral displays.

“Fandabydozey!
Like a first class
hotel.”

Pam, resident at
Charles Dalton Court



Photo of the residents and team from KB Boilers Ltd.



Napier Court, Sherborne

Clifford Gardens, Crediton

Having the communal lounge and guest room makeover has made a big difference to Clifford Gardens. Since the communal lounge was completed in March, extra social events including a grand opening ceremony combined with St Georges Day celebrations, have been put on.

Every visitor using the guest room since the makeover have said how lovely, welcoming and comfortable it is and can't believe we only charge £5 a night!

Charles Lister Court, Dover

Major works were undertaken to level the old split level floor in the communal lounge and to remodel 12 studio apartments into eight one-bedroom apartments. Work was done on the kerb appeal of the court entrance to make it visible and inviting and sensor lighting was installed throughout communal areas to improve energy efficiency and reduce wasted electricity.

All apartments had new bathrooms and kitchens over 18 months and the contractors even built a temporary kitchen, which meant that activities at the court could continue throughout the work!

“The work carried out by CLC is lovely. The whole court is bright and cheerful and welcoming, the colours are stunning.”

Resident at Charles Lister Court



Craddock Court, Nailsworth



Charles Dalton, Andover



Charles Lister Court, Dover

Court life

D-Day celebrations, 75 years on

David Coffey Court in Bexley held a garden party to celebrate the 75th anniversary of D-Day.

Residents dressed up in 1940s style clothes - including the Court Manager, Maureen! On the day, guests enjoyed strawberries and cream and cakes baked to 1940s recipes, as well as playing games of hoopla and tombola. Several stalls kept all ages occupied and a fantastic day was had by all, accompanied by a Dame Vera Lynn soundtrack.



Cakes made from 1940s recipes went down a treat.

Court Manager, Maureen, dressed as a land girl, and her troops rallied round to make a perfect day for the residents at David Coffey Court in Bexley.



The skies cleared for a perfect day. All ages got involved.



War heroes

Doug at Richard Sharples Court in Sutton is in demand in the media due to his wartime service in Northern Italy.

He appeared in a BBC TV programme "Meeting The D-Day Dodgers" and followed that up with an appearance on BBC's "Who Do You Think You Are?" discussing the Italian campaign with EastEnders actress Lisa Hammond. Doug has recently carried out an interview with the War Graves Commission.



Doug as a 19 year old and now a decorated war hero.

Albert is 94 years young and lives at Patrick Howard Dobson Court. He served in the RAF from 1943 to 1945 and after the War, he served in Bombay and Singapore and was a mobile wireless operator for a year in Hong Kong.

Collaboration and partnerships

The Rotherhithe Babes

In 2017 The Mental Health Foundation partnered with Housing 21 and Notting Hill Trust to set up the “Standing Together Project”. The project aimed to facilitate self-help peer groups in Retirement Housing and Extra Care settings across London. They aimed to improve the mental health, wellbeing and social connections of residents, in turn reducing loneliness.

As part of this project they met weekly at Ronald Buckingham Court with a group of residents who call themselves “The Rotherhithe Babes”.

“The Babes” are a group of female residents who have enjoyed each other’s company over many decades. They talked with great humour about the changes they have seen in their local area over their lifetimes.

In May 2017 with the help of the Standing Together Project, The Rotherhithe Babes launched their book: “Our ups and downs: growing up and getting on with the Rotherhithe Babes”, a collective memoir of mischief, community and characters, along with tragedies, great loves and losses. It is a tangible legacy

of their remarkable lives and of the work done in the Standing Together Project. The launch was celebrated at The Brunel Museum and The Rotherhithe Babes were guests of honour.

In March 2018 The Rotherhithe Babes were invited to the Houses of Parliament for afternoon tea and the launch of the Mental Health Foundation’s book “Pulling Together” which is a guide for facilitating later life peer support groups.



Visit the Mental Health Foundation website for more information about the book and see video clips of The Rotherhithe Babes:

www.mentalhealth.org.uk/blog/telling-tales-rotherhithe-babes

Dementia Friends

Focus on dementia

Housing 21 has pledged to raise awareness about dementia through helping 9,000 of our residents to become Dementia Friends by 2021.

The south region now have 1,016 residents who are Dementia Friends, a great achievement! All of our staff attend the Dementia Friends workshops and we are also enrolling some of our contractors.

Our aim is to help people live well with dementia through having

good personal wellbeing, positive relationships and active daily lives.

Housing 21 have developed some dementia-friendly design principles which help people living with dementia. Our standards apply to furniture and decoration, flooring choices and signage in communal areas, layout and accessibility in kitchens and bathrooms, and the use of dementia-friendly technology around the court.

Dementia Friends is an Alzheimer's Society initiative to change people's perceptions of dementia. It aims to transform the way people think and talk and act towards people living with dementia.



Community events at Goode Court

Here you can see Police Community Support Officer (PCSO) Tom Oliver demonstrating how a breathalyser works during a police information point session. Tom visits the court monthly to chat with the residents about what's happening in the community and discuss any issues they may have.

Goode Court has been working with the Community Engagement Team at Forest of Dean District Council on various initiatives to combat social isolation and increase awareness of living with dementia. The council have developed a "Let's Talk Dementia" game to help people to talk to each other about dementia.



Living well with dementia at Chichester Court

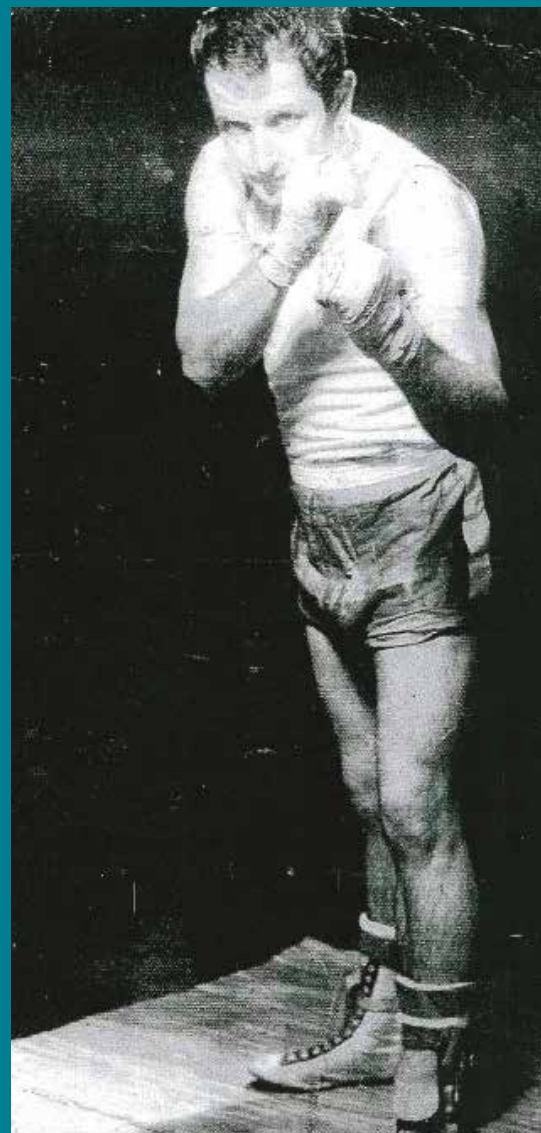
Mervyn, a resident at Chichester Court, has lived in the local area all his life.

Brought up in a local village he walked over three miles to school and worked in the grocery store for 2/6d on a Saturday. After leaving secondary school he worked on a neighbouring farm five miles away, putting on his walking shoes for the trek once again!

Later, he became a professional boxer and won many titles locally. Hobbies don't stop there for Mervyn who has a big interest in stock car racing, having taken part in many races throughout the country and won many prizes. By his own admission, Mervyn worked hard and played hard most of his life!

Mervyn has been living at Chichester Court since 2017, where these days his springer spaniel Issy keeps him company and active.

He is always willing to help anyone and likes to be busy, often making things for others with wood such as a bird table or door stops. His most recent project has been to utilise the hundreds of blocks taken out of the storage heaters taken from flats when the new gas installation took place, and used them to pave all around the area outside his flat and make some lovely vegetable beds - Mervyn's pride and joy! He has grown potatoes, tomatoes, lettuce, beetroot, courgettes and cauliflower and likes to distribute them around the court to those who would like them.



Court life

Gardens in London

It is proven that spending time outside and taking part in activities such as gardening is good for your mental wellbeing.

At two of the courts in London, residents have gone above and beyond, and have made their outside spaces somewhere special.

At Peacock Close in Hornchurch, Robert has worked extremely hard to transform the space outside the front of the building from a neglected area to a peaceful and tranquil place where residents can sit and enjoy the space.

At Victoria Scott Court in Bexleyheath, Harry and his team of gardeners have transformed the gardens into a burst of colour and won gold at the Bexley in Bloom competition 2018!

If you have a green thumb and are inspired by Robert and Harry's gardening stories, speak to your Court Manager about getting involved.



Stand out events from last year

Irene's 100th birthday at Duchess of Kent Court

Irene has been a resident at the Duchess of Kent for 22 years, moving to the court from Greenwich in London to be closer to her son.

Irene's birthday celebrations were originally planned for February. A singer had been booked, cakes had been baked and Irene's party outfit had been purchased. Just under two weeks before her big day Irene was rushed into hospital, so everything was put on hold.

Irene spent her birthday in hospital where three residents from the Duchess of Kent Court visited her and delivered cards and well wishes from her friends at the court and in the local area. Irene was thrilled – and delighted with her telegram from The Queen!

A few weeks later, Irene returned to the court and was happy to be home. There were a few more short hospital stays, yet every time Irene returned home she would say "I am still having my party!"

With the help of the Court Manager Julie, residents got to work organising the party in August and contacted a special guest for a surprise appearance.

The day of the party soon arrived and Irene was joined by her family and her many friends.

Irene's special guests arrived; the Pearly King and Queen of Woolwich! Irene was delighted as she had met the Pearly King many years before. You can take the girl out of London but you can't take London out of the girl.

The Pearly King and Queen entertained with stories and songs that everyone joined in with. Residents of Duchess of Kent Court were so impressed they arranged a collection for the Pearly Society charities and raised £130.

Irene had asked for no gifts at her party, but for donations to be made to The Demelza Children's Hospice. Generous residents collected a further £210.

Singing and dancing went on into the evening and Irene was overwhelmed by all the excitement and was speechless when Julie presented her with flowers from all at Housing 21.

Irene is still on a high from the party and is already planning her 101st!



Investing in our buildings and resident survey

Housing 21 has committed to high levels of investment to ensure your homes are maintained to the high standards you deserve.

These commitments include making sure that kitchens and bathrooms are no more than 20 years old, the energy efficiency of your home

is at EPC level C or above, and the court is reviewed for a design-led makeover every seven years.

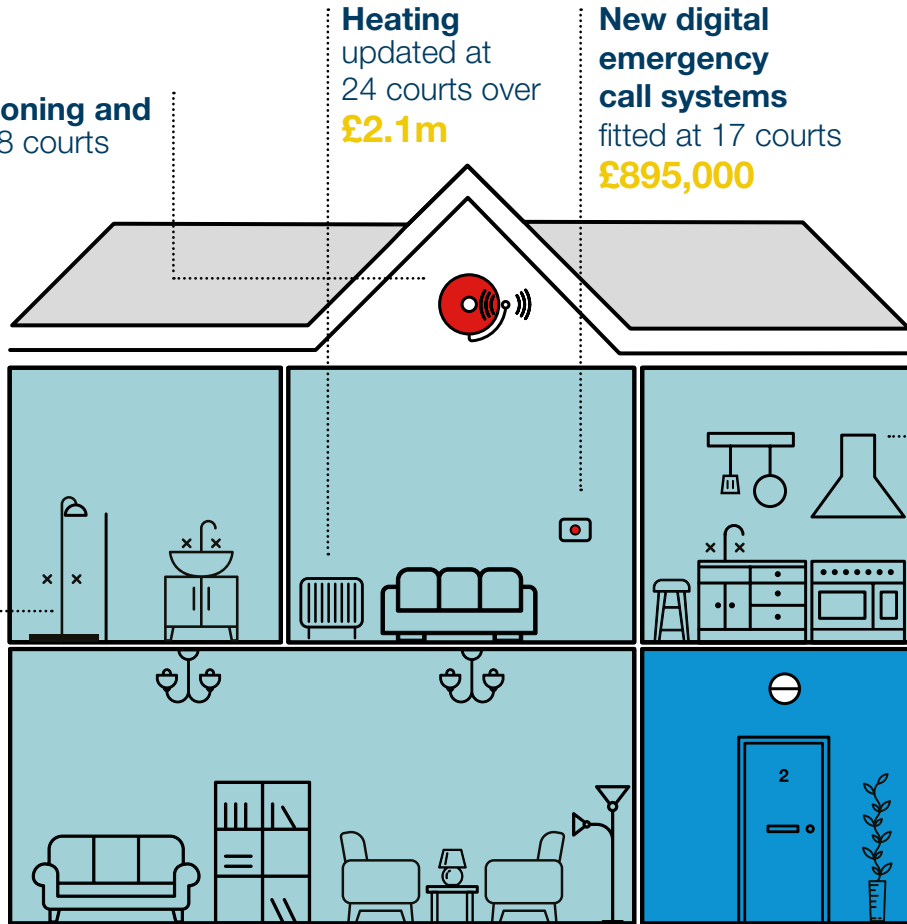
Fire alarm rezoning and upgrades at 28 courts
£634,000

Heating updated at 24 courts over
£2.1m

New digital emergency call systems fitted at 17 courts
£895,000

Upgraded shower rooms fitted at four courts
£799,000

Kitchens modernised at seven courts
£562,000



Makeovers, external works and communal lighting upgraded over 35 courts **£1.2m**



Results of Resident Satisfaction Survey

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



Overall resident satisfaction is at **94%** and we received some **fantastic feedback**



“ The court is ideally situated – close to shops, doctors and buses. The Court Manager is excellent and the residents are a good bunch, all very friendly. ”

“ Living in an attractive building where one does not have to do the gardening or clean windows. It is also safe and secure. ”

Overall service provided by the Court Manager at **91%**

Overall appearance of the court at **92%**

Our rent provides **value for money** at **97%**

Overall quality of my home at **92%**

Housing 21 keeps us **informed** at **91%**

Housing 21 **listens** to my **views** at **85%**

We are really pleased with the improvements made in customer satisfaction but that doesn't mean we're resting! We continue to work on

Our Court Manager service

Communication

Repairs and maintenance

Value for money

We have been working to produce and develop your Court Service Agreement, where each of our courts have their own local agreement

Investing in our buildings and resident survey

Digital call systems update

Historically, emergency call data is transmitted using analogue devices. The UK telecommunications infrastructure is changing from analogue to digital.

We are working with Appello to make the move to digital call systems now, ahead of

the switchover date in 2023, to futureproof our infrastructure. This also provides us with a range of additional benefits; the digital systems improve efficiency and residents report a positive experience.

User benefits

- ✓ Improved management and maintenance
- ✓ It takes less than four seconds to connect when the emergency alarm is raised
- ✓ Emergency calls are prioritised and do not end up in a queue behind day-to-day queries, like door entry
- ✓ Improved two-way audio when speaking with the monitoring centre
- ✓ Video calling through the wall-mounted tablet. This improves communication and safety when using the door entry facility

The future

Since 2016 we have installed over 150 digital emergency call systems.

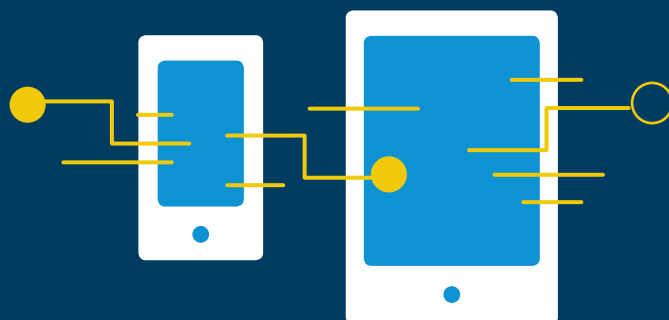
We are actively engaging with residents to understand how the technology could be further improved. As a result of this, a “mirrored app” is in the final stages of development that will allow the user to mirror the tablet screen on a portable personal tablet.

If you have an android tablet with a 4G connection the audio-only app is available.

Apps for Apple devices are expected to be ready in the next few months and the mirrored app with video capacity for both Apple and Android is reported to be available by the end of the year.

Bluetooth and Wi-Fi enabled room units will also be available in the next phase of installations.

Housing 21 are at the forefront of this technology, bringing new innovations, ideas and improved customer satisfaction!



Employee satisfaction

In March 2019, we published our employee satisfaction results and for Retirement Housing here are some of the results:



98% of employees share the organisation's values

96% of employees think that Housing 21 has a plan for the future

95% of employees feel Housing 21 has a positive impact on society

Housing 21 achieved 'Investors In People – Gold' in 2018. This is an external recognition of how we lead and inspire our people, live our values, empower and involve, manage performance, recognise and reward our people, structure work, and develop and improve both our employees and our organisation.

Fundraising

Charity begins in the community

Stoneleigh Court was delighted to have Ginny from Haven House join residents for afternoon tea

Haven House Children's Hospice was founded in the early 1990s by a registered nurse and health visitor, Sue Irwin. With friends and colleagues, Sue founded the charity to provide care to life-limited children and their families at no cost to them.

Today, Haven House has supported over 900 families, looking after children and young people from birth to 19 years old who have life-limiting or life-threatening conditions. Residential and community services extend across North and North East London, West Essex and East Hertfordshire, including respite and end-of-life care.

In the hospice children benefit from play activities as well as day and overnight stays. The Holistic Care Centre, which was opened in September 2014, means that children can

access a range of therapies, including music, physiotherapy and yoga. Families can also take advantage of support groups designed to reduce stress and anxiety.

Stoneleigh Court residents have regularly held fundraising events to raise money for Haven House such as afternoon teas and lunches, and we were lucky to be able to hand Ginny a cheque for £1,600.



Skydive for local hospice

Angie from Fosbrooke Court fulfilled her dream to do a skydive, raising over £770 for a local hospice along the way!



Residents at Newport Court in Canterbury raised over £500 in support of the Alzheimer's Society

Resident, Alec, contacted the Alzheimer's Society and they even supplied medals for residents who took part!

Welfare benefits update

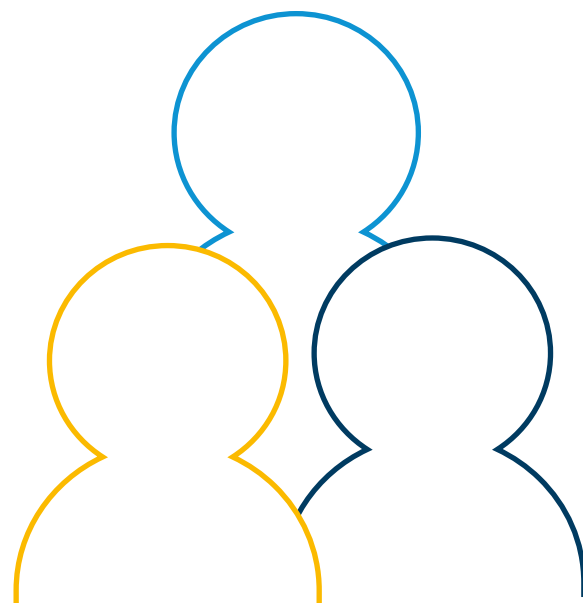
By John Robertshaw, Senior Financial Policy and Engagement Manager

Every year there are huge amounts of welfare benefits that go unclaimed. Currently this is calculated at around £21 billion a year. This is all money that people are entitled to but don't claim for one reason or another.

1.3m older people are missing out on Pension Credit entitlement with an average entitlement of £51 per week

2.7m people are missing out on Council Tax Support with an average entitlement of £17 per week

1.3m people are missing out on Housing Benefit entitlement with an average entitlement of £62 per week



It's important to check to make sure you're not one of those who is missing out. If it is money you're entitled to, it's much better in your pocket than being unclaimed!

People often miss out on welfare benefits due to the complex nature of the welfare system. Don't be put off by this, if you are struggling to navigate the system, have a word with your Court Manager who should be able to help or point you in the right direction.

You will have probably seen the news recently about the decision to stop the free television licence for the over 75s. This will happen in June 2020. However,

if you receive Pension Credit Guarantee Credit you will still be entitled to receive the free television licence. 1.3million people are missing out on this benefit so it's worthwhile checking to make sure you're not one of them.

Attendance Allowance is another benefit that a lot of people are missing out on. Don't be put off by the name, just because it's called Attendance Allowance doesn't mean you need to have someone "attending" to you or caring for you.

Attendance Allowance is a benefit for people over state pension age who have health problems (either

physical or mental) and those health problems affect them significantly in their everyday life.

Attendance Allowance is a non-means tested benefit. This means entitlement is not based on financial circumstances; entitlement is based purely on a person's health problems and how those health problems affect them in their everyday life.

There are a whole range of other benefits that exist and lots of people are missing out on entitlement that is rightly theirs. If you want to know more about benefits or have any questions about entitlements or claiming, in the first instance please speak to your Court Manager.



Court life

Eric Long Court

by Chris (resident)

We moved to Eric Long Court a year ago
Downsizing from three bedrooms to one,
Where we were we had no garden,
Nowhere to sit and enjoy the sun.

As we look down from our window
Our communal garden looks so serene,
Bathed in sunshine and shadows,
So many different shades of green.

Now there's a fir tree outside our windows
That's full of birds and life,
In the garden, squirrels, foxes, cats and dogs
And most days me and my wife.

A patio with table and benches
And a bench of our own for two,
Where we sit and enjoy a coffee
Whilst taking in the view.

The magpies think they rule the garden
Bullying the pigeons, sparrows and tits,
But when the squirrels come along
It turns into a battle of wits.

There's feeders throughout the garden
Bird baths large and small,
They're frequently visited every day
The animals love them all.

We've had foxes on the benches
Everyone uses the bath,
The squirrels love to chase each other
Around the garden path.

It's not just us watching from the window
Our cat and dog look out on it too,
But when they see all the animals
We're not sure they're just enjoying the view!

When the weather changes for the worse
And we're all stuck indoors,
There's lots to keep us entertained
Making sure we don't get bored.

Our Court Manager and fellow residents
Are a very friendly, helpful bunch,
In the communal lounge every other Friday
There's always fish and chips for lunch.

Trivial Pursuit, quizzes and bingo
Ladies social and hoy nights too,
A monthly breakfast in the lounge
There's always so much to do.

A big thank you to Eric Long Court
For making us feel so at home,
Even if only one of us is in
We know we're never alone.

Eric Long Court



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

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