

Extra Care Living

Housing 



Regional Report 2020

North East



Our performance



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Resident story:
Florence

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New developments:

Seven new Extra Care schemes for the North East

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Fundraising:

Elf day 2019 Linskill Park



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Welcome

A message from the Chairman and Chief Executive

Stephen Hughes,
Chairman



Bruce Moore,
Chief Executive



'Doing the Right Thing' was the theme and message for our 2019/20 staff and resident conferences. This emphasised the importance of being true to our purpose of providing more and better Retirement Housing and Extra Care for older people of modest means. This philosophy of 'Doing the Right Thing' and our devolved operating model also enabled us to respond quickly, effectively and responsibly to protect you, our residents, and maintain vital services when faced with the Covid-19 pandemic which was beginning to take hold back in March 2020.

Our committed frontline staff stepped up to the challenge and have shown heroic dedication - going above and beyond the call of duty to maintain safe services. Thank you all for your kind gestures of thanks and appreciation which our Care Workers and Managers have shared with us. A true reflection of how valued they are by our resident community.

I am sure you will join me in thanking all of our staff in all roles for being simply brilliant in their willingness to adapt and respond positively and flexibly to the situation and for continuing to do the right thing.

The Covid-19 pandemic has certainly had an impact both in terms of human lives and on business operations, but we ended the last financial year in a strong position and have shown good progress against each of our seven Strategic Priorities. More detail can be found in our Financial Statements 2019/20 on our website but key highlights include:

- Six of our 72 registered care sites achieved the highest rating of 'Outstanding' from the Care Quality Commission (CQC)

- Residents receiving care from us gave an overall satisfaction rating of 97% for the care they receive
- Overall satisfaction improved: 94% for Retirement Housing and 92% for Extra Care
- Staff commitment remains high with 96% sharing the organisation's values
- Our devolved housing management system has enabled more effective management, including supporting remote working during the Covid-19 lockdown
- We have installed 178 Appello digital call systems - improving connectivity

Value for Money is a key driver for us and we have consciously been investing more than many other providers to ensure our properties remain desirable and energy efficient.

After having our G1/V1 regulatory status confirmed by an In Depth Assessment in March 2019, you may have heard that Housing 21 has since been downgraded to G2 status, in part due to maintaining variable service charges for affordable rent properties and other historical funding settlements. This was deeply disappointing but we are working hard to renew our G1 status. We would like to assure you that our commitment to doing the right thing also extends to good governance and doing things right.

We remain confident and committed to pursuing our progressive and ambitious strategy, to do more and better, and would like to thank everyone who has supported us over the last year. We look forward to continuing to work with you into 2021.

Welcome from the Head of Extra Care, North East

Last year we launched the Regional Reports at a series of resident engagement events which were wonderful. I hope we have managed to make the changes and improvements which you talked to us about at those events.

We are delighted to be once again providing a Regional Report for our residents, which will show you that we are striving to be the best we can to ensure that our Extra Care schemes in the North East are great places to live.

I am really proud that in the North East we have residents and staff who make a massive contribution to lives and communities, and I hope that this report will show the difference you make, and that your family, friends and local communities will enjoy reading and understanding what we do and how well we all do it.

Our schemes would be very different if it wasn't for our engaged and active residents who keep us on our toes and tell us what we can do better. I am very grateful for your input and our plan is to continue to make sure we listen to you.

Whilst the world has changed somewhat in recent months, we are still determined to do the right things with you and for you – so please do keep in touch with us in whatever way you can, so we understand what we can improve and do better for you.

Thank you once again for being a wonderful, understanding and engaged group of residents and I hope to see you all very soon.



Claire Charlton

Head of Extra Care, North East

Our performance against strategic priorities

1. Providing more homes



At 2019/20 year-end we had 19 schemes on site, 17 Extra Care, two Retirement Housing and a total of 1,195 properties under construction

2. The quality of our existing properties

In 2019/20 we successfully delivered £32.5m investment into our properties and undertook over 500 capital projects.

3. The quality and responsiveness of our services



We are on track to hit our overall resident satisfaction target of 95% by 2021, having achieved 94% satisfaction in Retirement Housing and 92% in Extra Care.

4. Our people and potential



We received recognition for commitment to our staff by winning the Investors in People 'Best Third Sector Employer' Award in November 2019.

5. Systems and technology

We are developing systems to allow remote access for frontline staff. Over 700 members of staff are using mobile technology to deliver an efficient response to residents. New Ways of Working (NWOW) aims to deliver a revised technology landscape for staff and includes a comprehensive review of technology, software, connectivity, devices and supporting infrastructure.

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 the next page.

7. Innovation and influence



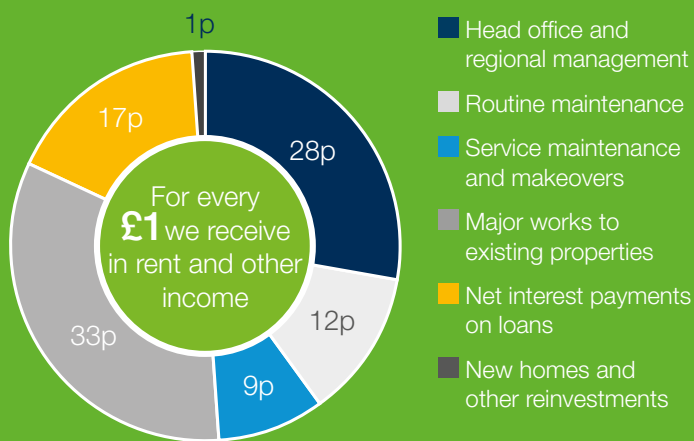
Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

We remain committed to being a dementia-friendly organisation. All staff become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends initiative.

Organisational performance

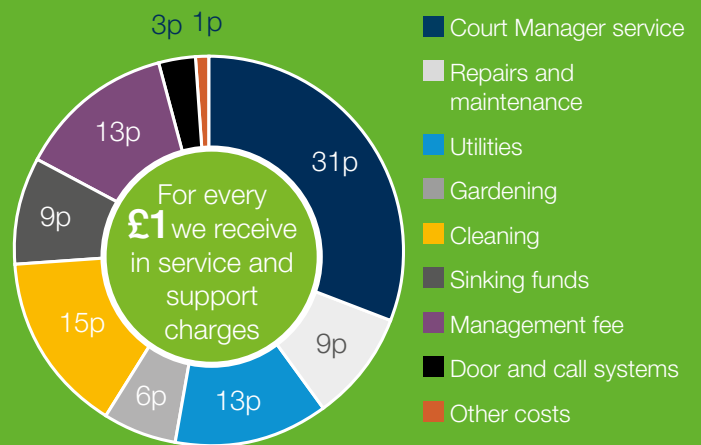
How we spend your rent and our other income

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:
21,072

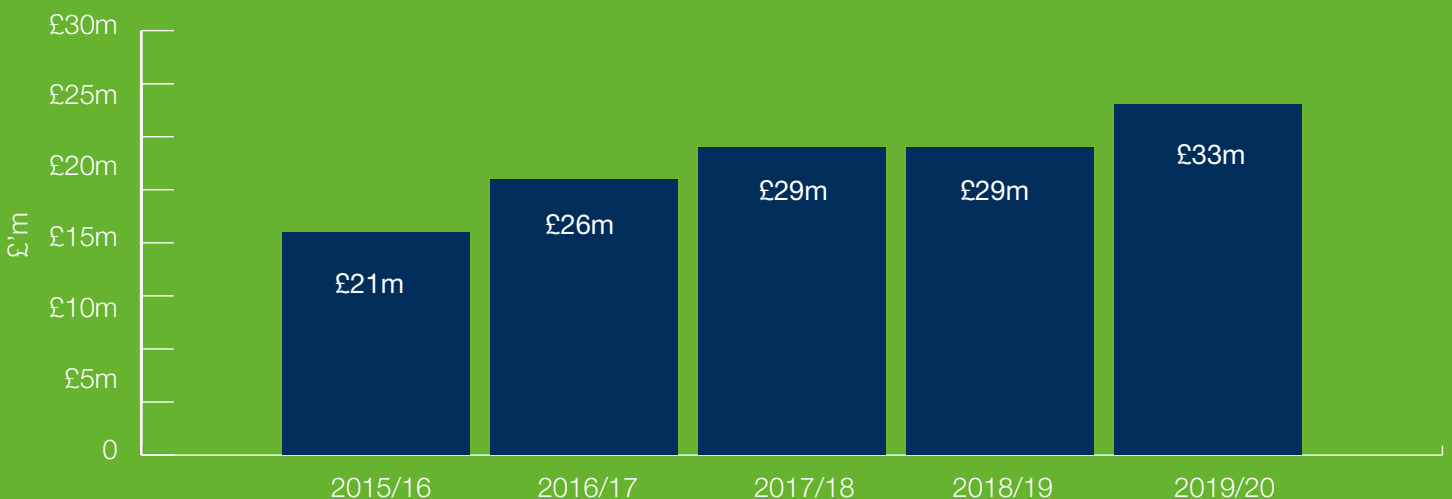
Turnover:
£192.3m

Operating surplus:
£32.1m

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



Rosemarie White
Extra Care Manager
for North East 1

“My second year as Extra Care Manager for North East 1 has been very rewarding, and exciting. We adjusted patches in July 2019 and I now work with you in North Tyneside and Gateshead. I really enjoyed the resident engagement events that we held on each of the schemes, getting to know our residents, and listening to their stories gave me a better understanding of what matters to people, and that is important to me, so that I can think about what we do well, and focus on those areas we need to improve. Lunch at these events was lovely and gave me the

opportunity to chat to everyone on a one to one basis.

“The current year has ended with the very real challenge that is Covid-19, but one that we will all face together, finding new ways to engage with you all will be top of my agenda. Aside from the challenges of Covid, I am excited to be commissioning a brand new scheme on land adjacent to the old Fire Station site in Tynemouth. It’s my first new development, so I am nervous, but it will be a great addition to our Extra Care portfolio and to the North East.”

“Last year I said I was looking forward to getting immersed in a new role – well it has been a blast and a blur! In the past 12 months we have seen increased levels of both resident and staff satisfaction through greater and more meaningful engagement.

“Dovecote Meadow became the first scheme in the North East to be rated as ‘Outstanding’ by the Care Quality Commission

(CQC), and I know that the other schemes are eagerly awaiting inspections to showcase the service that they provide. Over the next 12 months, embracing new ways of working and social distancing measures, we will strive to maintain engagement and continue to improve your experience of living in a Housing 21 property.”



David McGee
Extra Care Manager
for North East 2

Meet the team



Darren Wilson

Acting Extra Care Manager for North East 4

“I have thoroughly enjoyed supporting residents and staff across the North East 4 region over the last eight months and look forward to investing more time helping to shape the environment our residents live in during 2020 and beyond. I especially enjoy engaging with residents, whether that be a quick chat over a coffee, or a resident engagement event. I am always looking to find ways we can improve services for residents and your input is always welcome.

“We have an exceptionally busy region that is constantly growing and developing. I am currently responsible for seven schemes across Doncaster and Bradford with an additional two schemes being built in Leeds and further developments on the horizon. These are genuinely exciting times.”



Catherine Hay

Extra Care Manager for North East 3

“2019/20 has been an exciting and eventful year in North East 3. Engagement visits have taken place throughout the year which have been enjoyable, spending quality time with residents, communicating and listening has been so rewarding. I am looking forward to continuing to build on this engagement in the coming year.

“The North East is continuing to grow as a region with development of several new schemes. In North East 3 we have Fry Court, which has opened despite the challenges of the pandemic, and Eller Beck in Skipton and Bowland View in Bentham. I’m proud to be part of the commissioning of the new schemes and look forward to the end results.”



Vivienne Ellwood

Regional Administrator

“My role as Regional Administrator covers North Tyneside to Doncaster and my position is to provide support to my Head of Extra Care, the ECM’s, Court Managers and all staff who need it. If I don’t have the answer I’ll either find it out or point in the right direction. We are living in difficult times with a lot of home working but I believe residents are being exceptionally looked after by staff in our North East patch who provide a safe environment for them to live. Hopefully, we can look forward to once again meeting residents for a chat in a more normal setting in the near future.”

Achievements at a regional level

A summary of the year

This year, in the North East, we have been very busy! Firstly, and most importantly, we achieved our goal of **95% resident satisfaction**.



It was great news to hear that our residents are satisfied and that we are able to continually action those areas of improvement to keep everybody happy with their homes and services. In addition, we achieved 100% compliance with the Care Quality Commission (CQC) across our care services in the North East.

We have also made progress with our digital call system installations. Beckwith Mews and Woodridge Gardens in Sunderland are the latest schemes to have the systems installed. We continue to get further installations underway at Bramble Hollow, Charles Court and many other schemes across the region.

Our property development and construction colleagues ensured that we progressed with new developments in the North East. We are now on site with seven new schemes in development across the region.

In total we are currently creating more than 500 new affordable homes for older people of modest means. We also have an ambitious programme of more new developments across the region to begin over the next few years.

We held resident engagement events during November and December 2019 at every scheme in the region and organised mini staff engagement events at all schemes during the summer of 2019, giving our Care Workers the opportunity to meet with senior managers from across the country.

Resident story

Florence



Florence is one of our residents at Marigold Court. Here she shares her story about coming to the UK and moving into a Housing 21 scheme.

“I was born in Lagos, Nigeria and moved to England when I was 21 years old, travelling on my own by ship, which took nine days. My parents had arranged nurse training for me and I lived in nurses’ quarters until I had completed the training.

“I moved to Marigold Court in February 2019, after my son Sebastian talked to me about Extra Care. I was no longer managing very well in my three bedroom house.

“My first impression, was that Marigold Court was very spacious, a significant set up, with a lovely colour scheme. I quickly decided this was somewhere I would like to live.

“

I was a little bit apprehensive about moving to a new place and meeting new people – but the residents here have been so kind and interested in me. They made me very welcome and Marigold Court quickly started to feel like home.



“I have made friends, particularly with Win and we join in everything and spend most days together along with other neighbours.

“I love living at Marigold Court, people are friendly and always speak. I love my apartment, it is a good size for me. I enjoy the restaurant and the little shop and there is always someone around. I feel safe and Sebastian, my son, knows I am being well looked after.”

Housing 21 annual quality statement

Our commitment to quality

The quality of care we provide to our residents is incredibly important to us. We are proud of our commitment to quality and as a leading provider we constantly want to do better.

Our care quality performance

It has been a successful year for Housing 21 with a further three schemes receiving 'Outstanding' ratings from the Care Quality Commission (CQC), taking the total up to six (9%). Receiving this rating means our residents can expect to receive outstanding care. However, six is not enough and we continue to focus on increasing this number.

2018

93% overall satisfaction

2019

97% overall satisfaction

94%

of our services across the country are rated as **'Good'** or **'Outstanding'** by the CQC. We are 8% above the sector average*.

*As of March 2020. CQC State of Care Report, 2018-19, Adult Social Care Sector, CQC ratings data, 31 July 2019

Our other achievements this year include:

- Reviews of our safeguarding and medication policies and training for staff by collaborating with industry experts such as Social Care Institute for Excellence and a qualified pharmacy consultant respectively
- We kick-started the Gold Standards Framework pilot, which is a programme aimed at reducing crisis admissions into hospital and supporting end of life care at home
- The success of this pilot will help us decide if we should roll the programme out to all schemes
- New supervision process (one to one meetings with line managers) introduced for our care staff which aims to help the Care Worker feel supported and to develop their care practices. Importantly, the new process involves us seeking feedback from residents about their Care Worker prior to these meetings to identify their strengths and areas for development
- We introduced a self-assessment, trends tool and continuous improvement plan for managers to locally assess quality and plan continuous improvements

Housing 21



Care to share?

Feedback about the people who support you is important to help our Care Workers understand what they need to keep doing well and if there is anything that they need to change.

Would you spare a few minutes to tell us how you felt today's care call went?

Name of Care Worker:	
How would you rate your care call today? (Please tick one box)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
What did they do well?	
What could they have done differently?	
Any other comments:	
Your name (optional):	

Thank you for taking the time to fill in this form, we appreciate your feedback.



Rate your care call card

You may be asked to complete one of these cards by our Assistant Care Managers. Please take the time fill these in, as your feedback will help our staff to keep improving the service that they provide to you.

Learning when things go wrong

Whilst it is important to celebrate our achievements, we must take time to reflect when things do not go to plan.

Whilst the number of 'Outstanding' schemes increased, we saw the numbers of services rated as 'Requires Improvement' increase, with six overall (9%). When a scheme is assessed as requiring improvement, it means that while the Regulator has identified good practice, they have also identified opportunities to improve.

Whilst this remains lower than the sector average, even one 'Requires Improvement' service is too many.

As a result, some of the actions we are taking are:

- Sharing these lessons with staff across Extra Care in our Quality Newsletter to avoid repeated issues
- Designing a new process for early identification of services that might require improvement and providing focused support for local teams to achieve quality standards



Our regulatory performance is important to us, but the best measure of quality is the feedback we receive from our residents.

As a leading provider, delivering 'Good' care services is the minimum standard a resident should expect from us. We set our standards beyond the minimum requirement and focus on providing consistently safe and high quality care to residents at all times.

Jamie Lindon-Lewis

Head of Quality Assurance and Commissioning

Housing 21 annual quality statement

CQC ratings in our region - As of March 2020

Outstanding ★

Dovecote Meadow

Good

Beckwith Mews

Bramble Hollow

Bransdale View

Bridlington Branch

Charles Court

Elm Tree Court

Fountain Court

Gildacre Fields

Keelboat Lodge

Limestone View

Linskill Park

Marigold Court

Meadowfields

Priory Court

Rokeby Gardens

Rowan Croft

Springhill Court

Springtide Cove

Staveley Court

Swallowdale

Winton Court

Woodridge Gardens

Not yet inspected

Fry Court



Dovecote Meadow



Beckwith Mews

Resident story

A new beginning



Mrs J came to Staveley Court in Keighley after a criminal investigation into serious grooming and financial abuse.

Mrs J was no longer safe to stay in her private rented home as her life savings had been taken. Mrs J had previously not had much luck before this as she came from a care home background herself.

Her kind nature and naivety made her extremely vulnerable which led her to form unhealthy relationships with individuals.

Mrs J was removed from her familiar surroundings and rehoused temporarily in a nursing home, which was not suitable. It was here she expressed her wish to move to Keighley closer to her two sons.

When Mrs J arrived at Staveley Court she was a timid, frightened and bewildered lady, who desperately needed some guidance, trust, acceptance and love.

Over a few months trust was gained through lots of reassurance and assistance from both care and office staff. Mrs J formed a bond with our Assistant Care Manager, Emma, who assisted Mrs J to sort out her benefits, debt, bank accounts and all aspects of personal paperwork.

Slowly Mrs J found her confidence and the ability to trust again and she discovered that there is some good in a world that was once very dark.

She has built the confidence to venture out without feeling scared or frightened. She has been brave enough to have cataract surgery on both eyes, her relationships with her sons have improved and she is always first on the dance floor at functions.

Mrs J has become one of the real 'characters' of Staveley Court. She is thriving and goes to see office staff every day to tell them how 'on top of the world' she is.

Court life

It takes a team in Doncaster

We have four Extra Care schemes in Doncaster which are amongst our oldest and newest in the region!



Charles Court

Charles Court in Armthorpe is one of the oldest at 16 years, followed by Rokeby Gardens in Kirk Sandall and Swallowdale in Edlington. Our newest scheme is Casson Court which is based in Thorne.

All of the schemes are very popular, fully occupied, with a mix of rental residents and shared owners. At Swallowdale we have a couple of bungalows as well as apartments, and the local authority has just built a further crescent of bungalows for people over the age of 55 on the boundaries of our scheme.

The key to success in Doncaster is working as a team – whilst every scheme has its own personality and management team, we also all work together to provide the best possible service to you, our residents.

Charles Court is in the middle of a large housing estate and many of the staff and residents come from “around the doors”. Unfortunately there was a fire in the laundry room at Charles Court in 2019 which put the laundry out of action for some months. We bought some domestic washing machines and dryers and

converted the staff room to a temporary laundry, whilst Care Workers also took washing across to other schemes.

Later in the year, residents at Charles Court decided they wanted chickens, so eggs were duly purchased and residents eagerly awaited the hatching. We now have chickens roaming the gardens and providing us with eggs.

At Rokeby Gardens we have the local church hall integrated within our building. Rokeby residents are foodies, and so their favourite activity is facilitated by Emma and the team who have organised regular food themed nights and also trips for a meal out.

Swallowdale, on the other hand, has a very musical group of residents and staff, with frequent performances and celebrations. Our manager, Chantelle, is a great cook and personally cooked up seven giant turkeys last year to provide a Christmas lunch for all staff and residents!

Casson Court, the baby of the bunch, is a little over a year old now, and proving to be a real asset to the local community of Thorne.

New developments

Fry Court

Our latest scheme to open is Fry Court in Great Ayton. The scheme, which is near to country house Cleveland Lodge, is named after chocolate manufacturer J. S Fry & Sons – the creator of Fry’s Turkish Delight. A member of the Fry family, Sir Wilfrid Fry, once lived in Cleveland Lodge, with wife Lady Anne of the Cadbury family.



Box Tree Court

Box Tree Court is Housing 21’s first Extra Care Living scheme in Boston Spa and will provide much needed accommodation for local people over the age of 55. The development, under construction by Vistry Partnerships and supported by Homes England, will offer 44 one and two bedroom apartments for affordable rent and shared ownership.

Lady Ida Lodge

Lady Ida Lodge, our new Extra Care Living development in Cookridge forms part of a Grade II listed building, originally built in 1889 as Ida Convalescent Hospital as an addition to the Cookridge Hospital. The hospital was named the Ida Hospital in memory of Ida North by her father John North. Lady Ida Lodge is set to complete in winter 2020 with the first residents expected to move in January 2021.



New developments

Filey Fields Court

Filey Fields Court is a new Extra Care Living development for people over the age of 55 and is under construction on Filey Fields Farm in Filey, North Yorkshire.



North Tyneside

Building work is underway on a new Extra Care Living scheme for people over the age of 55 in North Tyneside. The new scheme, on land behind Tynemouth Community Fire Station, is being developed by Housing 21 in partnership with North Tyneside Council and will provide 64 one and two bedroom apartments for affordable rent.

Bowland View

Bowland View is Housing 21's first Extra Care scheme in Bentham and will provide much needed accommodation for local people over the age of 55. The development is supported by Homes England and will offer eight bungalows and 64 one and two bedroom apartments for affordable rent and shared ownership.



New developments



Eller Beck Court

Eller Beck Court is an Extra Care development in Skipton. The new scheme will offer independent living with access to on-site care for people over the age of 55, with 58 one and two bedroom apartments available for rent and shared ownership.



Poppy Dene

Poppy Dene is our latest Extra Care scheme in Peterlee, County Durham. Its name recognises Housing 21's Royal British Legion roots and signifies a nod to its local area with 'dene' as that is the colloquial name for railway cuttings. Construction work began on site in early 2020 and when open, Poppy Dene will provide apartments for affordable rent.

Resident story

Fountain Court's caravan weekend



At a resident meeting, Fountain Court residents asked to go away to a caravan for a weekend. After many phone calls staff at the scheme managed to find the perfect place, not too far away – Haggerston Castle.

After many meetings and phone calls, five staff members and seven residents decided to book up and picked a weekend in August.

Everybody chipped in to fund a selection of food and drink to take and there was enough money left to arrange for two minibuses to take them up on the Friday and then back on the Sunday.

From the minute we got there, to the minute it was time to come home, it didn't stop raining but the group didn't let that ruin their time away.

A weekend full of entertainment and laughs was had by all. Residents and staff went to the club house to play bingo, went for walks and spent a fortune in the amusements. They even took part in an arts and crafts afternoon!

Some evenings they decided to go out for dinner but most nights they stayed in and let Joanne, the Housing and Care Manager, do the cooking while the rest of the group observed with a glass of wine.

The group had a great weekend and came home with some fantastic memories of their caravan holiday at Haggerston Castle.

Resident story

Karol



Karol is one of our residents in the North East. Here, he tells us about how moving into a Housing 21 Extra Care scheme has changed his life for the better.

Before living here

“I was really vulnerable where I was living because I had a stroke. I sometimes struggle to talk and for people to understand me. As a result, I was targeted by the local community, who used to harass me in my home and

even when I went out. I had a PA to support me when I did go out, but then he was targeted too. They would take my money from me and scare me in my home. I was desperate to be away from this.”

What I wanted

“I wanted to keep my independence, meet new people and feel safe in my home. I wanted to be able to socialise with people and to walk around and get to places whilst feeling safe.”

Why living here has helped me

“I cried when I moved in as I felt so relieved to feel safe again. I was so happy to be here. People around me were worried that I would struggle to communicate with other residents and staff members so I was given a communication aid that was made for me and put on a keyring. This has short things written on it so that I could show other residents and staff when I needed help with communication. It helped me let others know what my needs were. The aid had things to help support me if I was in pain, or if I needed help to do something. The staff were all

advised to use a basic thumbs up with me too. This worked well for the first week or so, but then we all soon discovered that the more I was around people, the more I talked and the better my speech became in a very short space of time. As people got to know me they realised that they could quite easily understand me. I don't really have to use any of my communication aids any more. I only use it occasionally when I need to write the odd thing down when I am struggling with a certain word.”

“I am now able to go out on my scooter to the shop and come down and mix with people every day and even join in with the activities, I now at last feel safe and happy.”

Fundraising

Elf day 2019 Linskill Park



On 6 December 2019, the staff and residents at Linskill Park in North Shields got together for some fun and fundraising for Elf day in aid of Alzheimer's Society. Everyone joined in on the Christmas themed quiz and there were prizes for the best dressed elf. A raffle and cake sale also raised funds for the charity, which is close to our hearts – together the scheme raised over £300.

Let's see if they can top this in 2020!



Guest room listings

The following schemes have guest rooms available for family or friends to visit. As a resident, you are welcome to stay in guest rooms throughout the country. Please note availability is dependent upon any Covid-19 restrictions in place. Please ask your Housing Manager for more details.

Court	Region	Contact no.	Facilities	Price per night
Applegarth Court	Bridlington	0370 192 4031	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Beckwith Mews	Sunderland	0370 192 4315	Ensuite, TV, drinks facilities, kettle and fridge	£10 - £15
Bramble Hollow	Sunderland	0370 192 4155	Ensuite, TV, drinks facilities, kettle and fridge	£15
Bransdale View	Helmsley, N Yorkshire	0370 192 4224	Ask Court Manager	£15
Callendar Court	Gateshead	0370 192 4150	Ensuite, drink facilities, kitchenette	£15
Casson Court	Thorne, Doncaster	0370 192 4205	Ensuite, TV, drinks facilities, kitchen facilities	£15
Charles Court	Doncaster	0370 192 4095	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Dovecote Meadow	Sunderland	0370 192 4420	Ensuite, TV, drinks facilities, fridge, twin beds	£20
Elm Tree Court	Bradford	0370 192 4659	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Fountain Court	Gateshead	0370 192 4665	Ensuite, TV, drinks facilities,	£25
Gildacre Fields	Sunderland	0370 192 4975	Ensuite, TV, drinks facilities, kitchen facilities	£20
Greyfriars	Richmond	0370 192 4991	Ensuite, TV, drinks facilities, kitchen facilities	£25
Keelboat Lodge	Sunderland	0370 192 4820	Ensuite, TV, drinks facilities, kitchen facilities	£15
Limestone View	Settle	0370 192 4662	Ensuite, TV, drinks facilities, kitchen facilities	£25
Linskill Park	North Shields	0370 192 4307	Ensuite, TV, drinks facilities, kitchen facilities	£15
Marigold Court	Gateshead	0370 192 4630	Ensuite, TV, drinks facilities, kitchen facilities	£15
Mary Seacole Court	Bradford	0370 192 4085	Ensuite, TV, drinks facilities, kitchen facilities	£15
Meadowfields	Thirsk	0370 192 4006	Ensuite, TV, drinks facilities, kitchen facilities	£20
Priory Court	Gateshead	0370 192 4042	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Rokeby Gardens	Doncaster	0370 192 4527	Ensuite, TV, drinks facilities, kitchen facilities	£12 - £15
Rowan Croft	Killingworth	0370 192 4027	Ensuite, TV, drinks facilities, two single beds	£15
Seafarer's Way	Sunderland	0303 123 1052	Ensuite, TV, kitchen facilities, two single beds	£20
Springtide Cove	Sunderland	0370 192 4491	Ensuite, TV, kitchen facilities	£15
Springhill Court	Easingwold	0370 192 4640	Ensuite, TV, drinks facilities, twin beds	£25
Staveley Court	Keighley	0370 192 4620	Ensuite, TV, drinks facilities, twin beds	£10 - £15
Swallowdale	Doncaster	0370 192 4260	Ensuite, drinks facilities, kitchen facilities	£15
Sycamore Hall	Bainbridge, N Yorkshire	0300 790 1716	Ensuite, TV, drinks facilities, twin beds	£20
Winton Court	Gateshead	0370 192 4076	Ensuite, TV, drinks facilities, twin beds	£20
Woodridge Gardens	Washington	0370 192 4989	Ensuite, TV, drinks facilities, fridge, kettle, twin beds	£20

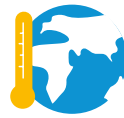
Looking ahead – taking care of the environment

As an organisation we are committed to making positive changes for the environment and are focusing on areas that will make the most difference:



Carbon impact / energy consumption

We are currently leading in the housing sector in terms of energy consumption with 84% of our properties already having an Energy Performance Certificate (EPC) grade C or above, saving you money on your energy bills. Our aim is for all properties to have an EPC grade C by March 2022. We will also be installing non-fossil fuel heating systems on new homes and, where possible, on replacement systems from December 2022. Our policy is to only source electricity from certified renewable sources.



Climate change resilience

All of our schemes are being surveyed for climate change resilience and each scheme will have an action plan by March 2022 to promote longer term environmental sustainability.



Transport

We are aiming to reduce non-essential travel for staff across the organisation, exploring new ways of working and reducing our carbon footprint.

This is just the beginning. We will build on these strong foundations to develop our commitment to 'Doing the Right Thing'. Talk to your scheme manager if you have any thoughts or ideas on

how to make positive changes for the environment at your scheme. Your story could feature in next year's Regional Report!

Feedback

We hope you have enjoyed reading your Regional Report 2020. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing ECResidents@housing21.org.uk or speak to a member of the Housing 21 team.

If you need this report in a different format, for example large print, Braille, audio file/CD or another language, please contact your local manager.

Thank you.



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