

Extra Care Living

Housing (21)



Regional Report 2020

South East



Our performance:



See page 6



Achievements at a regional level:
Our journey to 'Outstanding'

See page 12

New developments:

Three new Extra Care schemes for the South East

See page 23

Stand out events:

Doris turns 100



See page 35



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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, South East

A year has passed since we launched the Regional Reports, and what an exciting year it has been. During the latter part of 2019, senior management teams visited all Extra Care schemes to hold resident events and staff events - lots of constructive feedback was given to help us make further improvements to the services we provide.

We had planned for these events to happen in 2020, but unfortunately due to the Covid-19 pandemic which took hold in March, these events were postponed. We will be looking at ways to engage with you all in the coming months and I very much look forward to getting out across the schemes and seeing you all again. Thank you for your patience and cooperation over the last few months – the community spirit and positivity has been outstanding, and thank you to our wonderful staff for their commitment and dedication in such a trying time.

Throughout this report we reflect on the last financial year from April 2019 to March 2020 and celebrate what's been happening across the South East region. There are some fantastic stories which show how the schemes are alive with laughter, fun and happiness. It's great to see the wonderful social interaction in and around the services - you all make our Extra Care schemes a pleasure to visit. I would like to say a big thank you to all our residents and I hope you enjoy reading this report.



Tracy Jones
Head of Extra Care

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 opposite page.

7. Innovation and influence



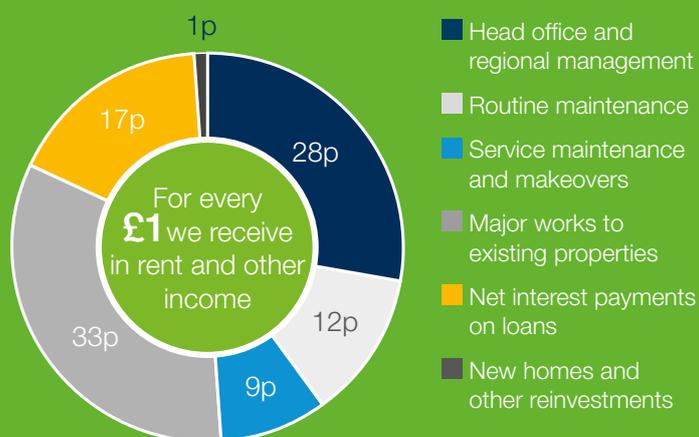
Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

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

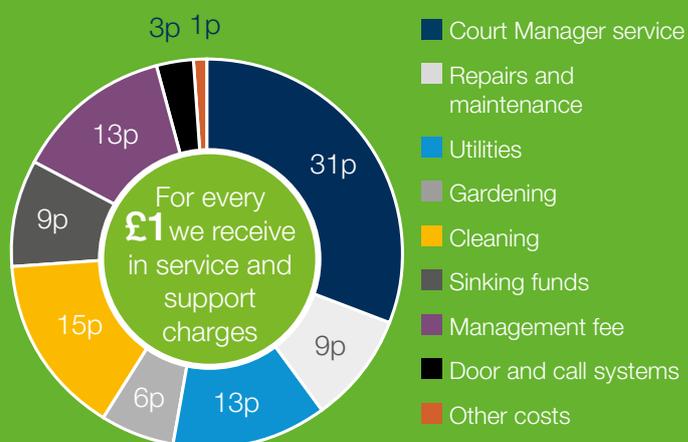
How we spend your rent and our other income

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

“It’s great to see so much laughter, fun and happiness in our schemes and the wonderful social interaction makes them such a great place to live and work. The South East Management Team would like to say a big thank you to you all. I hope you enjoy this year’s report.”

Tracy Jones – Head of Extra Care



Maureen Dunn

Extra Care Manager,
South East 1

“I have only been in the Extra Care Manager role since February and we then had to contend with a pandemic! I am proud of the way the teams have pulled together at such a difficult time and of the support

given to our residents. I look forward to spending time with the staff and residents when we get our new normal.”

“There have been a few changes this year to say the least and we have worked in ways we never thought we would. This has been made much easier by the support of all of our residents and their families, as well as all of our staff working during the pandemic.

“I want to thank all the managers in South East 2 for such a warm welcome. It is never easy moving in to a different patch but you have all been very supportive. I look forward to working with you all over the next 12 months.”



Ashleigh Jarvis

Extra Care Manager,
South East 2

Meet the team



Clare Maher
Extra Care Manager,
South East 3

“This has certainly been a year none of us will forget in a hurry. Having started the last twelve months with clear objectives of what South East 3 was going to achieve, to now being in the midst of a pandemic, it has been quite the journey!

“I would like to thank all residents for working with your on-site staff teams to keep everybody safe and well. The next twelve months

are going to continue to be full of unknowns for all of us, I am looking forward to getting back out to sites and holding residents engagement meetings, working with you all in producing/updating your Court Service Level Agreements and talking and laughing with you all again.”

“This year has been challenging in more ways than one, with the pandemic bringing so many concerns, anxieties and changes to all of our lives. Whilst we still may not know fully what our lives will be like going forward, I am very proud to have worked not only with a great team but for a great organisation.

“We were able to quickly action what was needed and adapted appropriately to ensure as always the safety of our residents and staff. I would like to thank all the wonderful residents for your support and understanding during this difficult time and also of course all our staff who have worked tirelessly. I look forward to being able to get to see some of you all again.”



Emma Patten
Regional Administrator

Achievements at a regional level

Summary of the year

This year in the South East we have been very busy! Firstly, we obtained our first 'Outstanding' report from the Care Quality Commission (CQC)! Oak House in Ipswich is the sixth Housing 21 scheme to achieve the rating, but the first in our region after an inspection in February 2020.



Walstead Court and Hogshill Gardens in Crawley also had their first CQC inspections and both achieved 'Good' ratings. Our internal audits have also been underway and Greenrod Place in Brentford and Cinnamon Court in London have both retained good internal results.

We have also successfully acquired Lime Tree House, and following the transfer of the care service at Lea Springs, our Housing Manager, Karen and Assistant

Housing Manager, Shirley remained with Housing 21.

Within the South East Team we have also been able to support staff with their career progression and this year we were delighted to be able to support Maureen Dunn progress from her previous role as Housing and Care Manager to join Ashleigh Jarvis and Clare Maher as the third Extra Care Manager for the region. Wayne Thompson progressed from an Assistant Care Manager to Housing and Care Manager at

Belsize Court. Victoria Trawford who was an Assistant Care Manager became Housing and Care Manager at Mere View and Tina Hyam went from Care Manager to Housing and Care Manager at Oak House.

Congratulations
to you all!

Achievements at a regional level

Our journey to 'Outstanding'

By Michelle Byrd

At my first inspection as a Registered Manager back in 2017, Oak House was rated as 'Good' across the board by the Care Quality Commission (CQC), which I was ecstatic about.



The team at Oak House and I set about preparing for the next inspection even though we knew it would be at least two years before the CQC would be back. I knew we were outstanding but we just needed to prove it! As a team we set about

learning to shout about what we had done well instead of always just saying "it's just what we do" when, actually, we were going above and beyond every day for our residents.

Achievements at a regional level



I began by creating a folder to evidence what we were doing and filled this with case studies and details of activities we had held. This then developed into a series of stories about residents we had helped become more independent and therefore had reduced their care packages down and were able to manage tasks that beforehand they could not. I produced examples of enhancing people's lives with dementia by enabling them to live in their own apartment after living in residential care, evidence where we had delivered outstanding end of life care working collaboratively with GPs, hospices and district nurses. The GP even wrote us a lovely letter that we were able to show the CQC on inspection day.



The thing I learnt about being rated 'Outstanding' by the CQC is that we didn't need to do anything more than what we all did every day. It was all about proving we have done it to the inspector, showing them the passion that our team had for delivering an outstanding service and of course shouting it from the roof tops no matter how uncomfortable it makes you!

Resident story

Karyn



Karyn is a 55 year old lady who came to live at Lea Springs in December 2019. She has a medical diagnosis of MS, which has left her with memory and balance difficulties. Before becoming unwell Karyn had previously worked as a carer, which she enjoyed very much.

Karyn was born and bred in Batford, only moving away when she got married. She is really happy to be back. Before her initial diagnosis Karyn went to stay at a care home for respite, which led to a year stay. At the time Karyn was extremely unhappy. Other residents were much older than her making it difficult for her to feel at home and socialise, she was feeling very low and unhappy.

A social worker contacted the Housing Manager at Lea Springs and discussed Karyn's current situation. The question was raised if Karyn would benefit from residing at Lea Springs and being in an Extra Care

environment. It was arranged for Karyn to have some visits to Lea Springs, and after a few short months an apartment became available and Karyn was able to move in with the help of her father and brother in law.

Karyn has made many friends at the scheme. She enjoys making tea and chatting to other residents and she also attends a Day Centre three times a week. She has also received visits from her uncle and aunty who live in Australia. They were both very pleased and amazed with her progress and how much happier she was.

Karyn appears to be a completely different lady since moving to Lea Springs - she is very outgoing, bubbly and always popping in to the Housing Manager's office for a chat. She is very house proud and enjoys showing off her collection of China Houses.

Sadly Karyn recently lost her father this year due to Covid-19 and was unable to say goodbye and attend the funeral. We arranged for her to come to the office, where she was able to view the funeral online. The team on-site supported her in singing hymns and saying prayers and provided support at what was both a sad and difficult time.

Court life

Garden transformations

A group of residents, including Pat and John at Walstead Court, decided to make a big effort to transform the garden at the scheme.

John said: “We think we have done OK but there is quite a bit more to improve it to make it the finished article. We want to include a new garden shed as soon as restrictions allow us to do this safely. June celebrates her 91st birthday this year and we are hoping to have everything complete for then.” Well done Pat and John – we can’t wait to see the results!



“

June celebrates her 91st birthday this year and we are hoping to have everything complete for then.

Collaborations and partnerships

Working with external stakeholders



Here in the South East we have been working hard to promote Housing 21 and build excellent working

relationships with external stakeholders, local authorities and commissioners across the region.

This has included presenting our Extra Care model to teams across Market Harborough, Northamptonshire, Norfolk and Essex. We have been supported by members of our Property Development Team; Leanne Taylor, Peter Smith and James Hogarth, whose skills are of course very important when developing future Extra Care schemes.

We have received fantastic feedback and will continue to work with external teams to promote our Extra Care model across the region.

Community coffee afternoon

The British Red Cross contacted Seagrave Court to see if they could host a community coffee afternoon at the scheme to heighten awareness of local activities for isolated people within the community of Strelley and surrounding areas.

Seagrave staff and residents alike welcomed the idea and a coffee afternoon was organised. Employees from the Red Cross, local supermarkets, Help the Aged workers, local fire officers and the local police force attended.

Nottingham City and County Councils also attended and it was definitely a case of 'more hands made light work of the job'.

Everyone joined together for games and craft activities and tea and cakes were served. A boxing demonstration also took place and the fire brigade brought along a fire engine.



Billie Fryer, Housing Manager at Seagrave Court said: "It was lovely to see so many people at the event and a number of connections were made where Seagrave Court could support people that were feeling isolated within the community.

"During the event a male vocalist group made contact and have since performed at Seagrave. We have also increased our waiting list of people who would like to move in. Extending a hand of friendship to the community and local services has been beneficial to everyone."

Collaborations and partnerships

Market engagement with Northamptonshire County Council

On 22 January 2020, Michelle Byrd, now Housing and Care Manager at Cedar Court, attended a presentation with Leanne Taylor, our Senior Property Development Manager. The presentation was a market engagement meeting with the local authority in Northamptonshire to discuss Housing 21's Extra Care Living offer in order for us to become a preferred builder on this type of housing in the area.

Leanne, who has vast experience in property development and liaising with local authorities, had presented her PowerPoint slides to other local authority partners in the past and as a result, was quite the expert! It was Michelle's first time doing a presentation of this kind, but having worked previously at Oak House and leading it to achieve an 'Outstanding' rating from the Care Quality Commission (CQC), she definitely had the right passion and skills for the job!

On the day, the panel consisted of six people from different areas of the local authority, including care commissioners and housing departments. The presentation was delivered with enthusiasm and Michelle used her insight into how our Extra Care schemes operate to explain the true benefit our properties bring to the lives of older people and how we are keeping on top of new technology such as digital call systems. The local authority

were extremely impressed with what we have to offer and have now agreed to work with Housing 21 to find land for new schemes in the area.

Michelle said:

“

I was really nervous about doing this presentation, but after speaking with our Head of Extra Care, Tracy Jones, she pushed me to go for it as she knew it would be good experience for me. Would I do it again? Absolutely!

“I would also encourage others to give it a go. As daunting as it was, it really was a great experience and I can now say I helped in providing new homes to people in Northamptonshire!”

We are now actively looking for new sites suitable for Extra Care schemes in the area. Leanne Taylor, and Tracy Jones have also been promoting Housing 21's Extra Care Living offer to Leicestershire City Council with the aim of helping to shape their strategies for Extra Care going forward.

We look forward to making progress in both Northamptonshire and Leicestershire – watch this space!

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 

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 ★

Oak House

Good

- Belsize Court
- Cinnamon Court
- Foxfields
- Greenrod Place
- Holm Court
- Mere View
- Paddy Geere House
- Pantiles House
- Seagrave Court
- Shearman Court
- Hogshill Gardens
- Walstead Court

Requires Improvement

- Cedar Court
- Anvil Court



Court life



Cinnamon Court LGBTQ+ Awareness

At Cinnamon Court in London Sam Farrell, the previous Housing and Care Manager, steered a continuous drive to improve and innovate services delivered at the scheme. Sam ensured that a part of this drive encompassed the requirement to increase awareness and tolerance of the LGBTQ+ community and the needs that come with this. Having worked at Cinnamon Court for just over a year now, Sam has spent a lot of time working closely with residents and his team, looking at what works, what doesn't and anything in-between that requires more attention to ensure the scheme has an open and diverse attitude towards the needs of LGBTQ+ residents.

One of the first tasks was to ensure a full understanding of the needs of residents together with the services that can be provided by the on-site care team. In May 2019, Cinnamon Court held its first LGBTQ+ awareness training session for staff on-site. The session focused on discrimination and how to manage this. They also looked at how the lives of LGBTQ+ residents were affected by the ever changing care needs and institutional attitudes towards the services provided.

Sam and his team began working on embedding this into residents' care plans. For one particular resident, they focused on how his life as a gay man impacted him through the years. This helped Care Workers develop a realisation of how prejudices can affect people based solely on something out of their control.

More recently, Cinnamon Court has overhauled the advanced care plans already in place to identify sexual orientation and gender identity. This has also allowed the team to gather information from residents who do not consider themselves part of the LGBTQ+ community and the information gathered has now been implemented on a new Equality Diversity and Inclusion (EDI) database to demonstrate our inclusion and diverse approach to the residents the scheme cares for.

Cinnamon Court proudly celebrated LGBTQ+ history month with flag decorating and pride themed flower arranging. Ashleigh Jarvis, Extra Care Manager said: "It was great to be able to see our residents getting involved and supporting such a meaningful cause! Sam has since left the organisation and we have a great new manager in place who is ensuring the fantastic work around LGBTQ+ continues."

Court life

Feeling at home at Blackbourne View



could live more independently in an Extra Care setting. We offered David an apartment here at Blackbourne View in May 2019 and within a year, David has come along in leaps and bounds. He now receives care from Orwell, our external provider on-site. In David's own words:

“

You can't get any better than living here, I absolutely love it!

All spring and summer, David spent his time outside in our courtyard enjoying the gardens and soaking up the sun. Housing 21 has made a huge difference to David's life and goes to show how good quality care and housing can truly be the recipe for becoming more confident and independent.

We're very happy to have you at Blackbourne View David!

David is 54 and lives at Blackbourne View in Ixworth. He previously lived on the old United States Air Force (USAF) base in Woodbridge in his own flat. In February 2018, things changed dramatically for David after he suffered a major stroke and spent a year in Addenbrookes hospital in Cambridge. David didn't think he was going to

make it but with determination and strength he pulled through. He was then moved to Ipswich hospital and from there he moved twice more.

Housing 21 initially heard about David when he was living at Cedrus House nursing home in Stowmarket, Suffolk. It didn't seem quite right as we knew he

New developments

Meadow Walk

Progress continues at our new Extra Care scheme, Meadow Walk in Fakenham, North Norfolk, despite Covid-19 challenges and a brief pause in construction.

The development, made up of 66 apartments, provides a mix of affordable rent and shared ownership options thanks to support of a £3.996m grant from Homes England and £515k from North Norfolk District Council and Norfolk County Council.

The partnership with North Norfolk District Council and Norfolk County Council will provide much needed housing for the local community. Owen Cheshire, our Construction Project Manager is working closely with Medcentres PLC to transform a barren wasteland into stunning new homes for local older people.



Monaveen

We are also working in partnership with Highwood Construction, West Sussex County Council, Arun District Council and Homes England on Monaveen, a new Extra Care scheme in Westergate, West Sussex.

We have also been able to continue progress despite Covid-19 challenges and a brief pause in construction. The development, made up of 60 apartments, provides a mix of affordable rent and shared ownership options thanks to funding from Homes England, West Sussex County Council and Arun District Council.

The photos show the crane on site and brick work is continuing to develop the outline of this fantastic new scheme. We are excited to see this progress further into another great scheme for older people in South East England.

New developments

Hyde Acquisition



Some of you will remember Tracy Jones, our Head of Extra Care, talking about being the industry's Phillip Schofield and suggested we start using the slogan "WeBuyAnyExtraCare.com" in a presentation last year. Well, if you do, it will come as no surprise to hear that we have done it again!

Housing 21 is now the proud owner of two more Extra Care schemes in the South East after successfully completing acquisitions from Hyde Housing on 9 December 2019.

Limetree House in Peckham, and Bellerophon House, in Rochester, Kent, will now operate as part of Housing 21's Extra Care Living offer, providing independent living with access to on-site care and support. Housing staff, previously employed by Hyde Housing at Limetree House, remain in their positions now employed by Housing 21. On-site care providers, London Care and Everycare, remain in place at the schemes.

Jake Everard, project lead for Hyde Housing, thanked Tracy Jones and Jenny Graham for a smooth transition of the two services.

Kris Peach, Director of Extra Care at Housing 21 said: "We are delighted to welcome residents and staff to Housing 21 from Limetree House in Peckham and residents from Bellerophon House in Rochester. A big thank you to Tracy Jones and Jenny Graham and the support teams that supported them with the transfer – they all did an amazing job.

"Bellerophon and Limetree House represent two of our most recent acquisitions. By using our vast experience in the sector, we can ensure we take these schemes forward and provide the best possible services for our residents."

Enitan Scott, Housing Manager at Limetree House said: "There has been a positive feeling since the change-over happened. The effectiveness and smooth operation was great and quite impressive."

Integration with health and social care

Moving into Extra Care



One of our residents at Foxfields had spent a period of time in hospital and came to the scheme to stay in one of our non-weight bearing pathway apartments for what she thought would be a short period of time whilst she waited for an operation on her hip. She received four calls a day when she arrived and had extra calls when pressing her pendant to go to the bathroom. She worked very hard to maintain her independence as she wanted to get back home.

After a year of waiting she received some initially disappointing news from the hospital who advised her that her operation was not going to go ahead and that she would not be able to return home as she would need support and her house was not safe for her needs. The resident was very emotional when receiving this news but thanks to support from staff at the scheme, she was comforted by the fact that they would be able to support her in a permanent move to Foxfields.

She now has her own apartment with her own furniture and is supported to live as independently as possible. She receives three care calls a day and she requires support from one carer with a rotunda which helps her transition from sitting to standing and vice versa. She's since settled well into her new home and made many new friends.

Resident story

Trisha



Trisha was born in London where she worked as a health care assistant. She became ill and was no longer able to work so moved to live in Nottingham with her daughter. When her daughter decided to move to China for work, Trisha was offered a two bedroom house by Nottingham City Council.

Her health continued to deteriorate and her mobility was suffering. Trisha then moved into a bungalow but although happy, she became very unwell and due to her mobility deteriorating, she had numerous falls. After one fall, she had to spend a number of weeks in hospital.

It was during this time that Trisha was deemed as being unsafe to return home and moved into a nursing home. She was determined that this was not going to be for the rest of her life and set out to prove to health professionals that she could still live independently. Trisha worked tirelessly at exercises

that the physios had given her and she also took part in other rehabilitation classes that she knew would help her to live on her own again. It was during this time that the nursing home manager told Trisha about Seagrave Court.

Trisha came to view Seagrave with her social worker. She liked what she saw and after our assessment we saw no reason as to why this lady couldn't live in an Extra Care setting. Trisha moved into Seagrave Court in July 2017. She settled in well but was very shy and reserved. The activity coordinator at the time spent time with her

understanding which activities she liked and what she was interesting in learning and that's where it all began... Trisha went on to set up her own knitting group, she learnt to play the guitar and she also realised she was a very good artist.

Trisha was using a custom made electric wheelchair and when Derek moved in and was struggling with his manual self-propelled wheelchair, Billie the Housing Manager asked Trisha to show Derek hers and to give him the supplier's details. They became very talkative and spent a lot of time together. One day during an interest group meeting a staff member was telling the group about how good the new Mary Poppins film was. Trisha told Derek she would love to see it but didn't want to go on her own so Derek, being a kind gentleman, offered to take her. They loved the film and their romance blossomed. They got engaged in 2019 and plan to get married in 2020. Families on both sides are very happy and say that you are never too old to fall in love, you only live once so you need to grab happiness whilst you can.

Intergenerational activities

Belsize Court

Local school children very kindly gave cards and messages of kindness to the residents at Belsize Court to lift their spirits during the particularly difficult times of 2020 where many residents were isolating and unable to see their families.

Staff and residents at the scheme are hoping for the return of Benhilton Children's Choir over the 2020 festive period. The choir very kindly perform for Belsize Court residents once a year at Christmas where the children sing carols and play musical instruments.



Intergenerational activities

Dymond House



Dymond House was another scheme to receive many cards and pictures of kindness created by local children. The pictures were donated by school children and members of a national organisation called Cards of Kindness.

Residents and staff at the scheme were delighted to receive a little joy during the early stages of lockdown in 2020.



Intergenerational activities

Hogshill children's group



In 2019, Hogshill Gardens was approached by a local playgroup to come and bring a small group of children to visit and do activities with our residents.

On the last Friday of every month, the children arrived at 2pm happy and laughing and bringing smiles to a small group of residents. The residents interacted with the children talking to them about what they had been doing, then we would plan an activity depending on what was happening that month, these would range from decorating cookies, playing with Play-Doh, carving pumpkins for Halloween, making Christmas cards, singing and learning new nursery rhymes like the newly popular 'Baby Shark'.

The residents would smile and we would see a change in those who have early signs of dementia. Many residents were interacting well with the children.

Intergenerational activities

Haughley Beavers and Cub Scouts group



Over the last couple of years the Beavers Cub Scouts group have been planting flowers around the village of Haughley ready for Haughley in Bloom for Summer. The Scouts had collected all their seeds ready to plant and were told that due to Covid-19 they were not allowed to go around the village to do the planting. This meant that Haughley would not be in Bloom in 2020.

The scouts were very upset at this news and wanted to make a difference and cheer people up with their flowers so on the last day of the scout meeting, they impregnated their seeds into paper mache hearts and wrote cards with a special message to our residents. Each resident of Mere View received a special card with a message from one of the Beaver Cub Scouts. This was wonderfully received by our

residents. Some residents have since planted their own seeds which have started to flower.



Intergenerational activities

Oak House



Our setting at Oak House is quite rural, the scheme is situated in a village just outside Ipswich called Stutton. The village next to it is Holbrook and it's in this village that The Royal Hospital School is situated, which you may or may not have heard of. Initially this school was a boarding school for children of those in the military but now it is open to all and local children that attend do not have to board.

Up until Covid-19 came along, every Friday afternoon two small groups of children from the school visited Oak House. The residents benefited from these visits but also it assisted the children with coursework.

The children would split into two groups - one group would go and start physical activities with residents who could participate. This included bowling, balloon exercises, catch with a ball or giant Jenga. The other group would congregate in one of our lounges with tenants and chat with them. This gave the residents an opportunity to understand schooling of today, but best of all it gave them the opportunity to tell the youngsters all their stories of the first and second World Wars and what they did at their age generally passing on their wisdom.

Julie Alexander, Assistant Care Manager at Oak House said: "These visits gave great joy and

laughter to our residents and they would be excited for their next visit. It was great to see the young and old come together and communicate... without a mobile phone in sight!"



The Royal Hospital School

Julie Alexander
Oak House, Stutton

Covid-19



The end of the financial year saw us face a tough few months as the Covid-19 pandemic took hold in the UK. This is something we have never had to experience before. However as an organisation, Housing 21 has been working with our local authority partners, commissioning teams and support departments to provide essential regular updates to residents and staff across the country and has put measures in place to keep everyone living and working in our Extra Care schemes as safe as possible.

Despite the restrictions in place, with people having to isolate and socially distance, life has continued and people have still celebrated birthdays and anniversaries while others have sadly lost loved ones.

These pages show some of the things staff and residents have been doing across the South East to keep spirits high. I hope you will all join me in praising and thanking our fantastic staff, Management Teams, Care Workers, Cleaners, Handy persons and Cooks for working to provide essential frontline services to you all during this pandemic. They have done a fabulous job.

Stay safe, I look forward to seeing you all soon.

Tracy Jones

Head of Extra Care



Meet Liz

Not only did Liz, Kitchen Manager at Lea Springs, cook delicious, healthy meals for the residents, and give them a wide range to choose from, before delivering them to their apartments, she also took a trolley of goods to each resident's apartment on a regular basis. This particularly helped those who were shielding or were simply unable to get what they need when stock levels were low. Karen Cowen, Housing Manager at Lea Springs said: "The residents are so happy with this service, and we are so proud of Liz for providing it!"

Getting our Tik Tok on!

Fortunately, 2020 did bring us some joy and this came in the form of new social media channel Tik Tok! Our staff and residents have been busy recreating some popular dance routines. Take a look at their moves here and if you haven't already, make sure you ask your care team to see theirs!



Positive feedback

It's always a pleasure to hear feedback from residents and their relatives. A relative of a resident at Pantiles House was so pleased with the care provided to her mother that she decided to write to us...

“

The management and care provision at Pantiles House has been to a very high standard. The peace of mind has given my brother and I the confidence in knowing that what my mother is paying for is being provided well beyond expectations in terms of care staff service provision. I speak to her on a regular basis and I am given nothing but praise for your staff especially now during the current COVID-19 crisis as I have not been able to visit her for over three months.

Stand out events

Black History Month



Black History Month is celebrated at Cedar Court and Cinnamon Court. The schemes have pictures of famous faces from the past and discussions are encouraged about the contribution to society from the black community.

At Cedar Court, soul music was played during the whole of October 2019. There were also Motown, reggae, jazz and blues favourites played at the scheme which inspired a lot of singing and dancing from staff and residents. On October 17 Cedar Court welcomed the steel pan soloist Charlene from the steel pan agency that often comes to the Day Centre for a mini carnival every summer. A great time was had by all and Kathy, Day Centre Coordinator, and Jane, Assistant Housing Manager, cooked plantain and

also served bun and cheese and yam cooked in different ways. One of the residents also cooked some of her traditional food and offered some small African style mince pies.

On October 22 the scheme then hosted an African fashion show where residents were shown a traditional Kente, which is an African queen outfit. Some traditional African dance moves were also performed on the day.

Meanwhile at Cinnamon Court, visitors came along to perform cultural drumming and dance to residents and many participated too. The scheme also held cultural cooking sessions which introduced different types of foods to other residents of different backgrounds.

Ashleigh Jarvis, Extra Care Manager at Housing 21 said: "Many black residents at Cinnamon Court who live with dementia are supported to remember their history through these events. Others are able to encourage people from different backgrounds to learn more about black history.

“ Our residents at the scheme are always delighted to learn new things within a group setting which makes these awareness months such a pleasure to hold.

Stand out events

Doris turns 100!



Doris, one of our residents at Mere View, turned 100 this year, which of course meant a celebration in lockdown with the residents at the scheme!

On learning of Doris' birthday, residents at Mere View all turned out to sing a socially distanced rendition of 'Happy Birthday'.

Doris' family members stayed the other side of the garden fence to wish her a happy birthday and she was serenaded by a handsome young man who played guitar by her window. The

lucky lady also received her card from the Queen, which she was tickled pink with. A very special day was had by all, despite the challenges of the lockdown.

On the day, Doris very humorously pointed out that she was always the poorly one in her family and that she couldn't quite believe she had lived a century.

Perhaps the secret to old age is in fact building your immune system – who would have thought!

Stand out events

Resident events a great success!



The resident events across the South East Region took place from 1 November 2019 – 16 December 2019. Housing 21 Executive and Leadership Teams travelled to around 20 Extra Care schemes and had an attendance of just over 350 residents in comparison to approximately 60 residents in 2018 across three large

resident events. It was fantastic to see so many residents attend and engage in these events and the increase in attendance proved that smaller, local events work better than the larger events held previously.

As you will be aware, we did have summer events planned this year based on resident

feedback. These were to be themed “The big summer BBQ / Garden event” however these have been delayed due to Covid-19. We are still planning to get out to you all and hold more events when it is safe to do so.

Stand out events

Walstead MP visit



2020 General Election

During the general election we invited MPs who were candidates for the local area to talk to all the residents at Walstead Court. Residents were supported with voting and taken to the polling station if they wished to vote and forms for postal votes were obtained so residents could use this method if they preferred.

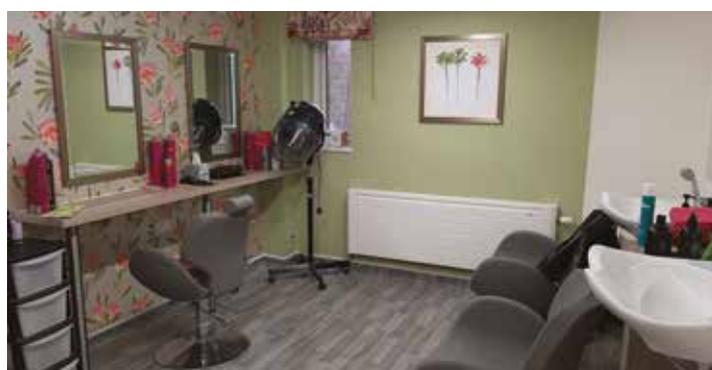
Henry Smith MP, Conservative candidate, came to the court and took a question and answer session with the residents. Henry sat with the residents for some time having coffee and cake. Residents who attended the session really enjoyed it and felt they had the opportunity to make a choice over who to vote for.

Investing in buildings

Holm Court makeover

In April 2019 a makeover began at Holm Court. Residents had consultation sessions with the designer and technical surveyor and were given the chance to choose their preferred colour scheme for each area.

The main floor areas have been laid to vinyl which is easy to maintain and will continue to look modern.



Jane Sewell, Housing and Care Manager at Holm Court said: “When the makeover was complete I asked the residents what their thoughts were. Most of the comments were very positive, however a couple of them said that they were sad that the workmen had finished because they enjoyed seeing them each day!”

Investing in buildings

Shearman Court

Shearman Court recently underwent a makeover!

Housing and Care Manager, Nicola Culleton, said: "Being able to coordinate this on a working scheme did present some challenges, but seeing the end result was great and it was good to work alongside other Housing 21 teams to achieve this."

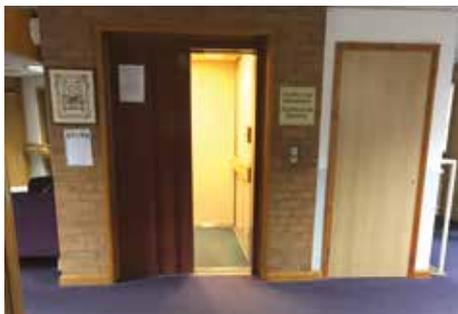


“ Lots of residents have expressed how much they liked the whole court, and how modern and fresh it looks. They have praised the large lounge in particular and one resident actually said: “Well we can’t ask for better than this!” ”

Investing in our buildings

Bishopsfield Court

Bishopsfield Court is a lovely quirky court with 48 apartments. The scheme had started to look very tired and unloved but visitors always said the atmosphere and feeling was second to none. Bishopsfield Court was the first Extra Care scheme built by what is now Housing 21, but was once The Royal British Legion.



The scheme has recently undergone a makeover and has started to come to life again. There are now beautiful pieces of artwork dotted all around. Everybody who has visited has said how beautiful and different it looks while still keeping its warm, homely atmosphere.

We also had the outside of the building painted, from a green tired-looking building, to a vibrant

and modern white and grey exterior. The residents chose the colour schemes and it worked out well with everybody commenting on the 'wow factor' that their home has been given.

We opened up the entrance, which now makes for a light and airy welcoming environment. We have had the guest rooms spruced up now fit for a queen! We even have a huge mural of

the local Cathedral, bringing the local area into the building. Our residents have taken this opportunity to spruce the garden up, as we had a raised flower bed so all tenants could benefit from it. During the lockdown period they have spent many hours making it as beautiful as it looks today.

Investing in our buildings

Seagrave Court

Mr and Mrs French are residents living at Seagrave Court in Nottingham.

“My wife and I moved into Seagrave Court approximately nine years ago. We are both resident ambassadors and are passionate about the scheme, what the building looks like, the first impression of the building and what we have to offer - especially activity wise. We also ask the question ‘are we value for money?’ here at Seagrave.



“When we moved in, the landlords were Midland Heart and the scheme was managed by the ExtraCare Charitable Trust.

“Seagrave is one of the greatest places to live. We have a two bedroom apartment and know that this is some of the best accommodation going. Many thanks to Billie and her staff because although we don’t have a care package they always ensure that we are kept safe and well every day.

“Since Housing 21 took over in July 2018, we have had new kitchens fitted and we were all given choices, allowing us all to be really involved in the process. We are due new bathrooms this year and a full refurbishment of the scheme in 2021-2022 which is much needed as we still have fixtures and fittings from when we opened in 2001.

“We have also had WiFi connected to all communal areas and a new intercom system which is all singing and dancing and allows face to face communication. We can even phone our neighbours from it if we want to!

“Our heating system over the last few years has been very temperamental and would often break down during the colder months. Housing 21 has invested in getting engineers on-site to find the cause of this and it has now been fixed so when winter comes we all know we will stay warm without staff having to keep resetting the boilers.

“We will be honest and say we did not want to move from the ExtraCare Charitable Trust and we were hesitant about a new provider and landlord at Seagrave Court. We thought that we would end up paying for everything new that we had already been promised, but this was not the case. Housing 21 has been open and transparent about our service charge and amenity charge and any changes to the costs of holding events at the scheme.

“We have always given the ExtraCare Charitable Trust a score of 8/10 but if Housing 21 continues the way they have, they will be on target for a score of 10/10!”

Staff news

From #TodayIWas to Boots front cover



In 2019, Housing 21 held a competition for Care Workers to be part of a national recruitment campaign. 10 Care Workers made the shortlist and were invited to a filming day in winter 2019. Their photographs appeared on the back of buses, in local newspapers and on billboards across the country. Some Care Worker's voices even featured on digital radio adverts.

Nelab, a 25 year old Care Worker at Belsize Court said: "My photographs have been in many local newspapers, on the back of buses and even on billboards! A video was also created called #TodayIWas, which highlights all the different roles we have to play as Care Workers. It was a huge experience and on the day we all spoke about our courts and how great things are being a Care Worker. At the end of the filming day we were each treated to a huge bar of chocolate and our Executive Director of Extra Care, Kris Peach, thanked us for our involvement in the day. I can definitely say that it was one of the most amazing experiences I have ever had in my life.

"Since then, I was selected by Boots to appear on the front cover of their magazine. It was one of the highlights of my year to be chosen by Boots magazine and I also got the chance to share my experience of working in the care sector during this pandemic. Discussing the circumstances around the pandemic was an emotional experience, however, I was glad to be able to share my experiences with others. I am truly grateful to have been presented with this opportunity as it was an extremely eye-opening and an enjoyable experience for me."



Staff news

South East staff reward and recognition



This year we have been able to provide 550 rewards and recognitions to staff across the South East region. We are proud to be able to provide this to staff and to recognise individuals for the good work they are doing.

The recognitions range from special 'thank you's, Care Worker of the month and acknowledgement of staff going above and beyond in their day to day role. We also continue to recognise staff length of service each month with star badges and vouchers for staff who have reached the following milestones.



Passing probation –
Blue star badge awarded

Two year length of service –
Yellow star badge and a voucher

Five year length of service –
Green star badge and a voucher

10 year length of service –
Gold star badge and voucher

After 10 years' service this is then continued with every five years further service.

Staff news

My career with Housing 21



Tina first joined Housing 21 around 20 years ago – here she tells us about her career.

“I first started at Paddy Geere House, Ipswich approximately 20 years ago, as a Night Care Worker.

“I did this for two years, until an opportunity arose for me to secure myself a ‘day job’ in an office.

“I was a logistics co-ordinator for six years and when the building trade took ‘quite a hit’ in 2008, I decided to bite the bullet and ask for my job back and return to a much more rewarding career. Thank you to Amanda Wright who helped me get back on board.

“When I was able to acquire more hours, my manager at the time asked me to assist in the office and I jumped at the chance. This was my comfort zone and something I’m good at! As things changed and progressed at the scheme, I firstly job shared the Senior Carer role and eventually went on to be the Care Team Leader’s side-kick.

“When there was restructure I was offered the prestigious post of full-time Care Manager – my dream job! What an opportunity! I went on to complete my Level 5 in Social Care and thanks to Housing 21 I have continued ever since.

“A few months ago, I was contacted by a colleague and asked if I would consider taking the position of Housing and Care Manager at Oak House. I thought long and hard about this, as my heart was at Paddy Geere (both my grans also lived there), but realised that now is the time for change – I agreed to the transfer, mentioned it to some of my colleagues at Paddy Geere – and then ‘bang’ the Covid-19 pandemic hit!

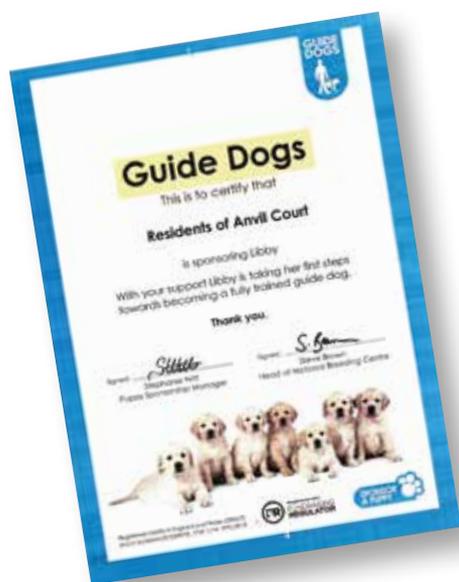
“It has been ‘the worst of times and the best of times’. I am getting used to my dining table as my main companion and really enjoyed creating a weekly message for my colleagues in the SE region!

Onward and upwards! Thank you Housing 21.”

Tina Hyam
SE1 Team

Fundraising

Anvil Court residents sponsor guide dogs



This year, our residents at Anvil Court in Horley raised enough money to sponsor two guide dogs, Libby and Bolt. The dogs went through two vigorous years of training and have now been sent out to their new owners to help support them in their day to day lives.

Bolt was matched up with Paul, who was diagnosed with a degenerative eye disorder in his early twenties and now can only see vague shapes and colours. The difference Bolt has made to Paul's life has been invaluable! Paul says that when he has Bolt by his side, he feels as if he can see again. Paul and his wife are planning to travel across Europe as soon as it is safe to do so and they plan on taking Bolt with them. Paul has also been

speaking with the International Paralympics Committee and he now feels empowered to share his expertise and knowledge around his disability in a national campaign, which is phenomenal!

Next to find their owner was Libby, who met her perfect match in Milly. Milly had been losing her sight over a long period of time and was using a white cane when out and about, which left her family concerned about her vulnerability. Libby came along and changed her life. Milly goes everywhere with Libby; to school, the gym, out shopping with friends and now, she is off to college with her for another exciting chapter in her life. Milly has been able to venture out to the seaside with Libby and the rest of her family and discovered another talent of Libby's – swimming! It's fair to say Libby and Milly are bringing a vast amount of joy to each other's lives.

Now the two dogs are settled in with their new owners, residents at Anvil Court have sponsored Harvey who is an assistance dog for those with hearing difficulties. Harvey has just started his training and residents have been receiving 'pupdates' that show how well he is doing. The residents of Anvil Court are

watching his progress with great joy and can't wait to see him paired up with his owner when he is ready.

It is easy to get involved with these great causes, just visit guidedogs.org.uk or hearingdogs.org.uk. After you have sponsored your dog, you will get a lovely pack welcoming you to the organisation and will be sent three monthly 'pupdates' of your dog and you will also be able to follow their progress online in the 'playpen'.

Fundraising

Macmillan Coffee Morning at Walstead Court



On Friday 25 October 2019, Walstead Court held their very own Macmillan Coffee Morning. A selection of cakes, biscuits and hot drinks were available for residents, staff and visitors. At the end of the day, residents and staff emptied the collection to discover a total of £204.54 raised for Macmillan Cancer Support, which provides specialist health care, information and financial support to people affected by cancer.

Staff and residents at Walstead were very pleased with the amount raised and now look forward to future Coffee Mornings at the scheme as soon as restrictions are relaxed and government guidelines allow them to do so once again.

Seagrave Festive Fayre

In 2019, residents at Seagrave Court in Nottingham asked staff on-site to hold a Christmas fayre to raise funds for the residents' activities and events.

Staff and residents rose to the challenge and preparation began months in advance.

When the day came, the scheme had a number of stalls which varied from tombolas, Christmas gifts, handmade wooden items, refreshments, raffles and much more. Residents, staff and volunteers helped manage the stalls and residents were able to sell their own arts and crafts alongside professionals from the local area.

Stall holders, residents and members of the local community mixed and mingled together. They had a fabulous time looking around and sampling a wide range of goods. There were even tutorials for people to get involved with and the atmosphere was described by many as fantastic.

The stallholders donated a raffle prize and the raffle was drawn during the event. A number of the volunteers also had

stalls and now, as a result, a craft evening is held by one of the ladies that came in to sell products from her own stall.

The day was a complete success with over £700 raised for residents' activities and events in 2020. Should social distancing be a thing of the past, there are plans for another Festive Fayre at Seagrave Court this year after many stallholders asked to return.

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 local manager for more details.

Court	Region	Contact No.	Additional information	Price
Anvil Court	Surrey	0370 192 4407	Ensuite, TV, drinks facilities, kitchen facilities	£20
Belsize Court	Surrey	0370 192 4670	Ensuite, drinks facilities, kitchen facilities	£15
Bishopsfield	Cambridgeshire	0370 192 4091	Ensuite, TV	£10
Blackbourne View	Bury St Edmunds	0370 192 4049	Ensuite, drinks facilities	£10
Cedar Court	Greater London	0370 192 4191	Drinks facilities	£15 - £20
Cinnamon Court	Greater London	0370 192 4170	Ensuite, TV	£15 - £20
Dymond House	Surrey	0370 129 4035	Ensuite, TV, drinks facilities	£15
Foxfields	Northamptonshire	0370 192 4029	Ensuite, TV, drinks facilities, kitchen facilities	£15
Greenrod Place	Greater London	0370 192 4983	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Hogshill Gardens	West Sussex	0370 192 4271	Ensuite, drinks facilities, kitchen facilities	£15
Holm Court	Suffolk	0370 192 4045	Ensuite, TV, drinks facilities, microwave, two single beds	£20
Lea Springs	Hertfordshire	0370 192 4060	Ensuite, TV, drinks facilities	£20.00
Mere View	Suffolk	0370 192 4081	Ensuite	£10 - £15
Oak House	Suffolk	0370 192 4390	Ensuite, drinks facilities	£15
Paines Brook Court	Essex	0370 192 4021	Ensuite, drinks facilities	£15 - £20
Pantiles House	Greater London	0370 192 4682	Ensuite, TV	£15
Seagrave Court	Nottingham	0370 192 4969	Ensuite, TV, drinks facilities, microwave	£15
Shearman Court	Suffolk	0370 192 4017	Please ask Court Manager	£10
St Edmunds Court	Cambridgeshire	0370 192 4545	Ensuite, drinks facilities	£15
Walstead Court	West Sussex	0370 192 4160	Ensuite, TV, drinks facilities, kitchen facilities	£15 - £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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