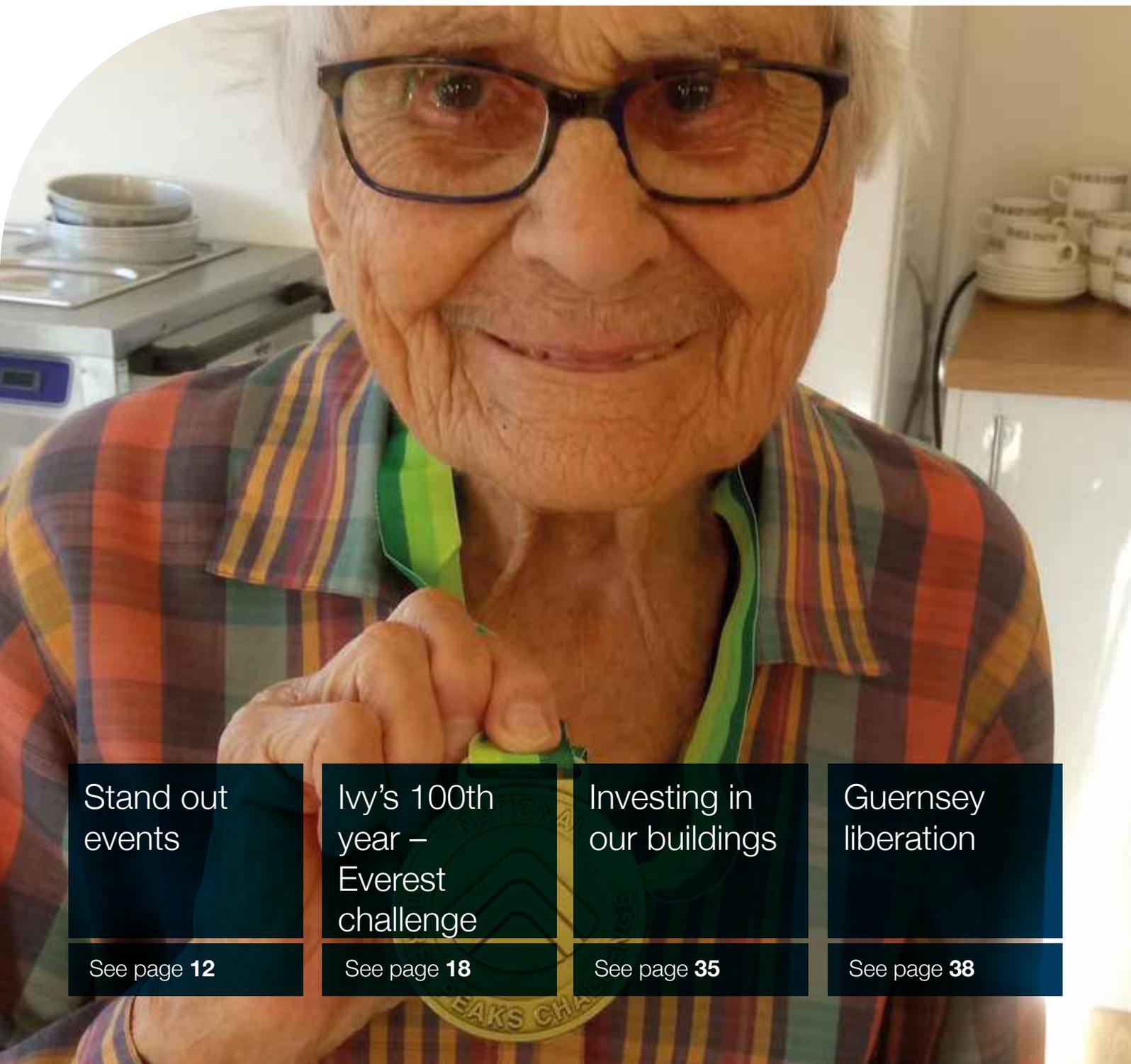


Extra Care Living Annual Report 2021



Stand out
events

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Ivy's 100th
year –
Everest
challenge

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Investing in
our buildings

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Welcome

Stephen Hughes,
Chairman



Bruce Moore,
Chief Executive



A message from the Chairman and Chief Executive

The year from April 2020 to March 2021 was truly extraordinary and exceptional as we all adapted to Covid-19. We were inspired by the way that everyone within Housing 21 adjusted, responded and worked flexibly to provide help and support where and when it was needed most.

I'm sure you will join us in thanking our people for the remarkable dedication they have shown throughout the pandemic, especially our Care Workers, Cleaners and Scheme Managers who have been on site providing direct support and assistance. Scheme Managers were a constant source of assurance in our Retirement Living services, keeping in touch with residents and strengthening links between neighbours and with the wider community, who were so generous with their support.

Care Workers and managers ensured that residents in Extra Care continued to receive the support they needed and when Covid-19 infections occurred, some Care Workers stayed on site for up to

14 days to guarantee that services could be maintained whilst minimising the risk of spreading the virus. These annual reports also show some fantastic examples of the community spirit within our schemes thanks to you, our residents.

We are pleased that Housing 21's commitment to quality, innovation and improvement received external recognition including UK Housing Award's 'Best Older People's Landlord' for 2020/21. We hope that this also allows people to feel proud of the role they play and the impact they make.

Despite our achievements and successes, we know we can never become complacent, and we will continue to challenge ourselves to go further and do more. We are determined to remain focused on understanding and responding to the needs and preferences of our current and future residents, ensuring that our properties remain great places to live and where we provide incredible services. We welcome the Charter for Social Housing Residents set

out in the Social Housing White Paper and are already working on demonstrating how these standards are being achieved and can be used to hold ourselves accountable for our performance.

We always want to do the right thing but it is clear that we made mistakes in setting our rents and service charges. We are very sorry for this and have made significant changes and checks to ensure that our rents and charges are now fully compliant. As you know, we moved all our rents to social formula rents and away from the generally higher affordable rents. This was in order to ensure that they are genuinely affordable as well as maintaining the transparency and accountability that is achieved from variable rather than fixed service charges.

As we adapt to a new post-pandemic normality, we remain confident that Housing 21 will continue in its commitment to do more and better to serve the needs of our residents through the provision of quality Extra Care and Retirement Living.

Welcome

From the Head of Extra Care – South

You will notice that this year, our four annual reports have been condensed into two reports for Extra Care; one for the South and one for the North.

This report highlights our three areas within the South; Kent, the South East, and the South West.

Earlier this year we launched the Extra Care Strategy following a new manifesto produced by our Executive Director of Extra Care, Kris Peach. The new strategy looks ahead at the next four years, taking us through to 2025, and focuses on transformation and innovation, underpinned by

strong and effective leadership at every level, to enhance the quality of services for our residents.

The last year has been tough for everyone, with the Covid-19 pandemic striking in March 2020 and preventing some of our valued events at our schemes.

We realise it has also meant less interaction for you with other residents, family members and loved ones, which I know has been difficult.

I hope you feel we have managed to communicate well with you all and continued to support everyone to keep the community spirit high.

The positivity and gratitude received for our fabulous frontline employees has been outstanding. We thank them for a brilliant job well done but also thank you, our fantastic residents, friends and families for being so supportive, positive and understanding during these challenging times.

Throughout this report we reflect on the last financial year from April 2020 to March

2021 and celebrate what's been happening across the South region. There are some fantastic stories showing how Extra Care has kept it together throughout the pandemic, how communities have come together and supported each other and how we have managed to keep safe and work within the rules of the pandemic.

It's been a challenging year for everyone, but I am proud of how we have come through it.

We look forward to the future when we can fully move away from the restrictions that have been associated with Covid-19 over the past 18 months... It will be great to see the schemes coming alive once again with laughter, fun and happiness.



Tracy Jones,
Head of Extra Care – South

To achieve our vision and purpose, we have established eight key priorities:



Meet the team

There are three teams, one for each of our three regions

South East



Ashleigh Jarvis
Regional Operations
Manager



Maureen Dunn
Extra Care
Operations Manager



Michelle Byrd
Extra Care
Operations Manager



Clare Maher
Extra Care
Operations Manager



Emma Patten
Regional Coordinator
across South
East **and** Kent

Kent



Jenny Graham
Operations &
Partnership Manager



Emma Louise Winter
Neighbourhood
Services Manager



Caroline Mayes
Neighbourhood
Services Manager



Scott Breckenridge
Neighbourhood
Services Manager

South West and Guernsey



Lorraine Jenner
Regional Operations
Manager



Fiona Clarke
Extra Care Manager



Claire Williams
Extra Care Manager



Darren Herbert
Extra Care Manager



Jo Osborn
Regional Coordinator



Charlie Wilshire
Regional Coordinator



Housing 21's national performance against strategic priorities

1. Providing more homes

At 2020/21 year-end we had 13 schemes on site made up of 12 Extra Care and one Retirement Living scheme, working to deliver 875 much-needed homes for older people of modest means.



2. The quality of our existing properties

Despite the significant impact of Covid-19 we still managed to successfully deliver £18.4m investment into our properties and continued to make progress to meet our enhanced property standards, though we've had to delay completely achieving these on all schemes to April 2022.

3. The quality and responsiveness of our services

Our resident survey did not go ahead during 2020 due to the pandemic but we look forward to the results of our Resident Census in 2021/22 which will hopefully help us toward our target of achieving at least 95% resident satisfaction.



4. Our people and potential

We were delighted to achieve Platinum Investors in People accreditation in 2021 underpinning our commitment to make work better for our people and placing us among the top 2% of organisations assessed.

5. Systems and technology

The digital transformation journey within Housing 21 continues at pace. Over the past year a significant shift in moving to a mobile working environment has resulted in the rapid deployment of mobile devices. For our residents, our vision is to facilitate digital inclusion by exploring, developing and introducing technology to help support independent living.

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

In an ordinary year we deliver a range of events and conferences to share our knowledge and expertise. In 2020/21 this was limited due to the pandemic, however we delivered a number of webinars with partners in the sector.

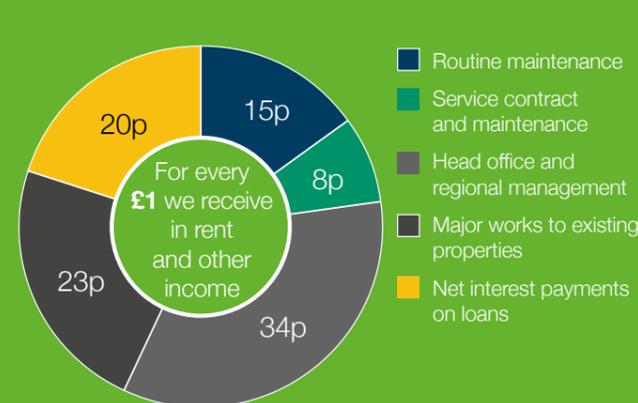


We remain committed to being a dementia-friendly organisation. All employees become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends' initiative.

Housing 21's national organisational performance

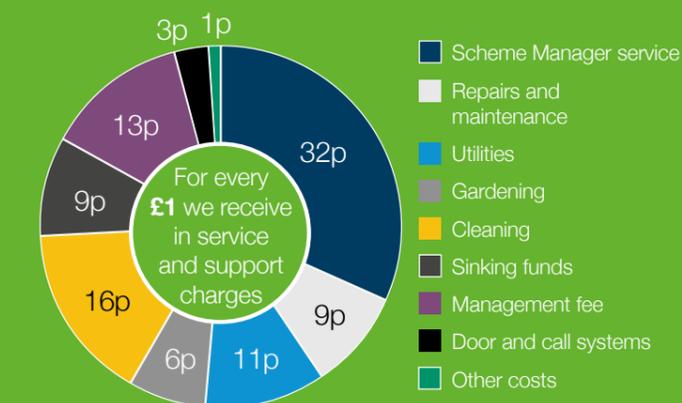
How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested in 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 scheme your home.



Number of properties:
21,547

Turnover:
£202.0m

Operating surplus:
£35.8m

Reinvestment in our existing properties

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



* The Covid-19 pandemic had a significant impact on the amount of work we were able to undertake during the 2020/21 year.

Achievements at a regional level

Residents' satisfaction survey results – South



89%

of residents are satisfied with the management of the scheme



86%

of residents are satisfied with the repairs and maintenance service



91%

of residents are satisfied with cleaning of internal communal areas



86%

of residents are satisfied with the value for money for their service charge



92%

of residents are satisfied with the value for money for their rent



96%

of residents are satisfied with the overall quality of their home



89%

of residents are satisfied with the helpfulness of their Housing Manager

Residents' satisfaction survey results – Guernsey

96%

of residents are satisfied with the management of the scheme

95%

of residents are satisfied with the repairs and maintenance service

98%

of residents are satisfied with cleaning of internal communal areas

95%

of residents are satisfied with the value for money for their service charge

100%

of residents are satisfied with the value for money for their rent

98%

of residents are satisfied with the overall quality of their home

95%

of residents are satisfied with the helpfulness of their Housing Manager

Residents' satisfaction survey results – Kent PFI

91%

of residents are satisfied with the management of the scheme

96%

of residents are satisfied with the repairs and maintenance service

96%

of residents are satisfied with cleaning of internal communal areas

92%

of residents are satisfied with the value for money for their rent and service charge

98%

of residents are satisfied with the overall quality of their home

93%

of residents are satisfied with the helpfulness of their Housing Manager

Stand out events



Make a Difference (MAD) day

Across the organisation, as part of the Helping Hands initiative, we've been holding quarterly MAD days. Frontline managers have been undertaking activities to help make a difference to our residents' lives, whether that be a discussion about benefits, how to save money, or making up wellbeing packs and delivering to all the residents on their schemes. Here are just a few examples of what they have been doing:



Bradstow Court, in Thanet, held a coffee afternoon and spoke about different support groups within Thanet that offer free advice about benefits and financial support.

Residents decided they would like to make a difference to their local community and each donated an item from their cupboards to give to Thanet Food Link. With all the items donated, the Housing Manager felt sure it would help feed a local family of four.

Residents at Cedar Court in London enjoyed cupcakes from the employees along with mindful quotes that were dotted around the scheme to make them all smile.



Vicky, the on-site restaurant provider delivered cakes to the residents at Charles Morris House to enjoy with their afternoon cup of tea.



Walstead Court residents in Crawley enjoyed a cake, dancing, singing and lots of laughter. Wordsearches and positive messages were also handed out to all residents.

Remembrance Day

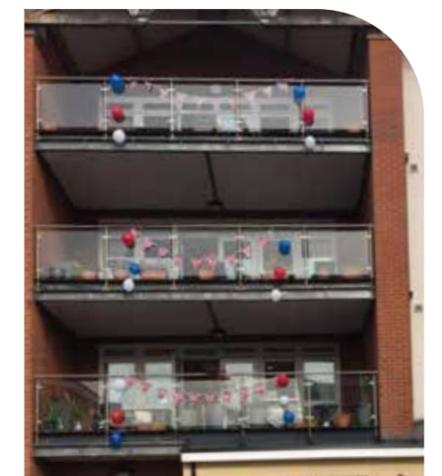
Emily Court, in Dartford, held a morning activity on Remembrance Day which included facts and history from all around the world. The manager put up decorations and the scheme's three veterans wore their medals and stood by the 'Remembrance Wall' whilst the last post was played. They stood to attention and observed a two-minute silence.



VE Day celebrations

Employees and residents at Maritime House in Portsmouth enjoyed socially distanced celebrations in honour of VE Day.

Tables were put outside the café area and in the foyer. Music was played throughout the day and the Care Team made lots of cakes and put bunting up. A lovely sunny afternoon was enjoyed by all.



Resident stories

To Zoom or not to Zoom?

John, a resident at Pantiles House in London explains how he now finds online preferable to face to face meetings.

“Being of a certain age, when I started work it was a case of writing everything down or using a manual typewriter. This was followed by the electric typewriter (subject to power being available during the three-day week), then the telex machine, the facsimile machine and so on to the modern-day computer.

“I had very little formal training on the PC, so it was a combination of being self-taught, trial and error, and asking others how it was done. Since retirement the PC has been used for emails, online banking, online buying and as an educational source. In addition, I can now facetime the family on the mobile telephone.

“And then came Covid-19 and a step into the unknown. It changed the world we live in as we knew it, not being able to go out as before with so many places closing down, or stay in touch with people, from family to friends to work colleagues. It also changed your actual day, getting up later and going to bed later after watching the late-night movie. So, it was necessary to

look for things to do. And then came Zoom and Teams.

“Unfortunately, my first experience of a Zoom meeting was arranged by former employers in April 2020 so we could celebrate the life of a former colleague who had passed away with Covid-19. Luckily this is the closest that the virus has come to myself and my family.

“It was strange to see people on a screen and be able to talk to them. However, having got over the first meeting it was full steam ahead. Being members of a number of different organisations in our area and looking online, myself and my wife on a regular basis have been

able to listen to talks and presentations arranged by various organisations such as the U3A, attend meetings and AGMs plus quizzes – and for me some football-based meetings and disciplinary commissions.

“This has also included meeting with a number of Housing 21 groups we are connected with. Obviously it is good to see people and keep in touch and I am now more than happy to use Zoom or Teams rather than travel to meet people face to face.

“This saves time, saves money and helps the environment by not using cars so much, so perhaps some good has come out of the pandemic.”



Intergenerational activities

Community links maintained

Bradstow Court, in Broadstairs, maintained its relationship with the school next door.

The children would normally visit the scheme three or four times a year, but unfortunately, this was not possible due to the pandemic. The school has continued to send artwork and cards made by the children for different events throughout the year.



Generous donations

During the first lockdown, a local high school donated food parcels to Joseph Hadlum Court, in Ashford, and although they have been unable to visit, the local nursery, Cre8tive Play, sent food items and artwork to the residents for Harvest Festival.



Intergenerational activities

In June, our residents were delighted by a visit from Crawford's Primary School.

Originally the plan was for the children to come into the communal lounge and chat to the residents on a one-to-one basis, playing games or reading to them. However, due to the pandemic restrictions, residents sat socially distanced in the dining room and we opened the double doors to the outside front entrance. A small group of children and teachers sat outside at a distance from the residents and wore masks.

The children introduced themselves and talked to residents about their favourite

subjects at school and their favourite meals.

They also took it in turns to read a few pages of one of our resident's published books. Josephine has published four children's books and along with the other residents, she really enjoyed listening to the children read.

The visit was so successful, it became a weekly occurrence, and on their second visit, the children sang their school hymn – All Things Bright and Beautiful – and the residents joined in. Each week the children brought in a selection of homemade cakes or cookies which were shared with all the residents at Mere

View even if they weren't able to come and see the children.

We look forward to the weekly visits continuing.

**Melissa Heyns,
Assistant Care Manager
at Mere View Court**



Melissa Heyns, ACM at Mere View brought her tortoise, Harry, in to show the children and the residents



Children and residents meeting outside of Mere View Court.

Resident stories

Covid-19 has been difficult for us all – residents, employees and our families – but these positive stories have lifted my spirits and made me proud of the amazing team at Oak House:

I had the pleasure of meeting Paul and his father when I assessed Paul for a place at Oak House. His father, who is in his 80s, has been Paul's primary carer for many years and now feels that he is struggling to do his best for Paul.

Paul had been confined to his bed for about two years and would often fall when trying to shift himself from the bed to the commode. He has a neurological disorder and mild autism and had become very isolated and withdrawn. We were pleased to get Paul moved into the scheme and he came to us with 19 hours of double care calls per week and assistance at lunchtime. We ensured a hospital bed, wheelchair and commode were all in place for his arrival.

The team at Oak House took to Paul straight away, encouraging and supporting him. Within a matter of just a few weeks, Paul reduced to single care visits and reduced his care package to 7.5 hours per week. He manages get himself out and about – as far as the local shop, just up the road.

One afternoon I noticed a member of our team in the

dining room and could see Paul with her – she was walking with him so that he could familiarise himself with the room. She ensured he knew where he could sit if he decided to come down and join the other residents. As he struggles to feed himself, she acquired a small, raised shelf unit that enables him to have his plate at the perfect height so that he's able to feed himself independently.

She sat with him while he 'practised' and became comfortable with it – great job Natalie! He now brings himself to lunch every day and joins 'the lads' table for dinner. He is a lovely, friendly member of the Oak House family and a different person to the man who initially moved in.

**Tina Hyam,
Housing and Care
Manager – Oak House**



Ivy's birthday challenge

Ivy started climbing flights of stairs at Holm Court the day after her 99th birthday, hoping to climb the equivalent of the summit of Mount Everest (8,848m, or 3,073 flights of stairs) by her 100th birthday in 2021. Every day Ivy climbs a minimum of nine flights of stairs (up and down), all in one session and is well over halfway to her goal, having climbed the equivalent of Mont Blanc!

Ivy wanted to make a difference while completing her personal challenge and decided to raise money for Great Ormond Street Hospital Children's Charity in memory of her niece Margaret, who sadly passed away. Ivy has so far raised well over £2,000

and has been on two radio programmes and featured in the Suffolk magazine. Great Ormond Street feel that Ivy is such an incredible inspiration that they have turned her into a Christmas character for their fundraising campaign on national TV!

Ivy's progress

15th May

5,642m (1,959 flights of stairs)
– Equivalent of Mount Elbrus

26 May

5,895m (2,046 flights of stairs)
– Equivalent of Kilimanjaro

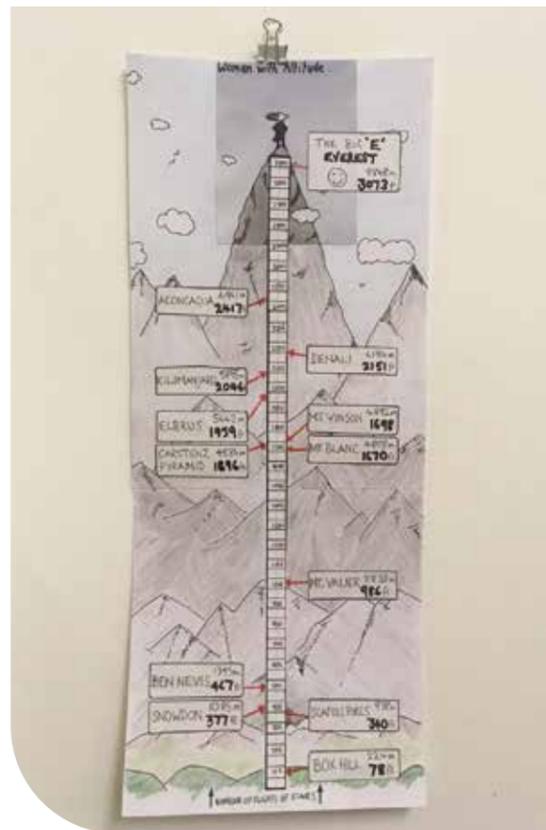
9 July

6,961m (2414 flights of stairs) –
Equivalent of Aconcagua

30 August

Ivy has reached the height of Camp 3 on Everest and is on track to reach the summit (8,848m – 3,073 flights of stairs) on her 100th birthday. Look out for her on the TV!

Well done Ivy!



Partnerships

Falcon Court caterers

A new caterer started at Falcon Court in Bristol in October 2020. They worked tirelessly throughout the pandemic to give

residents fresh homecooked food, with Housing 21 employees delivering meals to their flats. This included homemade jams and pickles made with produce grown from the scheme's allotment, and homemade birthday cakes. Resident, Alan, said he was so

grateful to the caterers as he really does not like eating on his own, especially at lunchtime. Sophie and Craig are the caterers and went out of their way to ensure he had his meal at 6pm. Now the restaurant is back open, he is eating with everyone – and said:

“The food is wonderful!”

Resident Richard commented:

“They have given an excellent service during lockdown,”

while fellow resident Roy added:

“We were so lucky to have fresh hot food every day and we looked forward to seeing either Sophie, scheme Cleaner Angela, or Lisa, Housing Manager at Falcon Court deliver our food to us.”



Collaborations and partnerships

Guernsey Together – Rosaire Community Association and Housing 21

A couple of years ago it was decided, with the support of the residents at Rosaire Court and Gardens, to create an association that was not only for the benefit of people that lived on the scheme, but also for people who were aged over 55 and lived in the Parish of St Peter Port.

With the support of Housing 21 employees, Rosaire Community Association was born and became an independent registered charity with an elected Management Committee and a co-opted Housing 21 employee providing advice, guidance and admin support.

Becoming a registered charity enabled the association to be eligible to apply to local grant funding bodies and trusts.

With the association working in partnership with Housing 21, the main aim is to develop Rosaire Court and Gardens as a community hub for local older people.

With support from Housing 21, the association continues to go from strength to strength with successful applications for funding. This has included the Channel Island Lottery fund for **£1,920** that paid for an instructor for Gentle Exercise Classes for a year and **£1,800** from the Co-op Community Fund to run Rosaire Chorus, a choir for the coming year. The association runs regular activities and events, and one-off events such as Liberation Day celebrations.

The success of the partnership

between Housing 21 and the association is evident with the increasing attendance of members at activities and events.

Plans are already in progress for the coming year including an island tour on the Petit Train, Last Night at the Proms, a pop-up restaurant themed night and the development of a Community Sensory Garden.

The biggest of the projects will be an island wide event hosted at Rosaire in June next year called the Celebrating Age Festival which was postponed due to Covid-19.

The partnership continues to work not only for the benefit of our own residents, but also the wider local community.



Food van

During the lockdown restrictions The Salvation Army, pictured here with Ruth the Housing Manager, set up a free food van in King Edward Court's car park in Herne Bay, to provide food for staff at the Queen Victoria Hospital opposite the scheme and for community care workers.



Kara system

The Kara service provides virtual care and support via video carephones. A pilot of this system is being funded by Kent County Council and through a partnership agreement, is being used in six of Housing 21's Extra Care schemes and one learning disability scheme.

The service is for those with little or no technical ability, allowing them to connect with their family and friends, as well as with care and housing employees.

Rebecca, the Housing Manager at Bradstow Court in Broadstairs used to run two or three face-to-face activity groups a week but had to stop them due to Covid-19. However, the Kara service helped immensely, with nine residents using the carephones to keep in touch with family and friends.



It has been useful for the on-site team too. Rebecca said: ***“We’ve used it as part of our risk assessment for Covid-19. I can also undertake my wellbeing checks on the Kara device, limiting people to exposure.”***

Amy, 92, is a resident and Kara user at Bradstow Court. She said: ***“Thank you so much for the Kara tablet – it’s a godsend. It has helped me***

through this lockdown and Christmas; it’s different to talking on the phone – to see my family’s faces is just magic.”

Keith, a resident at Emily Court, Wilmington, said: ***“It’s very difficult for me to get out of my flat so the tablet has been a life saver. I can facetime my sister and friends and I don’t feel alone.”***

Tapestry partnership adapts

The pandemic lockdown meant fundamental changes had to be made to the Tapestry Day Centre and restaurant services that support Paines Brook Court residents in Romford. Support services had to go to residents individually rather than residents coming to the services.

The people who would normally attend the Day Centre were switched to regular support calls. Tapestry would check how they were and if they needed any supplies or activities to keep them occupied.

As the pandemic deepened, Tapestry created a virtual activities programme for residents. The free programmes include weekly keep fit classes, hip-hop chair dancing, quizzes, sing-a-longs, art classes, musical performances and even cooking classes. For those without the technology, Tapestry loaned devices to them.

With the restaurant closed, Tapestry made best use of the on-site kitchen and the talented cooking team introduced a hot food delivery service. From March 2020 more than 2,200 meals – including a Christmas dinner – were prepared and delivered to residents.

The lockdown showed that things can be done in different ways – food at home or in the restaurant, a virtual activity programme or a face-to-face one. Maintaining those choices are important as the partnership with Housing 21 and Tapestry extends.



Court life

Disability awareness month

As part of disability awareness month, in March, residents were invited to share their experiences of their own disabilities. Below is part of a story shared by Ian, a quadriplegic with limited dexterity who lives at King Edward Court in Herne Bay:

“When I was offered a place in King Edward Court, I had no idea what to expect, other than thinking Extra Care was some kind of old people’s home. I had my own preconceived ideas about

“care homes”, which made sense to me, even with little or no experience of such places.

“When I arrived, whilst showing me around, Annie, the manager at the time, did not say “if” – she said “when you move in, I’ve got all sorts of things for you to do”.

“True to her word, Annie very soon dragged me into the scheme activities, including watching our maintenance team dressed as fairies, singing Christmas carols. “A 12-stone Tinkerbell in

safety boots is a sight to behold!

“We have always described the scheme as an extended family, complete with dotty aunts and slightly strange uncles with funny hobbies.

“The scheme, its residents, Care Workers, employees, with Ruth our Manager and Helen the Care Team Leader, have always tried to be inclusive, to let people do as much or as little as they want. The whole concept of Extra Care is to live your life, your way.”



Fundraising and funds received

Supporting good causes

Erdington House, Yarnton

At Easter, the residents and employees were immensely generous and donated so many Easter eggs that a socially distanced raffle raised a wonderful £197 for Macmillan Cancer Support.

£197
raised for
**MACMILLAN
CANCER SUPPORT**



Bradstow Court, Broadstairs

Schemes in the region continued to raise money for good causes throughout the year. Bradstow Court, in Broadstairs, raised **£71** for NHS staff at the Queen Elizabeth The Queen Mother Hospital (QEQM), to put towards plastic face shields. Residents have also linked up with the local food bank and donated both food and toiletries to the local community.



Greenrod Place, Brentford

Greenrod Place held an afternoon tea party where residents enjoyed tea and cakes, followed by live entertainment and a raffle.

The event raised money for a new garden parasol that now has pride of place in the garden where residents can enjoy the sun.



Dymond House

National Lottery

Dymond House in Sutton offers independent living with specialist care and support for people living with dementia and learning disabilities. The scheme was awarded £4,330 by the National Lottery to help residents engage with others in various activities.

The Residents' Association at the scheme also managed to raise £275 through a

Just Giving page which has contributed towards items including garden furniture and cinema equipment.

They also secured donations towards the garden from companies including B&Q who gave a barbecue set, DIY equipment and plants, and Morrisons and Tesco who each donated plants, seeds and compost.



Belsize Court

Tesco

Tesco's Sutton branch very generously donated plants, compost and other items for the garden at Belsize Court to enable residents to keep active in the garden area.

Morrisons

Morrisons kindly donated a hamper to Belsize Court as

well as items for the Christmas raffle which helped to raise £123 towards activities and events to keep residents active and engaged.

In the past, Morrisons has donated plants, Seeds of Hope (sunflower seeds) and Easter eggs for all the residents.



Quality Statement

Past

Housing 21 understands the importance of good quality care services for our residents and has achieved many great things including:

- Introducing 'Back 2 Basics' webinars for our Care Teams. These sessions focus on a particular topic each month related to care delivery.
- Launching our updated Duty of Candour policy, outlining our commitment to being honest and saying 'sorry' to residents when things go wrong.
- Rolling out a new medication policy and procedure, retrained all care employees, Assistant Care Managers and Housing and Care Managers in best practices related to supporting people with their medication.
- Selecting and training 78 'Medication Coaches' for every scheme to train colleagues and help embed best practice.
- Restarting our work with the National Gold Standards Framework in ten schemes to support more residents to die in the place of their choosing.

Present

Housing 21 had 90% of its services rated 'good' or 'outstanding' by the Care Quality Commission (CQC). We remain ahead of the social care sector average which is currently 85%*

This fantastic performance represents the amazing work done by our people who work in the schemes.

*National average figures taken from CQC 'State of Care' report 2020 and represents the Housing 21 performance at the end of March 21.

We have developed management oversight guidance which provides senior managers with a consistent approach to managing quality in their services to ensure we continue to meet your expectations.

Future

Our priorities for the next 12 months:

- We will develop a suite of specialist training for care employees linked to the people they support.
- We will launch a care service manual providing teams with policies, guidance, and tools all in one place to help deliver consistently high quality care.
- We will commission an independent review of our policies and procedures to identify gaps and opportunities to strengthen our approach in delivering quality care.
- We will work with residents to improve the care survey and ask the questions that matter most to people.
- We will improve the experience for people with dementia in Extra Care and those who receive care too.
- We will roll out the Gold Standards Framework to more schemes.

HQS & CQC overall ratings

Last year at Housing 21 we launched our very own Housing Quality Standards (HQS), which replicate the CQC ratings for care standards, across to housing services. We want the schemes that show good or

outstanding qualities to be held up as fantastic examples for others to follow.

The ratings allow us to demonstrate and celebrate our 'outstanding' housing services and to recognise where we

can improve. The HQS look at five key areas: **communication, compliance, community spirit, leadership, and quality.**

Housing Quality Standards

Overall South ratings, including Kent PFI. 51 services in total.

82.4%
Good (42 schemes)

11.8%
Requires Improvement (6 schemes)

5.8%
Outstanding (3 schemes)



CQC ratings as of March 2021

For the South East and South West only. 21 care services in total.

81.0%
Good (17 services)

9.5%
Requires Improvement (2 services)

9.5%
Outstanding (2 services)

Employee news

Promotions and awards

Personal achievements



Alison George

Housing Manager at Summer Court, achieved Level 4 Certificate in Housing.



Deborah Rye

Housing Manager at Emily Court, achieved Level 5 Health and Social Care.



Ruth Hadfield

Assistant Housing Manager at Chamberlain Manor, was promoted to Housing Manager at King Edward Court.



Scott Breckenridge and Helen Myskiewicz

Both celebrated five years of working for Housing 21

Reward and recognition

Since April last year Housing 21 has been able to provide 2,249 rewards and recognitions to employees across the South East and Kent.

The recognitions include special 'thank yous', Hero 2020 badges, and acknowledgement of employees going above and beyond in their day-to-day roles.

All employees were given a wellbeing gift bag, which contained a thank you card and listed useful resources regarding wellbeing and mental health.



Sue Reddy, ACM at Stanbridge House

Sue Reddy, Assistant Care Manager (ACM) at Stanbridge House in Banbury gained her Level 5 qualification in Health and Social Care.

Sue has been part of the Stanbridge team for nearly six years but to everyone in the team she is known as Daisy.

Sarah Rusted, Housing and Care Manager at Stanbridge House said:

"I am so proud of Daisy and what she has achieved in obtaining her Level 5, she has not been able to have face-to-face workshops due to Covid-19.

"I think that I would be right in saying that she hasn't always enjoyed it, however, she's worked through and completed it. I just wanted to say that Daisy is quite simply amazing."



Ugo, Cedar Court



quicker outcomes and is more person-centred. There are many opportunities for employee development which is applaudable.

"I hope employees can take advantage of these opportunities. I have received enormous support from the various respective departments, especially the

Learning and Development department, in assisting me to settle well, and I have amazing line managers.

"My experience so far is impressive, and I am excited with my career within the organisation and humbly being part of the team in the progress being achieved by Housing 21."

Ugo Ezeanozie recently joined as the Housing and Care Manager at Cedar Court, and kindly provided a piece about his journey with us so far:

"I joined Housing 21 in February 2021 and it has been an interesting experience for me, especially in getting my head around the new ways of working within the organisation.

"I perceive it is smarter and more effective in achieving



Albena, Cinnamon Court

“My name is Albena Palova. I am Bulgarian and came to the UK in May 2009 to look for new opportunities in my life – without any English knowledge.

“Six years later, I got my NVQ Level 3 qualification, and started working at a nursing home as a senior one-to-one Care Worker. That was not enough for me, and I applied to London Metropolitan University to study Public Health and Social Care Level 4 and 5 and graduated with a Diploma last year. During my studies I used to work as a Care Supervisor.

“One day, I received a call, from an agency, offering me a position as an Assistant Care Manager with Housing 21. I was so excited, I did not

think twice, I just leapt at the opportunity. I was successful in my application and began working for Housing 21 as an Assistant Care Manager at Pantiles House in London.

“In August last year I received an email from Buckinghamshire New University with an offer to continue Level 6 in Health and Social Science which I took. At this point I want to say huge thank you to my managers who made it possible for me to continue my studies while working flexible hours. I am now awaiting graduation and to receive my diploma for Level 6 in Health and Social Science.

“In January 2021 I applied for the position of Housing

and Care Manager (HCM) at Cinnamon Court and was successful. I am now a proud HCM. I am happy with my lovely management and Care Team at the scheme and would like to say a big thank you for all their support and for their hard work as a team.”



Kseniya, Lea Springs

“ My name is Kseniya Soulyga. I recently joined Housing 21 as a Housing Manager. With each week, I feel more and more content being part of this organisation as I recognise so many people who share an ethos of mutual support and are encouraged towards self-development.

“ I was interested in joining Housing 21 because I wanted to combine my property industry experience and a deep need to make a worthy contribution to a community of people who truly appreciate every bit of effort made.”



New developments

Meadow Walk

Building work on Meadow Walk, in Fakenham, started in 2019, and despite concerns the pandemic would delay its completion, it opened before its original date and saw its first resident move in during May 2020.

Its lovely café/bistro has lots of delicious cakes, scones and sandwiches ready for everyone to enjoy. The scheme looks wonderful and is excited to welcome further residents when they move in.

Feedback from residents has been very positive with one describing it as a “palace”.



Doreen and Alf, first residents to move into Meadow Walk, with Jayne Read, Housing and Care Manager.



Dementia initiative – Nostalgia Room at Meadow Walk

The Nostalgia Room at Meadow Walk, Fakenham, has been well received by residents and their families. It provides reminiscence of shops from yesteryear for residents living with dementia. It even has its very own jukebox reminiscent of the swinging 60s. Courtesy of one of the team's parents,

they have a good line up of 45s (records) ready and waiting to be put through their paces!

Going forward they intend to stock birthday cards, stamps and other non-perishable items that residents may forget during their day to day shop.

The idea behind a Nostalgia Room is based on studies that have shown people living with dementia respond well to anything that prompts long-term memory.



When we agreed to build Meadow Walk with Norfolk County Council in partnership with the Norfolk Borough Council, they offered us £80,000 to support with a Nostalgia Room. The money was gratefully received and was put to great use at Meadow Walk. Prompting the long-term memory for people living with dementia can often bring about stories to share and enjoy. Interactive nostalgic displays can help Care Teams engage with residents, enrich social inclusion, and help improve wellbeing for everyone.

Ashleigh Jarvis,
Regional Operations Manager

Strawberry Gardens, Yatton

The official opening of Strawberry Gardens took place in October 2020, during the global pandemic but life has settled down now and nearly all the flats are full. The caterer has invested in beautiful outside furniture which is enjoyed not only by residents but also the passing public. The on-site shop will also be opening soon which will be a great asset to the scheme.



Edward Jenner Court, Bristol

“I remember when I first heard about Edward Jenner Court being built in Bristol, thinking to myself, ‘I want this scheme’. Something about it made me feel that I could do so much for our new residents. I kept driving past to see how it was progressing,

and now I think to myself how amazing the scheme is, as I knew it would be.

“Now that our new shiny scheme is open, I can’t wait to welcome our residents into their new homes, where they can feel

safe and live independently at the same time.”

Kelly Hemmings,
Housing Manager,
Edward Jenner Court.

The scheme opened in
September 2021



Willow Gardens, Chipping Norton

“I can remember going past the site for Willow Gardens in Chipping Norton back in the winter of 2019 when the build was in its early days; my next drive past was in September 2020. Wow! What a difference. It was a very large building!”

“Each time I visit the site I am still amazed by the changes that take place and it really is a stunning building now that it is finished.”

“I am really looking forward to getting the building up and running and welcoming

all the new residents into their new homes.”

Emma Taylor, Housing Manager, Willow Gardens

The scheme opens in November 2021



Poppy Meadows, Didcot

In March 2021, construction started on our exciting new Extra Care development, Poppy Meadows, in Didcot.

Due to open in 2023, it will be an asset to the local community in Great Western Park, providing 20 shared ownership and 60 rented apartments. Being close to a community centre, shopping centre, and various health services, the scheme will be very popular.

Housing 21 is working with Oxfordshire County Council to develop this service and we look forward to seeing it grow over the next year.



Groundbreaking ceremony at Poppy Meadows, in Didcot.

Investing in our buildings

Makeovers

St Edmunds Court on the outskirts of Peterborough was opened in 2009 and was in need of some updating, so an extensive makeover has been carried out.

Resident consultation meetings were held to give everyone

the chance to have their say on everything from the colour scheme to the furniture and fabrics.

Hardwood flooring was laid on the ground floor and in the dining room, new carpets were laid on the landings and in the

lounge, and the walls given a fresh new look. New furniture, pictures and ornaments, and new light fittings installed have given the scheme a new lease of life.



Monaveen, our brand new Extra Care Living development in Westergate.

Resident feedback on a makeover at Mulberry Court in Cirencester has been outstanding

“The refurbishment recently carried out is simply superb. All areas at Mulberry Court have been completely transformed to a five-star rating. This makeover makes us residents feel cared for with all of the improved and modernised surroundings; all communal areas have been completely transformed,” said resident Sue.

Ruby, who has lived at the scheme for four years, said:

“I would like to comment on the refurbishment of Mulberry Court. Everything is clean and beautifully kept. Everywhere you go is fresh and welcoming. As residents we were consulted with regard to decorating, colour choice for carpets, etc.”



Resident stories

A life transformed

Anvil Court resident, Mark, is now enjoying having social time.

Mark, 60, was in the Army and served in the Falklands before becoming a long-distance lorry driver until he acquired a brain injury.

He is in a wheelchair and suffers with dysplasia, but since moving to Anvil Court in Horley his communication has improved, and even with limited words he can get across what he wants to say.

Mark chose to stop using his weekly support call approximately four years ago, but thanks to work by Caroline Hatton, Housing and Care Manager at the scheme, it was put back in place during 2020.

Mark now has a full day of going out doing what he wants each week and is thoroughly enjoying it.

On one of his social calls an employee took him on the train to Brighton and managed to

get him to paddle his feet in a paddling pool on the sea front.

“Mark was really happy with his day at Brighton with our male Care Worker and they both had so much fun,”

Caroline said.

As part of another social call, he went to the local pub for lunch and a beer and really enjoyed himself.

It's wonderful to see Mark's life change so positively.



Court life

Guernsey liberation

‘Liberation from Lockdown’ took the form of a street party held in Rosaire Court’s car park. Trestle tables were put up and decorated with Guernsey flags along with the surrounding area, and ‘Guernsey Together’ posters were made to decorate the main building. Residents

were able to join in from their balconies and wave flags and sing along to the Rosaire community choir who performed in the garden.

The community association paid for and kindly delivered a party food box to every single

resident, so everyone felt involved on the day.

Feedback from residents was very positive and most enjoyed the chance to get out in the fresh air and meet each other again after the lockdown.



Resident story

Chelsea Pensioner

One of our residents at Buckland Court in Dover left the scheme in December 2020 to become a ‘Chelsea Pensioner’ – a resident at the Royal Hospital Chelsea, a retirement home and nursing home for former members of the British Army located in Chelsea, London.

David had lived at Buckland Court for five years. He enjoyed getting involved in the social activities and was popular amongst the other residents.

He applied to become a Chelsea Pensioner in 2020 and, after interviews and assessments, he was accepted!

He was given a good send off the morning he left, with residents and the local British Legion lining up outside to wave him farewell. He sent a recent photo he had taken, in his full uniform.



Knit and Natter – Oak House

Since the opening up of lockdown it has been like a blast of fresh air flying through the scheme. One of our wonderful Care Workers decided that she would start a “knit and natter” group, in her own time. She asked the residents if they would like to join a group that achieved something during their natter session – and the response was overwhelming. She has had two sessions which have been packed to capacity. She also has managed to get two of our ladies knitting again after many years; great achievement Linda!



Complaints

Housing 21 welcomes complaints and sees them as an opportunity to learn and improve. We work closely with the Housing Ombudsman and in January 2021 we changed

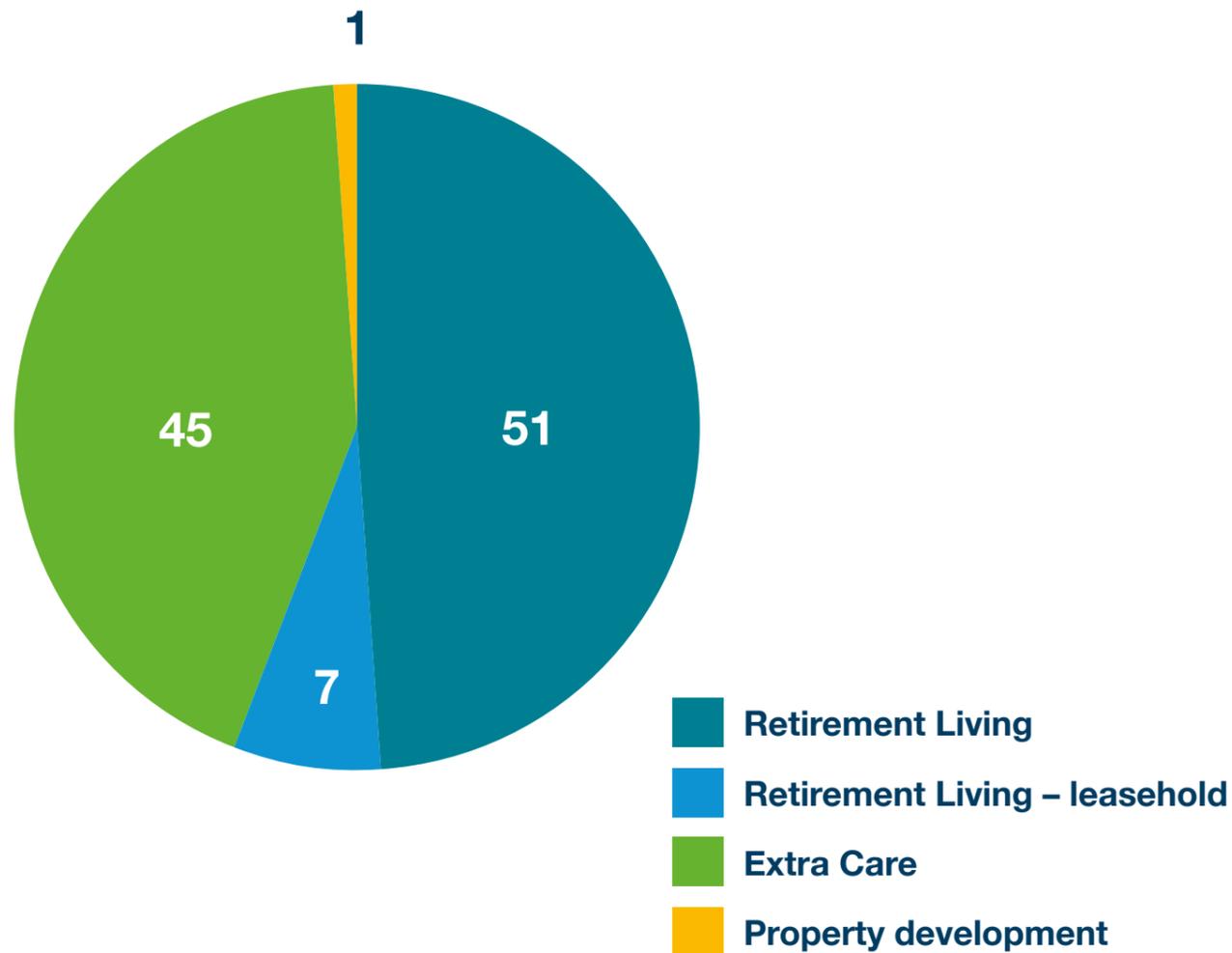
our policy and adopted their best practice for dealing with complaints.

We encourage our local managers to try to resolve

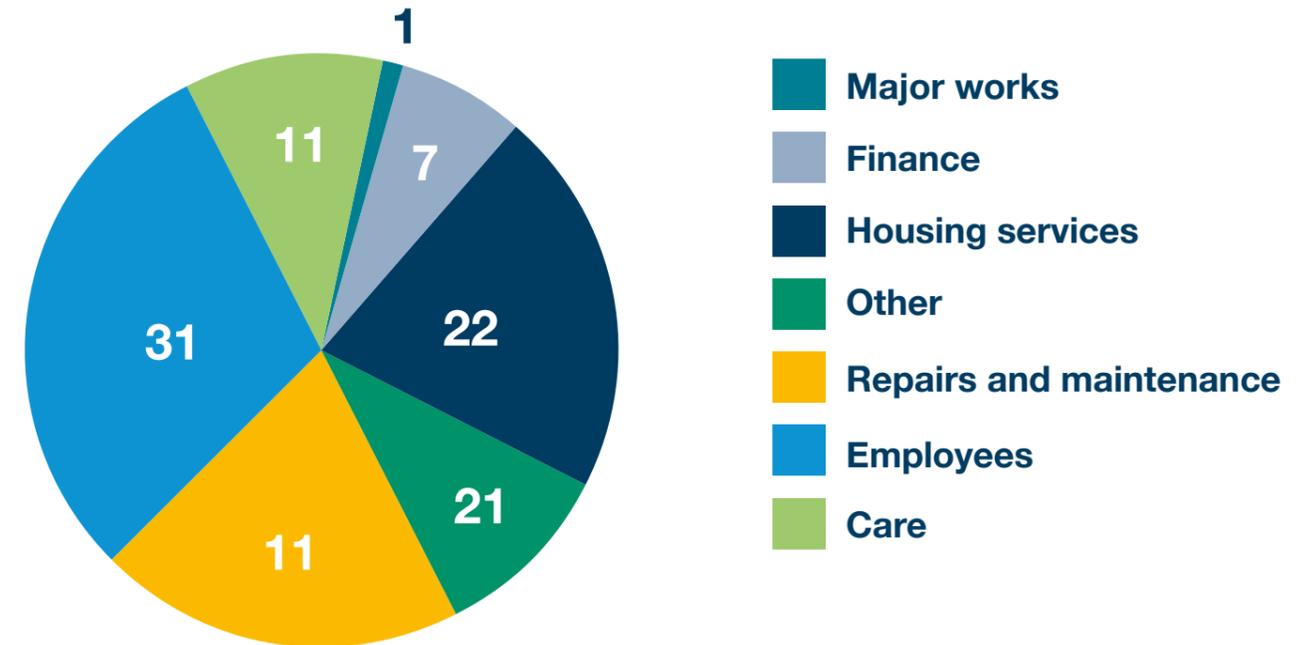
your issues promptly as they arise, where this has not been possible, we raise a formal complaint. During the year April 2020 – March 2021 we had 104 formal complaints.

The complaints were about a range of issues, the top three reasons for complaining were employees (31), housing services (22) and repairs and maintenance (21). In Extra Care the highest number of complaints received was for care (11).

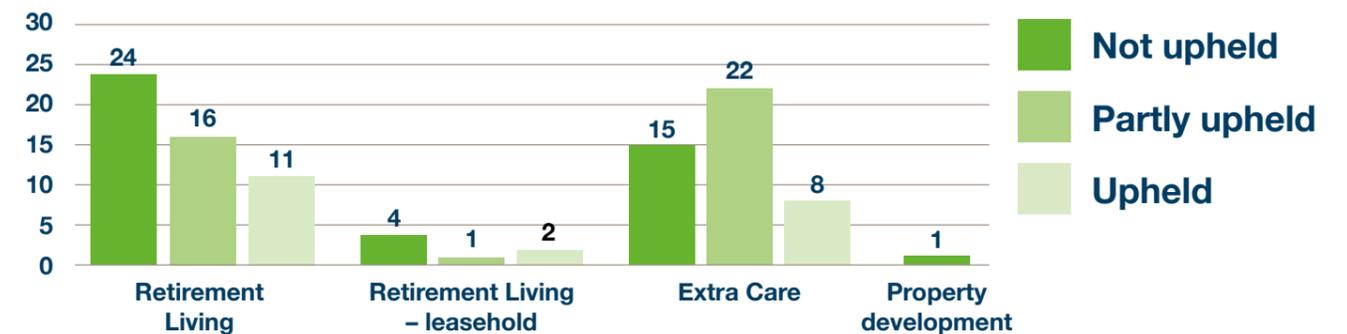
Formal complaints – April 2020-21



What our complaints are about



Outcome of formal complaints



We look at all complaints to see how we can improve our services and have introduced changes both at scheme level and with our policies and procedures. This has included new training in damp and condensation and in communication around repairs, a review of the Pets' Policy and the Antisocial Behaviour Policy, improvements to the consultation process for major works and to the equipment used by local managers so they can take photos of documents and forms.

Housing Ombudsman

The Housing Ombudsman provided outcomes in six cases during the year – some cases covered several subjects so had more than one outcome (determination). In total there were 13 determinations of which:

- **Five** – No fault found
- **Two** – Where Housing 21 had already addressed the issue and offered redress

- **Two** – Outside of their jurisdiction
- **One** – Service failure around antisocial behaviour
- **Three** – Maladministration for failure to follow policy, delay in communication around repairs and how a complaint about a manager was handled.

Love food, hate waste

Do you love food and hate waste?

Do you find that portion sizes of foods you buy are sometimes too big?

Do you get to the end of each week and find you are throwing away the same foods?

You're not alone – on average each household wastes around £700 every year – that's a third of all food produced which goes to waste.

The UK was responsible for **9.5 million** tonnes of food waste in 2018. That amount of food waste could fill **190** Royal Albert Halls.

Households caused **70%** of the UK's food waste, throwing away **6.6 million** tonnes of food, of which **4.5 million** tonnes was edible.

As part of the Helping Hands initiative, Housing 21 have created the Love Food Hate Waste project. We would like to try and help you save money and food.

There are many ways you can help one and other such as:

- Share with a neighbour- one can buy the item one week and the other the next
- Enjoy a bring and share lunch with other residents which can be held in the communal lounges

- Speak to your Scheme Manager about having an area that residents can drop food into that would usually go to waste and see if other residents can make use of it

- Any food that is not wanted could always be donated to the local food banks

Email us at MAD@Housing21.org.uk with your stories and pictures so we can share with other schemes and get more people involved.



9.5 million tonnes of food waste could fill **190** Royal Albert Halls



70% of the UK's food waste was caused by households

Safeguarding

Safeguarding statement: Nothing about me, without me

Safeguarding is how Housing 21 protects our residents' right to live in safety, free from abuse and neglect.

The statement sets out how Housing 21 and external agencies work together to prevent and stop both the risks and experience of abuse or neglect. At the same time, the statement ensures that residents' wellbeing is promoted, and their views, wishes, feelings and beliefs are considered before deciding on any action.

Lots of work has taken place in the past year to strengthen our approach to safeguarding, guided by the overarching principle of 'nothing about me, without me'.

This means that whilst we will always fulfil our regulatory responsibilities, we always work with residents about matters concerning them and their lives, where it is safe to do so.

Safeguarding is not something we do to people – it is something we do with people.

Here are just a few of the improvements we have made this year:

- Introduction of reviews of serious cases led by our Safeguarding Lead. The findings from these reviews have been used to identify lessons learned which have been shared widely.
- Introduction of webinars providing Scheme Managers with opportunities to develop their knowledge around specialist safeguarding areas, such as hoarding and substance misuse.
- Introduction of a safeguarding signposting directory, highlighting external organisations who can provide support to residents.

- Over 90 Safeguarding Champions recruited across the organisation who will help embed best practice and provide guidance to colleagues dealing with more complex issues.

! If you are concerned about yourself or someone else living at your scheme, who might be the victim of abuse, always speak with your local manager in the first instance, if this isn't possible, please contact your Extra Care Manager.



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 92% 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 April 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 have been surveyed for climate change resilience and each scheme will have an action plan by April 2022 to promote longer term environmental sustainability.



Transport

We are aiming to reduce non-essential travel for employees across the organisation, and continue to explore new ways of working, 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 Annual Report!

Guest rooms

There are guest rooms available across the South region. For details on these please contact your scheme manager.

Feedback

We hope you have enjoyed reading your Annual Report 2021. 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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INVESTORS IN PEOPLE
We invest in people Platinum