

Housing@21

Clifford Mews Care Survey Report August 2026

Prepared by: Acuity Research & Practice



87%
Overall satisfaction



Acuity was commissioned to undertake independent satisfaction surveys of Housing 21's care residents to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

A survey questionnaire was sent to all residents. The survey was primarily conducted by post, but residents were also given the opportunity to complete the questionnaire online if they wished.

Responses 12

Key metrics



100%

Safe



87%

Listened to



93%

Independent



60%

Activities and hobbies



93%

Treat with respect



87%

Get the time needed



86%

Get help when needed



93%

Preferences/trained



93%

Care plan meets needs



86%

Involved in changes



86%

Time changes communicated



86%

Communication suits me

Birdie Digital System



67%

Easy to access details (Family)



44%

Easy to access details (Resident)



70%

System improved service

Year-on-year change – Clifford Mews

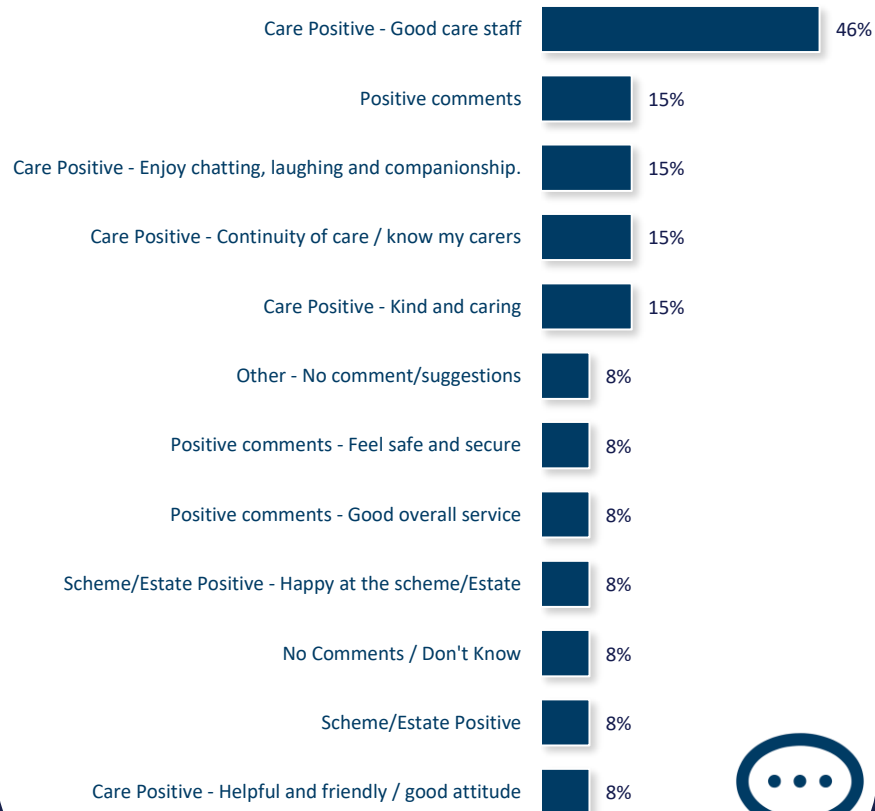
The table on this page compares results for this particular scheme by year, to see how perceptions have changed since 2024-25.

Results from the previous year (2024-25) will not be available where responses did not meet the minimum requirement of 10 responses.

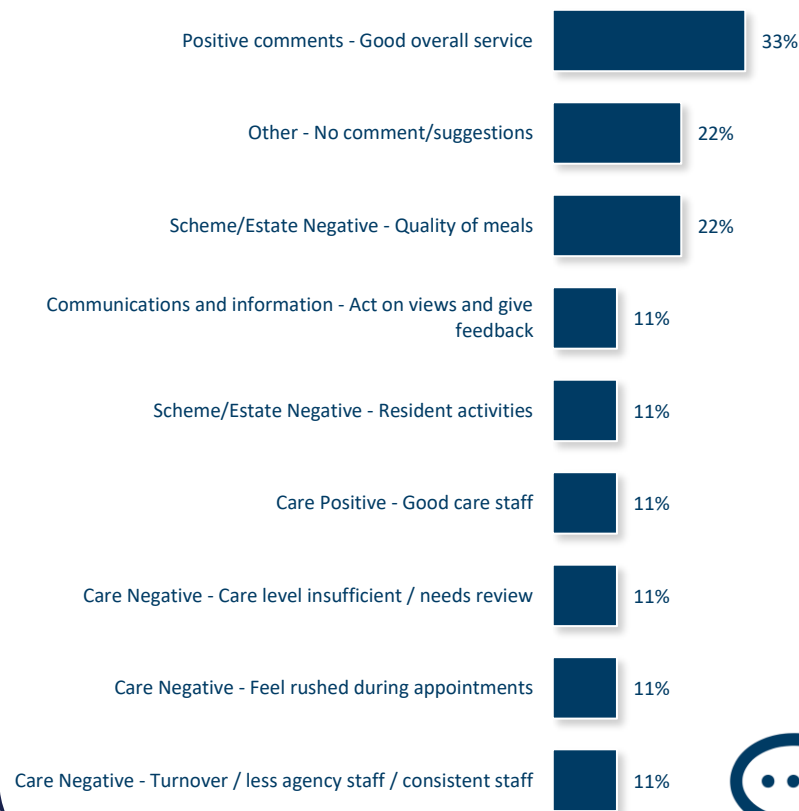
Please note that the last three questions in the table were introduced in 2025-26, and therefore no comparison with 2024-25 is available.

	2024/25	2025/26
Overall Care Services	96%	87% (-10)
Safe	96%	100% (+4)
Listened To	79%	87% (+8)
Independent	88%	93% (+5)
Activities and Hobbies	68%	60% (-8)
Treat with Respect	89%	93% (+4)
Get the Time Needed	88%	87% (-2)
Get Help When Needed	81%	86% (+5)
Preferences/Trained	88%	93% (+5)
Care Plan Meets Needs	100%	93% (-7)
Involved in Changes	92%	86% (-7)
Time Changes Communicated	72%	86% (+14)
Communication Suits Me	77%	86% (+9)
Easy to Access Details (Family)	-	67% (-) *
Easy to Access Details (Resident)	-	44% (-) *
System Improved Care	-	70% (-)

What do you like about your care service?



Are there any areas of your care service that could be improved?



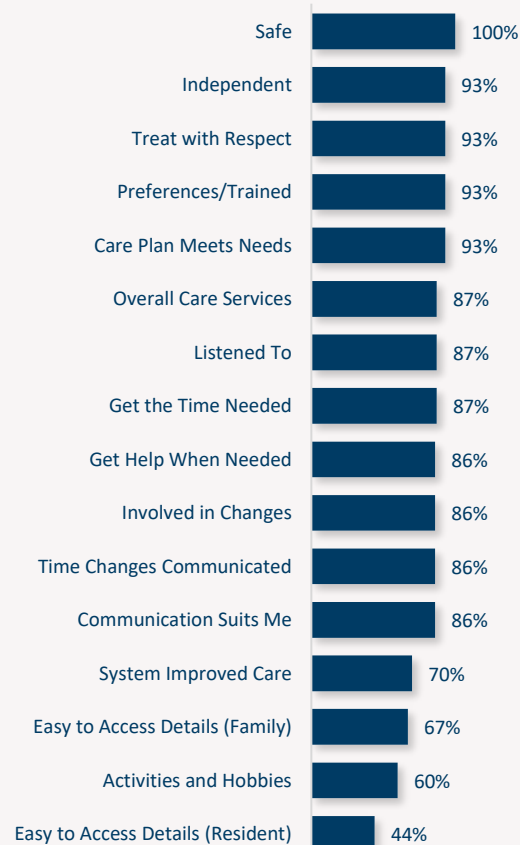
Benchmark - Housing 21

The chart to the left shows your scheme in comparison to the overall results for Housing 21, allowing you to benchmark against all other participating schemes combined.

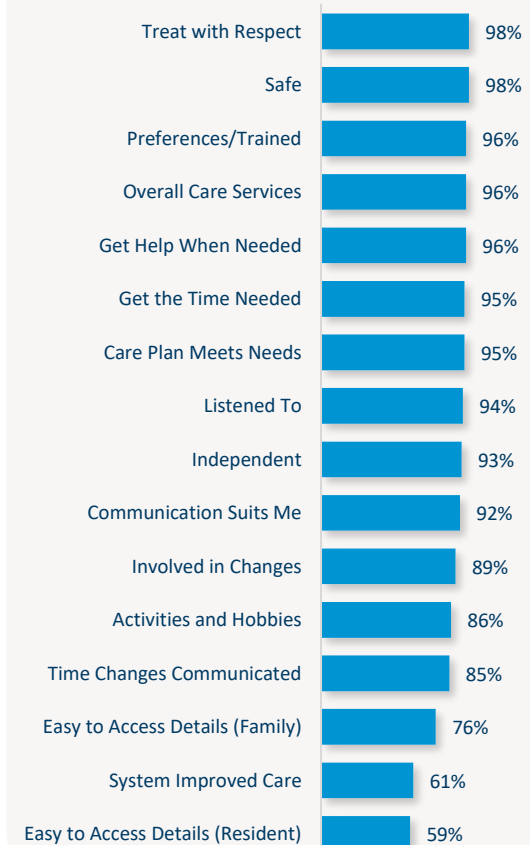
When considering Housing 21's care service as a whole, the chart on the right shows satisfaction for all residents that took part in the survey this year. Satisfaction is high, with 96% satisfied with the overall care services provided.

Overall, the majority of measures scored above 90%, with the exception of being involved in changes (89%), activities and hobbies (86%), communication of time changes (85%), and the three Birdie Digital System questions (easy for family to access details at 76%, the system improved care at 61%, and easy for residents to access details at 59%).

Clifford Mews



Housing 21 Extra Care Overall





This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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