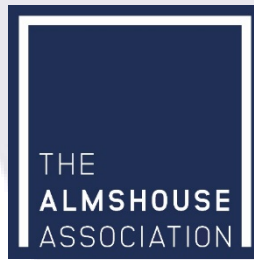


THE
ALMSHOUSE
ASSOCIATION

SUPPORTING
ALMSHOUSE
CHARITIES

**Members
Survey
2020**





The Almshouse Association Members Survey 2020

Thank you so much for spending the time to complete the second survey. Your responses help set our priorities for services and resources for the next year, although I realise that these priorities may have changed dramatically over the last few months.

Reviewing the questionnaire and feedback comments; you tell us that the support needed in 2018 is still needed today but the areas that have changed reflect the enquiries that we are receiving in the office. In short, we need to do more to help you deal with recruitment of trustees, interpreting regulation with clear policies and templates. You have also said you would like more advice on legal issues. You are concerned about the frailty of residents, physically and mentally and would like more guidance in this area. You are also concerned about the cost and challenges of maintaining buildings.

It seems that you really enjoy the seminars and the networking but would like some additional structured training for new trustees. You would like more regional events as travelling is a burden. Those who have completed the online training have said its good but many didn't know it was available. You value the Gazette but would like more guidance and management advice articles and you really, really value SAM (**online now, as the hardcopy version has been superseded and should be used instead of the paper version**)

What is also clear is that there is great enthusiasm for new building and refurbishment of existing homes and I and the team will be looking at ways to support you in all these areas.

You would like us to continue to raise the profile of almshouses as it helps with trustee recruitment, building understanding with your local community and even helps when social services understand more about us. What is also great is that despite the challenges of running almshouses about 90% - 95% of you feel positive about being part of the movement, but don't like the use of the pride, but you do feel the almshouse movement is a great movement to be part of.

I hope this survey shows clearly that whatever you thought you were facing, challenges and opportunities you are not alone.

Nick Phillips | CEO The Almshouse Association



The Almshouse Association Members Survey 2020 Questions

The Almshouse Association Members Survey 2020 was sent out via email to all main members charity contacts with an email address.

557 members completed our survey.

Each were asked to complete the 18 questions detailed below:

1. How many almshouse dwellings does your charity look after?

2. In which county is your charity based?

3. Please rank what you see as the greatest challenges for your charity over the next five years in order of importance - 1 being the greatest challenge, 2 the second greatest challenge and so on.

PLEASE SELECT YOUR TOP 5 ONLY

- Attracting or retaining trustees
- Raising funds
- Condition of the properties
- Age and frailty of residents
- Increased regulation
- Lack of demand for accommodation

4. Please rank what you see as the greatest opportunities that you would like to explore/pursue for your charity over the next five years in order of importance - 1 being the most important opportunity you would like to explore/purse, 2 the second most important opportunity and so on.

- Developing new almshouses
- Refurbishing our almshouses
- Partnerships and mergers
- Fundraising events
- Wider community engagement

5. Please rank the aspects of our service that you value the most in order of importance - 1 being the most important, 2 the second most important and so on. PLEASE SELECT YOUR TOP 5 ONLY.

- Training Seminars
- Email or telephone support from experts when I need it
- Standards of Almshouse Management Manual
- Support and Care Manual
- Model Policies and
- Templates
- Interest free loans/grants
- Insurance Policies
- Almshouses Gazette
- Website information
- Influencing Government
- Online training



6. Please put a tick in the box if you have used any of the services listed below in the last year (tick as many as you need).

- | | |
|--|---|
| • Received guidance/support via email/phone | • Members Forum |
| • Attended a training seminar | • Applied for/received an Almshouse Association interest free loan/grant |
| • Accessed/completed online training | • Read the quarterly Almshouses Gazettes |
| • Attended the 2019 Members Day | • Contacted our Panel of Consultants |
| • Registered on/accessed the Almshouse Association website | • Taken out insurance through the NAACIP (National Association of Almshouses Common Insurance Policies) scheme. |
| • Accessed the Standards of Almshouse Management Manual online | • None of the above |
| • Accessed the Support & Care Manual online | |
| • Accessed the Model Policies and Templates | |

7. How satisfied do you feel about the service offered by The Almshouse Association?

8. What could we do to improve our service to you? Are there any other services you would like to see ?

9. Have you attended an Almshouse Association Training Seminar in the last 3 years?

10. If yes, please rate how satisfied you were with the training seminar

11. If you have not attended a training session, please let us know why

12. Are there any particular topics you would like us to cover in our seminars?

13. Have you completed any of the online training courses?

14. If yes, please rate how satisfied you were with the online training courses

15. If you have not taken one of the online training courses, please let us know why.

16. Are there any particular courses you would like us to offer in the future?

17. How proud are you about being involved in the almshouse movement?

18. If you have any comments you would like to make, please add them below.

The results of the Surveys can be found on the following pages.

Where the same question was asked in our 2018 questionnaire, this has been included for comparative purposes.

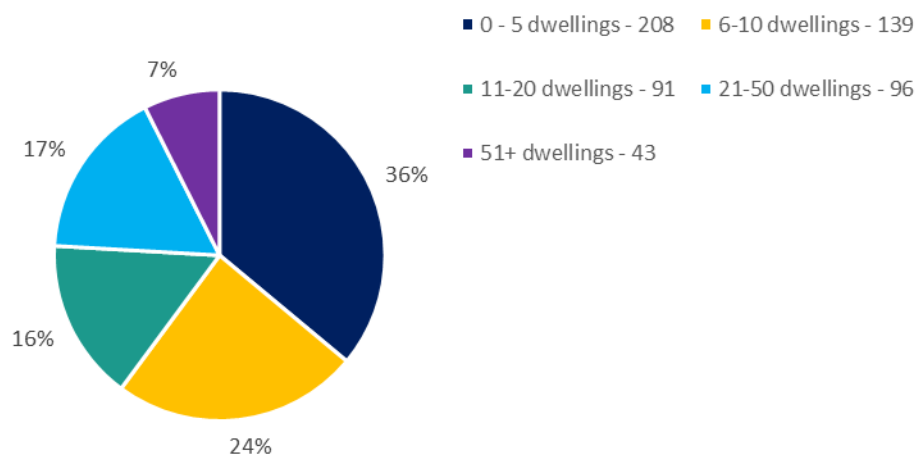


The Almshouse Association Members Survey 2020 Results

1. How many almshouse dwellings does your charity look after?

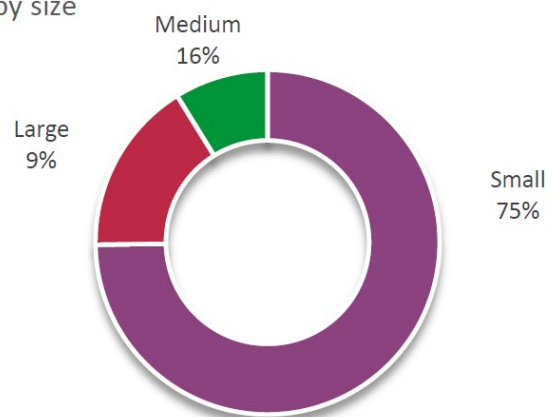
- 2020 Survey

Charity Size (Number of dwellings per response)

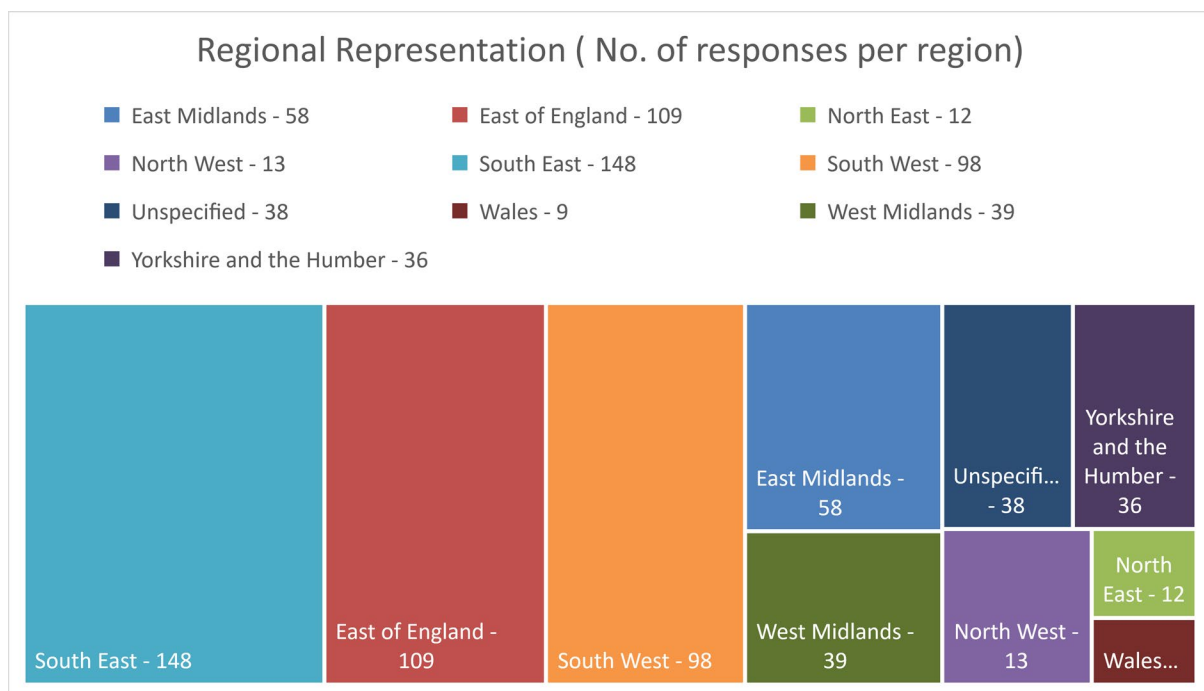


- **2018 Survey**, groups were divided into small (0-20 dwellings), medium (21-50 dwellings) and large (50+ dwelling) charities. Results as per the below:

Percentage split of almshouse charities who took part in the survey, by size



2. In which county is your charity based?



3. Greatest Challenges over the next 5 years

Position	2020 - Challenges	2018 - Challenges
1	Condition of Almshouses	Condition of the almshouses
2	Recruiting/retaining trustees	Increased legislation
3	Ageing/frailty of residents	Attracting or retaining trustees
4	Increased legislation	Age and frailty of residents
5	Lack of demand for almshouses	Raising funds
6	Raising funds	Lack of demand

4. Greatest Opportunities over the next 5 years

Position	2020 - Opportunities	2018 - Opportunities
1	Refurbishing almshouses	Refurbishing almshouses
2	Engaging wider community	Engaging wider community
3	Building new almshouses	Building new almshouses
4	Partnerships	Partnerships
5	Fundraising events	Fundraising events

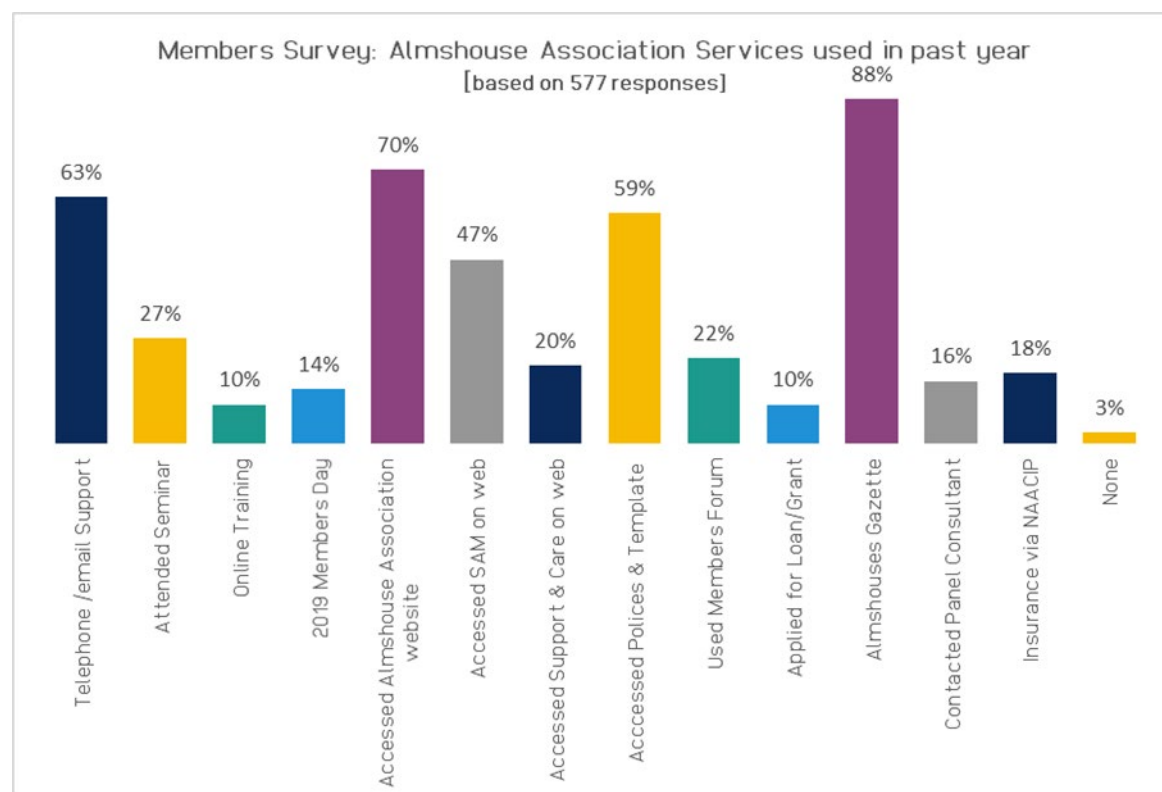
5. The Almshouse Association services that members value in order of importance

Members' responses indicate that the top 3 most values services remain unchanged from 2018. The website in gaining popularity and value. Online training was introduced in 2019 and members' comments indicate that it needs to be promoted more.

Position	2020 - Most important TAA Services	2018 - Most important TAA services
1	Email/Phone support	Email/Phone support
2	Standards of Almshouse Management	Standards of Almshouse Management
3	Model Polices and Templates	Model Polices and Templates
4	Website	Influencing Government
5	Influencing Government	Website
6	Gazette	Gazette
7	Support and Care manual	Insurance policies
8	Interest free loans and grants	Support and Care manual
9	Training Seminars	Training Seminars
10	Insurance policies	Interest free loans and grants
11	Online training	

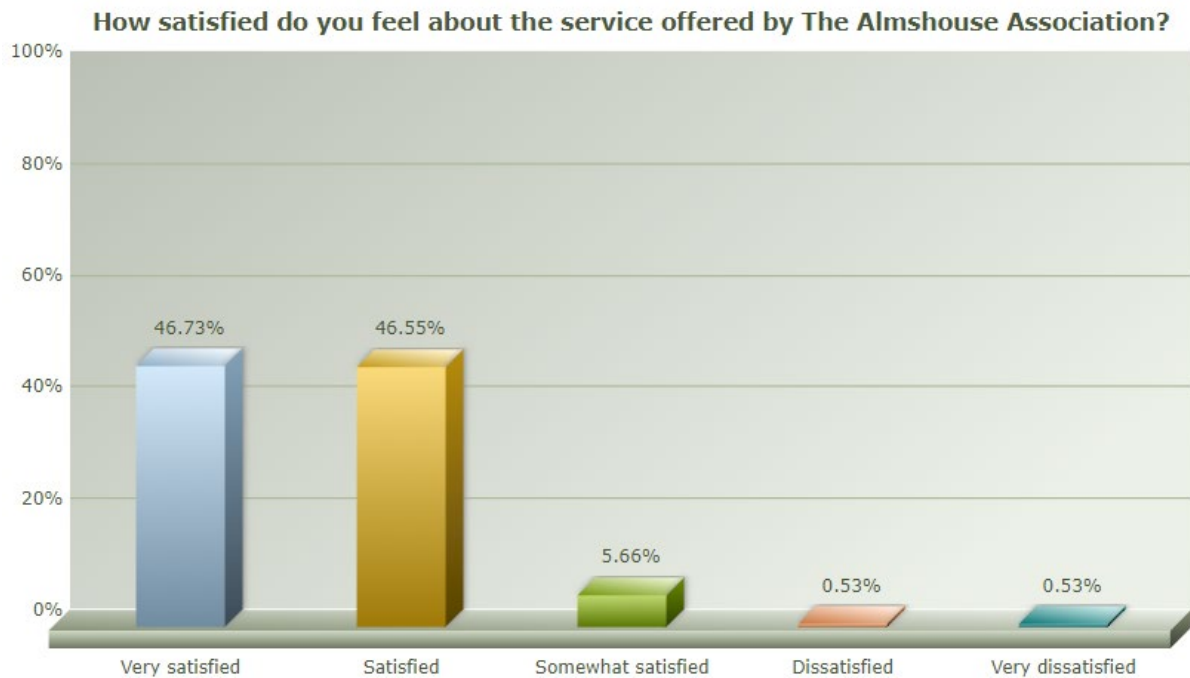
6. The Almshouse Association Services usage.

Members were asked which services they had used in the last year; i.e. 63% of responders had received telephone or email support, 88% had read the Gazette and so on ..

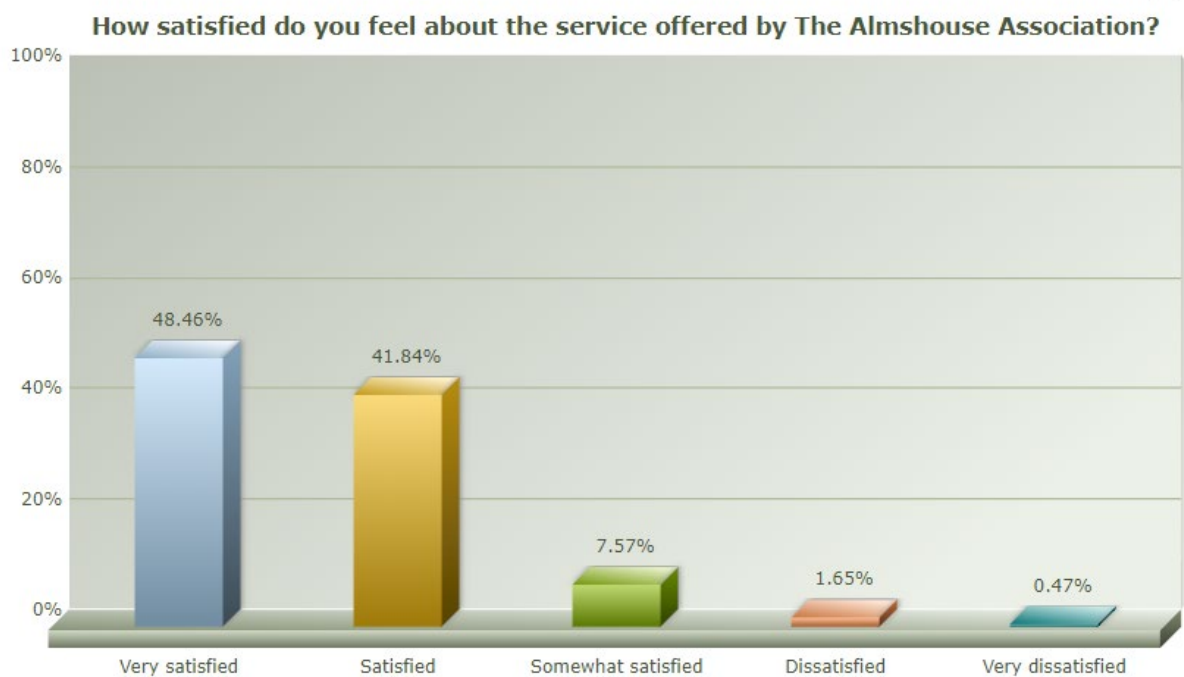


7. How satisfied do you feel about the service offered by The Almshouse Association?

- **2020** - Just over 93% off responders were either very satisfied or satisfied with our services:



- **2018** – Just over 90% of responders were either very satisfied or satisfied with our services:



8. What could we do to improve our service to you? Are there any other services you would like to see?

We received 213 responses to this question, just over 30% of which expressed satisfaction with our services or no further ideas for what else we could provide. The remaining respondents gave suggestions, which fell into five broad categories:

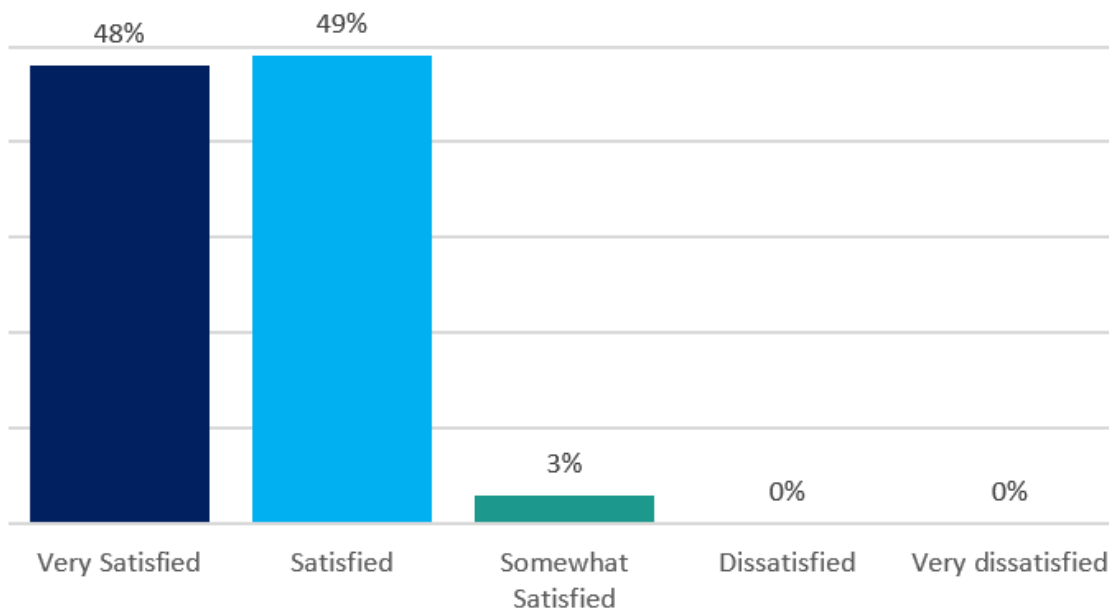
1. Support in understanding and interpreting relevant regulations
2. Support in dealing with conflict residents and between staff and residents
3. Support in finding new trustees
4. Support with legal challenges, such as setting aside resident appointment
5. Support in filling resident vacancies

We also received some suggestions about the establishment of local almshouse groups to network and share best practice. A number of informal groups already exist with Association staff attending meetings where possible. We will be looking at ways to better facilitate such groups in the future.

9. Have you attended an Almshouse Association Training Seminar in the last 3 years?

- Attended - 33% of responders
- Not attended – 67%

10. If yes, please rate how satisfied you were with the training seminar



11. If you have not attended a training session, please let us know why

We received 308 responses to this question. Location was the biggest factor in not attending one of our seminars, accounting for 36% of responses received. This was followed by time (22%) and a lack of need (18%). For those who felt they didn't need training, some were getting training from elsewhere (e.g. their employer) or they are getting the information they need from our website. Other reasons for not attending our seminars included topics not being of relevance to the charity, cost, and a lack of awareness of our training offer.

12. Are there any particular topics you would like us to cover in our seminars?

The suggestions we received for future seminar topics were varied. There were a number of requests for us to cover resident issues, such as dealing with difficult or disruptive residents and how to support frail residents. There were also several requests for basic training for new clerks and trustees. Other topic suggestions were based around governance and strategic issues, whilst others revolved more around the day-to-day running of almshouses and legislation that might affect them. The Almshouse Association reviews its seminar programme each year and will take on board the suggestions given by the respondents. We're already working on an accredited training course for new clerks and trustees, which will be offered in addition to our seminar programme. We hope to launch this in 2021.

13. Have you completed any of the online training courses?

- Taken an online training course – 11% of responders
- Not taken an online training course – 89% of responders

14. If yes, please rate how satisfied you were with the online training courses

Of those that had taken online courses 100% of responders were either Very Satisfied or Satisfied.

15. If you have not taken one of the online training courses, please let us know why.

30% of respondents to this question said that they were not aware that we offered online training. A further 20% stated that they hadn't had or did not have time to complete the courses, whilst 19% felt that there wasn't a need for them to complete the training offered. A small number of respondents said that they preferred in-person training.

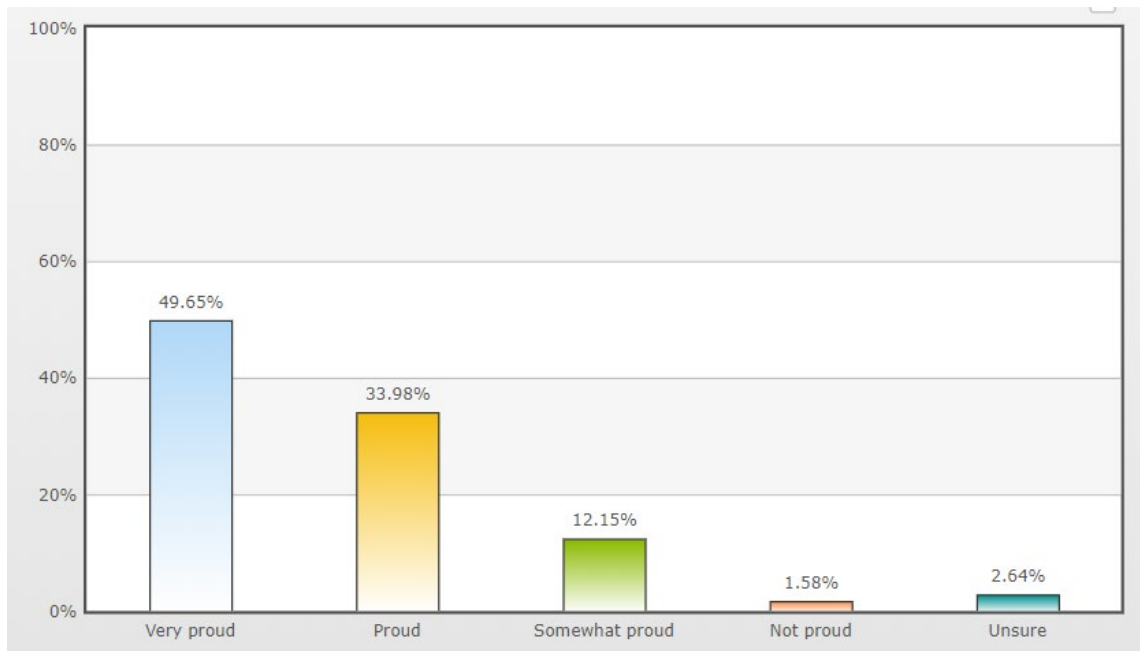


We received 68 responses to this question and there was little consensus on other courses we should offer. Several suggestions revolved around the welfare of residents, including safeguarding and dementia awareness. Other suggestions were around the management of the buildings, such as legionella and asbestos safety. There were also suggestions for online training around staffing, such as the role of different members of staff (e.g. clerks and wardens), professional boundaries, DBS checks, and how to be a good trustee. Finally, there were a small number of request for training on finance issues.

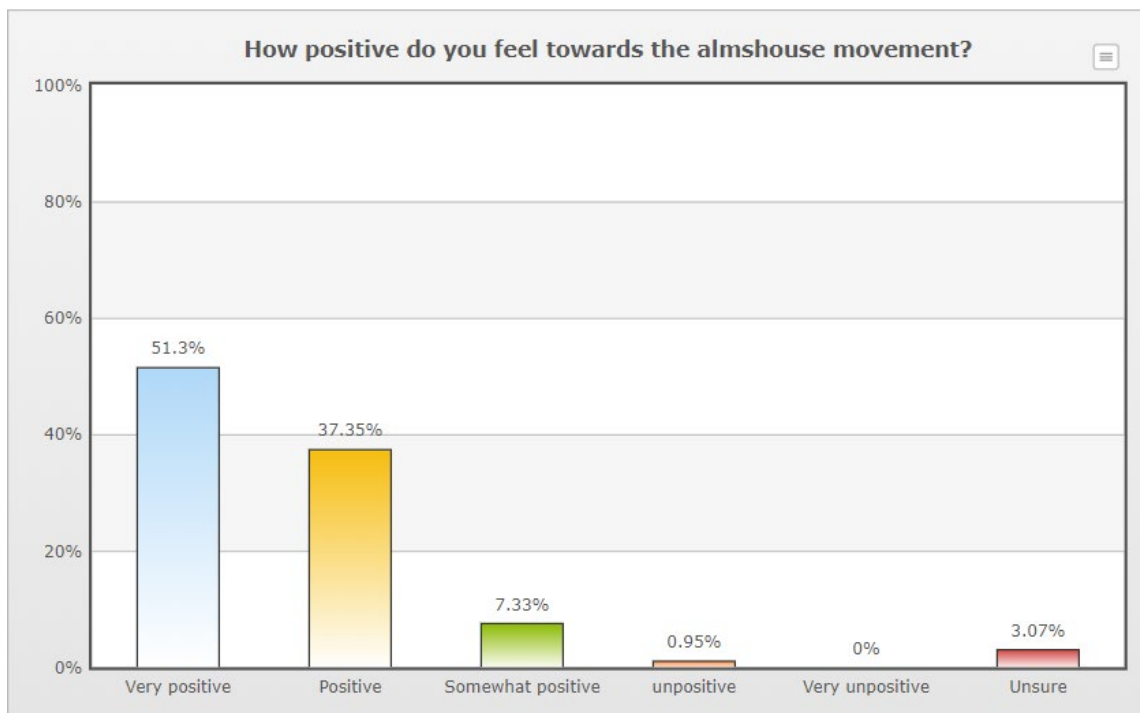
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17. How proud are you about being involved in the almshouse movement?

2020



2018



18. If you have any comments you would like to make, please add them below.

Thank you for all your comments, which will help us plan for the future and tailor our services. We have summarised some of your comment:

- The majority of members are happy with work and support given by The Almshouse Association
- Members are grateful for the work we're doing around raising the profile of almshouses but more needs to be done
- Some do not like the term 'pride' when talking about the almshouse movement
- Some do not like being asked for their membership number

"A great organisation, some great people, always been very helpful"

"After 33 years as an Almshouse Manager, I have always valued the considered advice received from the Almshouse Association"

"Almshouses are a valuable resource for meeting the needs of vulnerable people in our community"

"As a Clerk of our almshouses I am so very proud to be part of such a wonderful community."

"It is a privilege to make a positive difference to people's lives."

Thank you again for contributing and helping us prioritise what you need. Having heard what you say we will:

- ▲ Continue our efforts to raise the profile of the almshouse movement nationally and locally
- ▲ Establish a formal training course
- ▲ Continue to deliver seminars (as soon as we are able!) and help reinstate regional meetings
- ▲ Make sure SAM (new version) is developed online to download into a manual
- ▲ Seek legal expertise to support the team
- ▲ Work closely with Historic England to make management of listed buildings easier
- ▲ Find ways to support you with new builds

