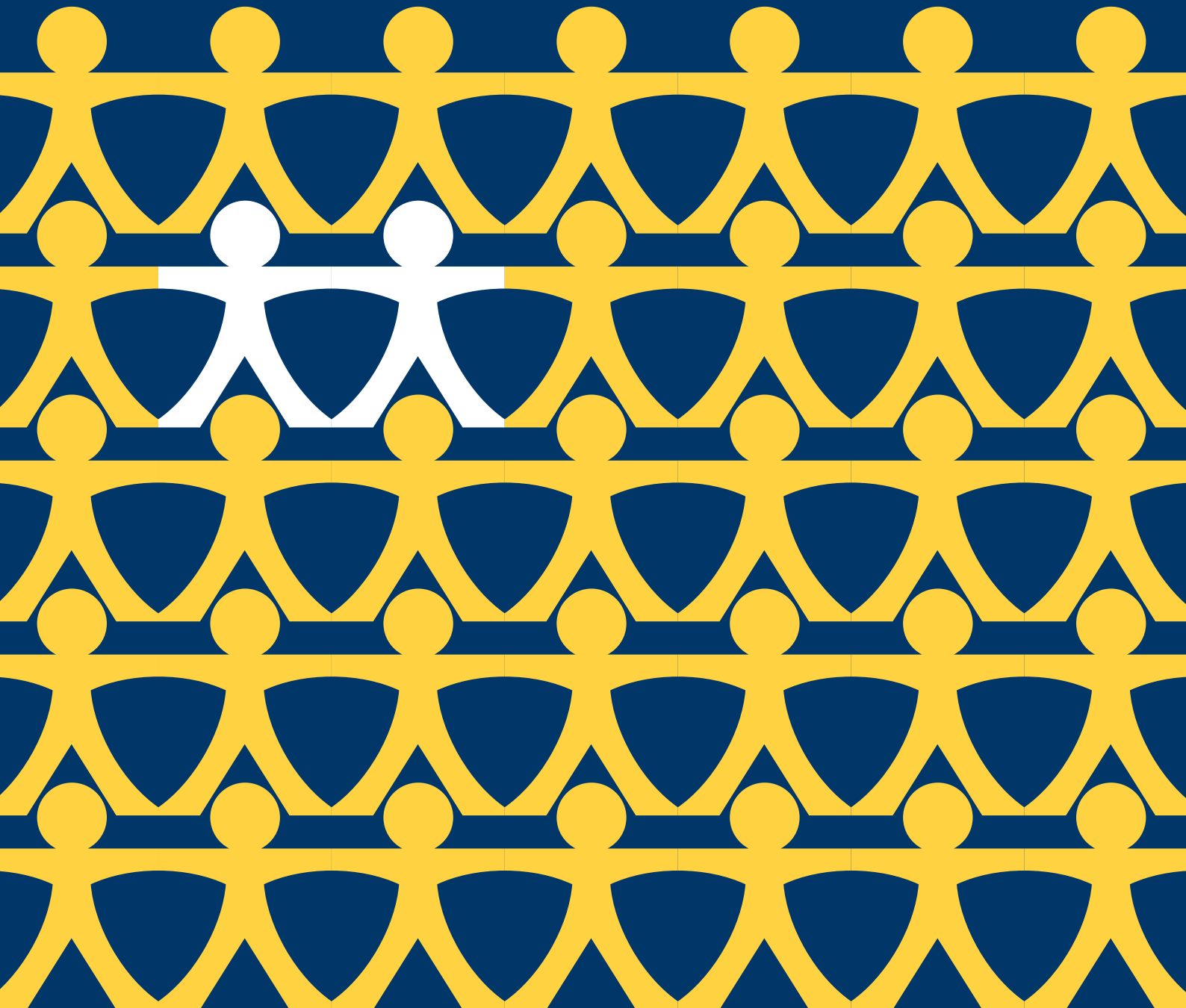




Setting Standards for  
Retirement Communities

# Commercial Partnerships

2024 - 2025



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# Welcome



**Nick Sanderson**  
Chair  
ARCO



**Mick Laverty**  
Vice-Chair  
ARCO



**Michael Voges**  
Chief Executive  
ARCO



**Tade Muiyiwa-George**  
Partnerships Manager  
ARCO

## From our Chair and Vice-Chair

*“Building tomorrow”* was the theme of our last annual conference held on the same day as the UK was voting for a chance to change the political course of the country.

ARCO has been busy over the last year with the Older People’s Housing Task Force, setting out the health, care and housing benefits of IRCs, and the importance of giving more people the option to live healthier and more independent lives as they age. The early arrival of the General Election has meant we will have to wait a little longer than planned to see the final report of the Task Force recommendations, but once published this will set out key areas for the new government to focus on. In the meantime, ARCO continues its vital work to advocate for our sector and to bring together one voice of the charity, not for profit and private operators who strive together to be able to offer better housing options for our ageing population.

Across the ARCO membership there are undoubtedly different customer offers – but at the heart of all of them all is community and well-designed housing and services that support, enhance and change people’s lives for the better.

Thank you for your ongoing support of ARCO.

## From our Chief Executive and Partnerships Manager

In a year marked by significant change and with the election of the new government, the year ahead is an important moment for ARCO and the IRC sector. We have already begun to re-make our case to the newly elected MPs about the benefits of the sector to public policy and the role of IRCs in meeting some of the biggest challenges facing society. ARCO’s diverse membership of charity, not-for-profit and private operators - with communities in all regions of the country – is united in a shared purpose and vision for a better old age.

Becoming a Member or Partner of ARCO means joining a network of like-minded organisations working together to shape the future in a meaningful way – putting customers at the heart of what we do, working in partnership with the new government and policymakers and continuously striving for solutions that create social value so the sector can grow sustainably to meet the needs of our ageing population. There continue to be challenges ahead but by working collaboratively we’re confident that we can overcome them together, for the better of all.

We are hugely grateful for the unwavering support of our Members and Partners over the years and look forward to working together over the next exciting 12 months.



## What is ARCO?

**ARCO stands for the Associated Retirement Community Operators and is the main trade body representing the Housing-with-Care sector in the UK.**

ARCO's objective is to serve as the voice for the UK Integrated Retirement Community sector, its operators, its investors, and its residents. We seek to elevate and drive quality standards; help shape a fit for purpose legislative environment; and grow the industry for the mutual benefit of all stakeholders.

ARCO's aim is to see a sustainable, universally understood, and well-regulated Integrated Retirement Community sector in the UK. Our aim is a large scale, commercially viable and supportive housing offer that promotes independence, eliminates loneliness, and makes the last move in people's lives their best.

## What are Integrated Retirement Communities?
















Integrated Retirement Communities offer older people the opportunity to live independently in their own home as part of a wider community. Integrated lifestyle, wellbeing and care services are available to support people's independence and aspirations.



# Living Options for Older People

## How are Integrated Retirement Communities different from other forms of housing for older people?

Integrated Retirement Communities are the fast-emerging 'lifestyle option' for older people. The chart below shows how they sit between Retirement Housing where minimal support is provided, and Care Homes where there is a high level of dependence:

 <b>Retirement Housing</b> Also known as: <ul style="list-style-type: none"> <li>• Sheltered housing</li> <li>• Retirement flats or communities</li> </ul>	 <b>Integrated Retirement Communities</b> Also known as: <ul style="list-style-type: none"> <li>• Extra care</li> <li>• Retirement villages</li> <li>• Housing-with-Care</li> <li>• Assisted living</li> <li>• Independent living</li> </ul>	 <b>Care Homes</b> Also known as: <ul style="list-style-type: none"> <li>• Nursing Homes</li> <li>• Residential Homes</li> <li>• Old People's Home</li> </ul>
 Offers self-contained homes for sale, shared-ownership or rent	 Offers self-contained homes for sale, shared-ownership or rent	 Communal residential living with residents occupying individual rooms, often with an en-suite bathroom
 Part-time warden and emergency call systems. Typically no meals provided	 <ul style="list-style-type: none"> <li>• 24-hour onsite staff</li> <li>• Optional care or domiciliary services available</li> <li>• Restaurant / Cafe available for meals</li> </ul>	 24-hour care and support. Meals included
 Typical facilities available: <ul style="list-style-type: none"> <li>• Communal lounge</li> <li>• Laundry facilities</li> <li>• Gardens</li> <li>• Guest room</li> </ul>	 Typical facilities available: <ul style="list-style-type: none"> <li>• Restaurant and Café</li> <li>• Leisure Club including: gym, swimming pool, exercise class programme</li> <li>• Communal lounge and/or Library</li> <li>• Hairdressers</li> <li>• Gardens</li> <li>• Guest room</li> <li>• Activity (Hobby) rooms</li> <li>• Social event programme</li> </ul>	 Typical facilities available: <ul style="list-style-type: none"> <li>• Communal lounge</li> <li>• Laundry facilities</li> <li>• Gardens</li> <li>• Guest room</li> </ul>
 Typically 40 - 60 homes	 Typically 60 - 250 homes	 Sizes vary considerably



# What ARCO does for its Members and Commercial Partners



## Policy & Influence



ARCO and its Members know that Integrated Retirement Communities transform the lives of residents – and could transform the lives of so many more.

However, for the sector to achieve its potential, we need changes to government policy.

ARCO's influencing seeks to bring about these changes – working with ministers, MPs, Peers and civil servants in Westminster and Whitehall, a myriad of different charities and stakeholder groups, as well as councillors and officials in local government, and the media.

We build the case for changes we want to see in areas such as planning and consumer protection. We also deliver the 'building blocks' of change - raising the sector's profile, ensuring it has a seat at the table when policy changes are proposed and building the evidence of what the sector can do for older people and society.

### **Why we do it:**

The key to the sector's expansion is consumer and investor confidence. Only by helping to create a legislative environment that formally recognises Integrated Retirement Communities as a unique asset class can we create the strong foundations on which the sector can grow.



## Regulation & Compliance



Delivered and driven by the ARCO Consumer Code with regular independent assessments of Members to ensure the best customer experience is achieved and that sector integrity and reputation is maintained.

We work continuously with our Members and other stakeholders to develop, maintain and refine a regulatory environment for our sector that is fit for purpose both now and in the future.

**Why we do it:** Consumer confidence via robust consumer protection is paramount to the success of our sector. We hope that the rigorous consumer standards that we set today will be adopted in future sector specific legislation. Until this legislation is passed we must self-regulate to drive, maintain and elevate standards. We seek to continuously improve in this arena. The ARCO Consumer Code has obtained Stage 1 Approval from the Chartered Trading Standards Institute's Consumer Codes Approval Scheme, and we will be working towards Stage 2 (full) approval in 2024-25.



## Events & Collaboration



Delivered through a programme of thought-provoking events (live and digital) with specialist working groups, roundtables, seminars, research and reports. Event topics cover everything from operational matters, through to development and planning, design, compliance and marketing and sales.

We also collaborate with leading organisations in the Adult Social Care sector via the Care Provider Alliance. We provide a focal point for sharing best practice, exchanging knowledge and collaboration, and serve as a networking platform for both operators and commercial organisations who are currently working in or want to work in this sector.

**Why we do it:** Our sector, our product, and our value offer are constantly evolving. ARCO provides a platform where organisations of all types can network and explore common challenges and solutions together in a collegiate atmosphere. Integrated Retirement Communities are fundamentally 'people' businesses. ARCO events are where industry people come together.

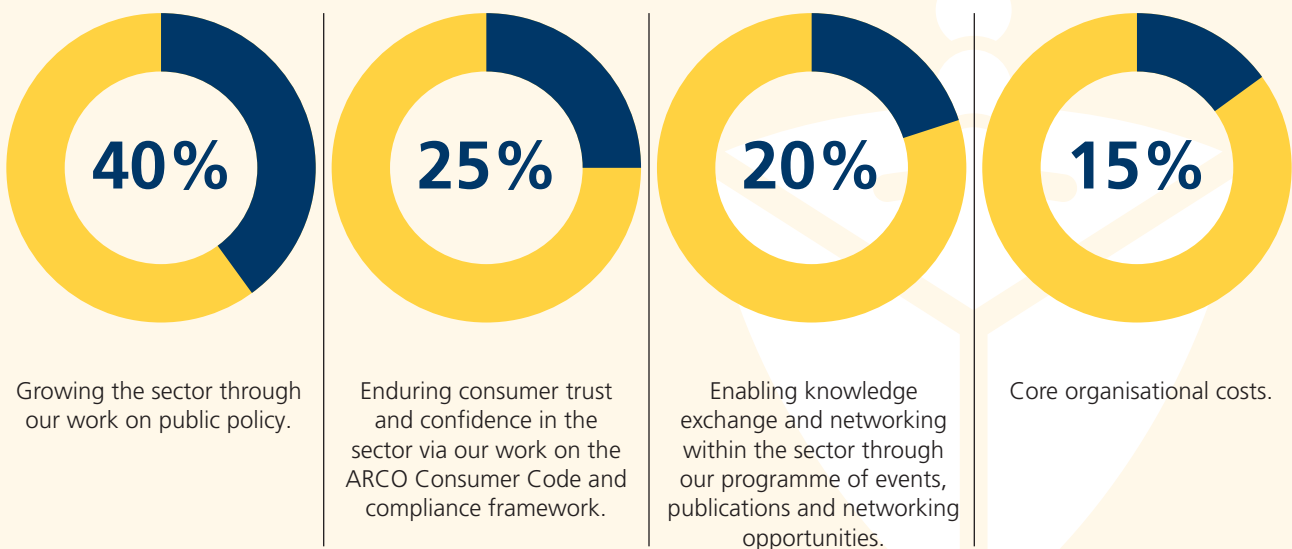


## How your fees help ARCO's work

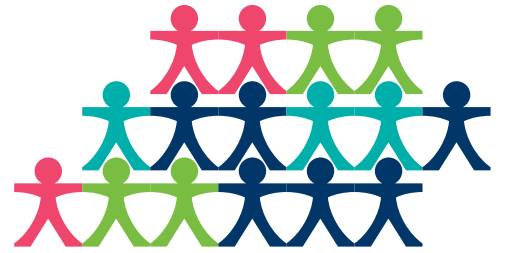


ARCO operates as a not-for-profit organisation and the membership and partnership fees plus our annual conference income directly funds our vital work to advocate for and grow the UK sector. We are incredibly grateful to our network for supporting our work and helping to build a sustainable and growing sector now and in the future.

The below chart shows how your fees help to support this:



# Types of Commercial Partnership



## Strategic Partner

Our top tier of commercial partners are organisations recognised as leaders in their fields who bring key specialisms and expertise to ARCO Members (aka operators) and the sector. Strategic Partnership is exclusive to one organisation per their respective field with access to all Member & Partner events. Becoming a Strategic Partner is subject to approval by the ARCO Board.

## Partner

ARCO Partner is the mid-tier of commercial partners, called on to advise ARCO Members on topics relevant to their expertise as part of the Advisory Council or at an exclusive Member events. This level of commercial partnership gains prominent visibility in the sector and enjoys opportunities to network with ARCO Members at a high level. Becoming an ARCO Partner is subject to approval by the Membership and Partnership team.

## Affiliate Network

The ARCO Affiliate Network offers organisations the opportunity to gain sector insight, brand exposure and attend networking events. This level of commercial partnership is ideal for organisations exploring the Integrated Retirement Community sector that wish to attain commercial traction in the sector. See page 9 for full benefits and fees.

## ARCO | Advisory Council

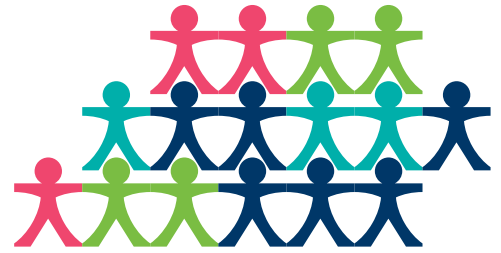
**ARCO Advisory Council is the engine room of collaboration and insight between ARCO Members (aka operators) and ARCO Partners.**

The Advisory Council holds meetings on a project by project basis to look into key topics concerning ARCO Members. If your specialism feeds into an Advisory Council Project and you are an ARCO Strategic Partner or Partner, then you would be invited to participate. The Advisory Council provides expertise in good industry practice, invested in the growth of the sector.





# Commercial Partnership Benefits and Fees



Benefits	Strategic Partners	Partners	Affiliates
<b>Cost per year</b>	<b>POA</b>	<b>£8,000</b>	<b>£1,880</b>
Attend exclusive ARCO Member events (forums & workshops)	✓	✗	✗
Opportunity to present at ARCO Member events (forums & workshops)	✓	Subject to agreement	Bolt-on service*
Attend the ARCO Annual Leadership Dinner	✓	Opportunity to sponsor*	✗
Attend ARCO Partner Lunch	✓	✓	✗
Opportunity to host ARCO Network Briefing & Drinks Reception	✓	✓	✗
Showcase your business via the ARCO website and online Suppliers Directory	✓	✓	✓
Attend quarterly ARCO Networking events	✓	✓	✓
Attend ARCO IRC 101 Session	✓	✓	✓
Use of ARCO branding rights on your website and appropriate marketing material	✓	✓	✓
Receive the ARCO Eye - The Insider e-publication bi-monthly	✓	✓	✓
Opportunity to submit relevant content for Network News column in the ARCO Eye (subject to approval)	✓	✓	✓
Opportunity to write guest blog post on the ARCO website (subject to approval)	✓	✓	✓
Access to early bird rates and advance booking for the ARCO conference*	✓	✓	✓
Access to special ARCO Network reduced ticket rates for the ARCO conference*	✓	✓	✓
Access to discounted rates for ARCO conference sponsor and exhibitor packages*	✓	✓	✓

\*indicates an additional cost on top of partnership fee

# Hear directly from the Network

ARCO's Partnerships Manager, Tade Muyiwa-George talks to ARCO Commercial Partners about the benefits of being part of the ARCO Network.



## Q & A with Trowers & Hamblins LLP, ARCO Strategic Partner

Emily Adlington, Senior Business Development Manager



### How did you first hear of ARCO?

Trowers has been involved with ARCO since shortly after it was formed. Our Real Estate partner Kyle Holling first met ARCO's CEO Michael Voges when he sat in on one of our social care roundtables in early 2013. There was an obvious synergy between our firms and in the summer of 2014, after working on a few projects with them informally, we were offered, (and jumped at), the chance to be strategic partners which we have been ever since.

### How has partnering with ARCO benefited your organisation?

In many ways. Having a partner as reputable and respected as ARCO is always a win! Their sector specialism in this vibrant and exciting sector fits really strongly with our overall focus within real estate. Building better sustainable, responsible and resilient communities, and identifying and pursuing routes for the growth of new ideas and models, is essential for the future of housing. We share many of ARCO's values and are closely aligned on our social and business outlook.

Commercially, we have met and made many new clients and friends across the sector through our association with ARCO. We massively enjoy the collaborative approach people take. We now find ourselves acting for more than half of ARCO's Members.

### What kind of success stories can you share?

We attribute winning the HealthInvestor Seniors Housing Legal Advisor of the Year Award in 2021 and 2022 in part to our close working relationship with ARCO and the work we do with them and their Members.

We helped with the Law Commission event fees project. Being involved in so many discussions about the technical issues we lawyers love, whilst also trying to help solve some problems faced by operators, investors and customers in balanced ways was a very positive experience for our teams.

More recently, we undertook similar work around Leasehold Plus. We assisted ARCO in understanding how a new form of regulated lease could provide a balanced set of customer and operator benefits. Tenure is a critical part of ARCO's policy agenda. This kind of work demonstrates our depth of knowledge both of the sector and the regulatory overlays within it.

On a broader industry level, helping move the sector up the investor appetite curve, grow, meet more need and create more social impact for the people living in IRCs and the broader community.

### Would you recommend joining ARCO to other organisations interested in the IRC sector and why?

Yes! For all the above reasons.

One of the great positives of working in the IRC sector is the willingness amongst industry players to be open and share knowledge and ideas around how to grow a sector which needs rapid expansion to meet societal needs.

This collaboration is driven by ARCO - they inspire and facilitate sector changing conversations and bring people together for the benefit of all involved.

### Is there anything else you would like to share?

The need for the best possible housing for older people has never been more acute. With an aging population, longer lifespans, and pressures on health services as well as an undersupply of housing stock, the work that ARCO does is vitally important. Undoubtedly, there is a huge benefit to society from the retirement living sector and particularly IRCs. They promote community, reduce loneliness and help give older people a better sense of purpose, inclusion and positivity. We genuinely value the ability, working with ARCO and its Members, to solve real problems and grow an essential sector.

## Q & A with eGym UK, ARCO Affiliate

Craig Worley, National Key Account Manager - UK



### How did you first hear of ARCO?

We heard about ARCO through the IRCs we were already working with and it sounded like something we would like to be involved with.

### How has joining ARCO benefited your organisation?

It definitely helped the visibility of the brand. Being able to exhibit 2 years running at the ARCO annual conference helped operators understand that we are serious about being involved in the sector. ARCO Members seem very willing to share testimonials, introductions and referrals and I believe that being a part of the ARCO Network helped to give Members confidence rather than being from 'just another' external company.

### What kind of success stories can you share?

We have seen operators increase their wellness facility penetration rates (more residents utilise the fitness facilities on offer) as well as collate health data into an easy-to-understand format for their residents. We have seen strength increases in eGYM users within IRCs in the UK, helping the residents live more independently for longer. We are now working in partnership with five IRC operators and are having great conversations with others.

### Would you recommend joining ARCO to other organisations interested in the IRC sector and why?

Without a doubt. We find the team great to work with and the communication at all levels is great. The events are hugely valuable on both a personal and business level. If you want to be involved in the IRC sector then in my opinion you have to be engaged with ARCO.



## Q & A with TIS, ARCO Strategic Partner

Andy Barker, Customer Engagement Manager (IRCs)

### How did you first hear of ARCO?

Total Integrated Solutions (TIS) have a long-standing relationship with the IRC sector and were working with Audley and ExtraCare as founding Members before ARCO was formed. It was through this route that we not only found out about ARCO but also the very real needs it was seeking to address. TIS were privileged to then become a Strategic Partner in 2021.

### How has partnering with ARCO benefited your organisation?

Partnering with ARCO has been incredibly valuable to our organisation, enabling us to get a much better understanding of the sector, its longer-term ambitions, and the barriers to the much-needed growth it faced. In addition, we feel that by partnering with ARCO we have also been able to feed our knowledge, expertise, and lessons we have learned in designing and installing life safety systems back into the sector, adding value to operators.

It is very easy for a relationship to be transactional, but the partnership with ARCO has developed into a truly collaborative position. Through attending workshops, feeding into reports, providing guidance documents, and attending the annual conference we have been proactive to and embraced by ARCO.

### What kind of success stories can you share?

We have seen many areas of success through the partnership and our role on the Advisory Council. Through this position we have been able to raise the benefits of getting it right first time, the cost savings to operators, the reduction in resident disruption and of course legislative compliance. Even with operators we don't work with on a daily basis, we have been able to provide advice and guidance. Not only do we see the successes of helping to increase standards, but we have also been able to develop commercial relationships with a number of operators, by being able to demonstrate our professional and high-quality solutions, increasing the number of operators we now work with.

### Would you recommend joining ARCO to other organisations interested in the IRC sector and why?

For any organisation that has touch points in the sector, that are considering a partnership with ARCO, TIS would absolutely recommend exploring that relationship, but we would encourage those organisations to consider not just what they can get from the partnership, but what they can give. Approaching the relationship in this collaborative way will best ensure its success and we have no doubt will lead to the mutual benefits we have experienced.

### Is there anything else you would like to share?

With ARCO's long-term, strategic view, influential voice and mission to improve quality across the industry, there really is no better organisation to be partnering with as we continue to help the IRC sector innovate and meet its ambitious goals.



# Our 2023-24 Commercial Partners

**ARCO serves as a networking platform for both operators and commercial organisations who are currently working in or want to work in this sector.**

Our Members have the opportunity to access the broad spectrum of expertise and services that our commercial partnerships and affiliates offer.

Below are the organisations that were part of the ARCO Network in 2023-24 membership year.

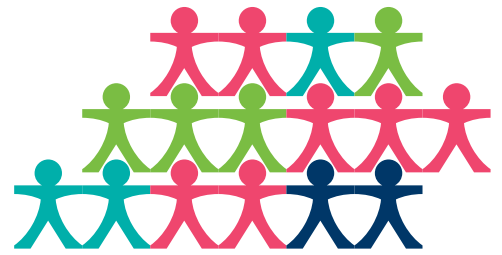
ARCO Strategic Partners		
Octopus Real Estate	TIS (Total Integrated Solutions)	Trowers & Hamblins LLP

ARCO Partners			
Bevan Brittan	CBRE Limited	Knight Frank	Whiteley Consulting Ltd
BNP Paribas Real Estate UK	Gowling WLG	Pinsent Masons LLP	
Bryan Cave Leighton Paisner LLP	Irwin Mitchell	PRP	
Catalyst Interiors	JLL	Savills	

ARCO Affiliates			
Acuity Law	Clifford Chance	Lester Aldridge	Silverbridge Properties Ltd
Ageing Asia Alliance	CMS Cameron McKenna Nabarro Olswang	Lichfields	Sovereign Property Partnership
ALINE	CoCo	Life3a	SportsMed Products
Amba	Colliers	Lottie	Spring
Amtico flooring	Commercial Acceleration	Maccreeanor Lavington	Stantec
ARC Engineers Ltd	Cubigo	Meeting Place	Symphony Hearing
Arcadis	Deverell Smith	Mills & Reeve	Teal
Assael Architecture	DLP Planning Limited	Montagu Evans	Tetlow King
Atkins Realis	eGym UK	Nexus Media Group HealthInvestor UK	Tetra Tech
Autumna	Elderly Accommodation Council (EAC)	NHBC	The Care Workers' Charity
Avante Care and Support	Eversheds Sutherland	Nick Baker Architects	The Senior Move Partnership
BEMSCA	Foot Anstey	Parasol Alliance	The Together Project
Bernard Interiors	Forsters LLP	Park Grove Design Ltd	TLT LLP
Blocc	Fuze Research	Pegasus Group	tor&co
Bridgman Commercial	Gardiner & Theobald LLP	Perega	TSA Riley Ltd
Browne Jacobson LLP	Gaunt Francis Architects	Porters Care	Tunstall
Cain International	Gillings Planning	Pozzoni Architecture Ltd	ukactive
Carterwood	Hansgrohe Limited	Prosperwell	West Waddy Archadia
Cartwright Pickard	Hoare Lea LLP	Quadrant	Wifinity Ltd
Cast Consulting	Ian Williams	RCKA	WiRL
Chase de Vere	Innerva	rg+p	
Christie & Co	JD Solutions	Saunders Boston Architects	
Clarendon Tutors	Jones Day	SAY Property Consulting LLP	



# Our 2023-24 Members



## ARCO Approved Operators

**Approved Operators** are Members of ARCO that have been through the stringent standards assessment programme with at least one scheme and have been formally ‘approved’ as being compliant against the ARCO Consumer Code. These Members typically have between 1-30 operational schemes.

Only Approved Operators can stand for election onto the ARCO Board, and can use the Approved Operator logo.



## ARCO Provisional & Prospective Members

**Provisional Members** are organisations that already have one or more operational Integrated Retirement Community open to residents and potential residents. They are currently going through the assessment process to achieve compliance against the ARCO Consumer Code.

**Prospective Members** are organisations that are in the process of building or getting ready to open their doors to their first residents. They are actively marketing their community and selling units off plan. Prospective Members work closely with ARCO's Compliance Engagement Manager and external assessors to achieve full compliance before they open their doors to residents.



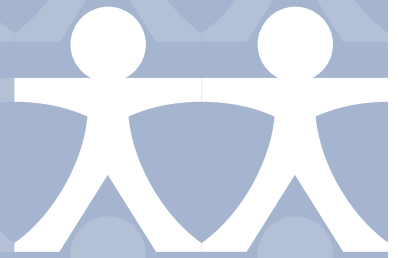
## ARCO Accelerator Programme

Accelerators are organisations that are at various stages of developing and preparing their plans for the future development and operation of a Integrated Retirement Community. Some of these organisations already have experience of the sector and have a new venture to expedite. Some are new entrants to the sector or come from similar ‘operationally’ focused businesses but are not familiar with the specific complexities of operating an Integrated Retirement Community.





# Our Impact and Reach in 2023-24



## Older People’s Housing Task Force

After a three-year campaign led by ARCO, the Older People’s Housing Task Force was launched in June 2023 by the Ministers of Housing and Social Care. The Task Force was set up to look at how to increase supply and improve the housing options for older people in later life, and ways to unblock any challenges.

ARCO’s Chair, Nick Sanderson, had a seat on the Task Force and ARCO was kept extremely busy contributing evidence and insight.

The Chair of the Task Force, Professor Julienne Meyer, submitted the final report to Ministers just before the General Election was called, meaning it was actually Labour Ministers who became responsible for publication.



## ARCO Manifesto for London

After launching the ARCO public policy manifesto – ‘An IRC in Every Town’ – in the House of Commons in Spring 2023, we followed this up in Spring 2024 with ‘An IRC in Every Borough’ – a manifesto specific to Greater London.

Working with the think-tank Centre for London, we carried out new data analysis and developed recommendations specific to the Greater London Authority (GLA) and London Boroughs.

Recommendations to the GLA included:

- Update the London Plan to clearly distinguish between different types of older people’s housing, and the different benefits these housing types offer
- Take lead responsibility for educating London Boroughs and spreading best practice, including producing guidance on how to develop more specialist housing for older people

The manifesto was launched at City Hall with a speech by the Deputy Mayor for Housing, Tom Copley, and an expo event drawing operators and IRC residents from across the South East.

## Leasehold and Freehold Reform Act

A historic moment for the IRC sector occurred on the 24 May 2024 with the passing of the Leasehold and Freehold Reform Act.

The Act saw Parliament give legal recognition and definition to event fees for the first time.

Having been pored over by government lawyers, the definition of event fees included in the Act can be incorporated by the older people’s housing sector going forward.

It also – crucially - paves the way for dedicated consumer regulation of event fees based on the 2017 recommendations of the Law Commission.

For months, the ARCO policy and legal teams worked with officials at Ministry of Housing, Communities and Local Government to support them in crafting the relevant clauses in the Act.

In throwing their weight behind event fees, Ministers also set out the government’s view in Hansard that event fees are generally to be regarded as fixed service charges – something which will provide welcome clarity to local planners, among others.

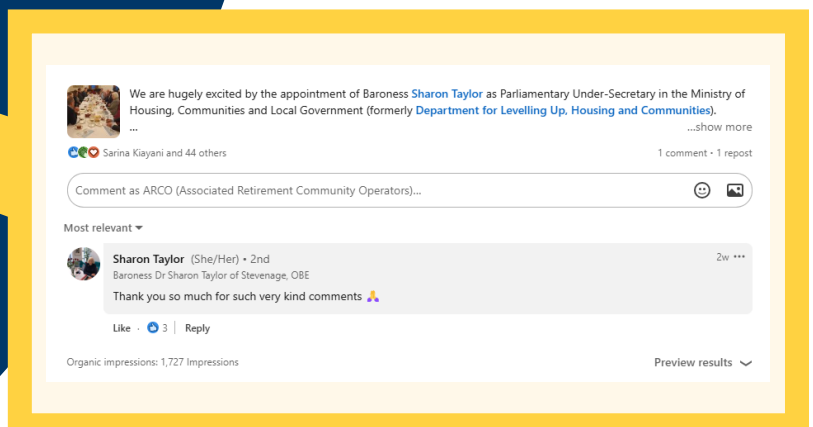
## Parliamentary Engagement

In the background to these achievements, ARCO’s Policy and Communications team has a continuous programme of political and stakeholder engagement and briefing.

This has resulted in a wide number of Parliamentary Questions being asked to support the sector on topics ranging from Stamp Duty Land Tax to rental tribunals. It also saw ARCO being described in one House of Lords debate as *“brimming full of innovative solutions.”*

It also saw ARCO support a fringe event at the 2023 Labour Party Conference in Liverpool, with the Shadow Care Minister, which explored how IRCs can support Labour’s vision for a National Care Service.

**We now have 1,801 followers on X and 3,881 followers on LinkedIn**



# The Year Ahead: ARCO 2024-25 Events and Collaboration Programme



ARCO run a regular series of thought-provoking events in-person and online (including a sector-leading annual conference), with specialist working groups, roundtables, research and reports. We provide a focal point for sharing best practice, exchanging knowledge and collaboration.

## The ARCO Programme in 2024/25\*

### 2024

September	October	November	December
ARCO Autumn Network Briefing & Drinks Reception	ARCO AGM, Leadership Forum & Board Meeting	IRC 101 Webinar Session (online)	ARCO Festive Network Briefing & Drinks Reception
Operational Forum	ARCO Annual Leadership Dinner	Advisory Council Meetings**	
		Finance Forum	
		Operational Forum	

### 2025

January	February	March	April
ARCO Leadership Forum & Board Meeting	ARCO Member Webinar	ARCO Member Webinar	ARCO Leadership Forum & Board Meeting
ARCO Member Webinar	ARCO Member Workshop	ARCO Spring Network Briefing & Drinks Reception	ARCO Member Workshop
Finance Forum	Advisory Council Meetings **	Operational Forum	
Operational Forum			
May	June	July	August
ARCO Member Workshop	Partner Lunch	ARCO ARCO Annual Conference & Drinks Reception	2025/26 Registration begins
Operational Forum	ARCO Summer Network Briefing & Drinks Reception	ARCO Leadership Forum & Board Meeting	

\*Please note this calendar is correct at the time of publishing but is subject to change – please refer to ARCO events page for up-to-date events. [www.arcouk.org/events](http://www.arcouk.org/events)

\*\*Advisory Council meetings are open to legal and property advisory Strategic Partners and Partners





# What Next?

## ARCO Annual Conference 2025

Widely recognised as the main agenda-setting two-day event for the Integrated Retirement Community sector, the ARCO Annual Conference is the must-attend event for the most influential and experienced operators and organisations in the UK.

Known for its excellent and fresh content, where new innovative ideas are shared first, and for the unmatched networking opportunities, including the attendance of ministers and senior policymakers, this event is not to be missed if you are serious about our sector.

### What the ARCO Conference means for our Partners and Affiliates

With more than 97% of respondents attending the 2024 conference 'likely or very likely' to attend again this year, the ARCO Conference offers a unique opportunity for suppliers in the industry to learn more about the sector, achieve brand visibility, to network and promote their businesses to key decision-makers in the IRC sector.

ARCO Partners and Affiliates can benefit from special network reduced ticket rates and sponsorship packages, as well as early bird advance booking for the ARCO Conference.



*A very well organised and professional event that brings together the key senior people within the sector, providing unparalleled opportunities to meet key players and understand future developments*



*The event was truly exceptional, featuring outstanding speakers who shared valuable experiences and best practices! The opportunity for networking was also remarkable and greatly appreciated*

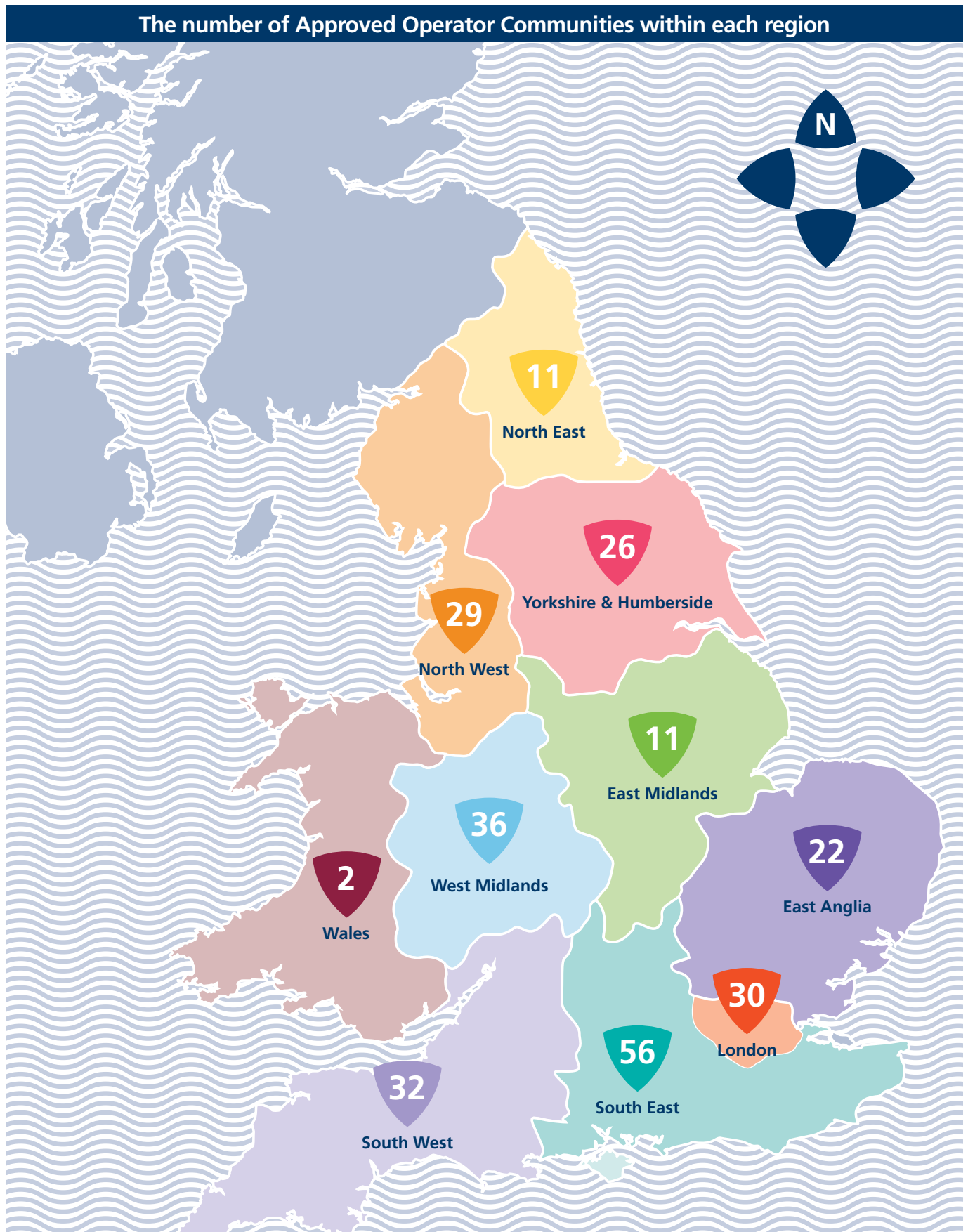


*The 8th conference and still delivering new and valuable insights into what is such an important housing sector that is still struggling to gain the much needed recognition it requires. Roll on the next conference in 2025*



*Highly informative event both in terms of knowledge sharing and networking across different professions and fields of interest involved in IRCs. Highly recommend attending, and will do so again next year*

# ARCO Approved Operator Registered Communities in the UK







APPROVED  
OPERATOR

### East Anglia (22)

Adlington Retirement Living  
Anchor  
Audley Group  
Elysian Residences  
ExtraCare Charitable Trust  
Inspired Villages  
MHA  
Rangeford Villages  
Retirement Security  
Retirement Villages Group  
Santhem Residences

### East Midlands (11)

Anchor  
Audley Group  
ExtraCare Charitable Trust  
MHA  
Retirement Security  
Richmond Villages

### London (30)

Anchor  
Audley Group  
Auriens Chelsea Holdco Limited  
Birchgrove  
Brio Retirement Living  
Elysian Residences  
Jewish Care  
LifeCare Residences  
One Housing Group  
Retirement Security  
Riverstone Living  
Tonic Housing Association

### North East (11)

Anchor  
MHA  
Middleton Hall

### North West (29)

Adlington Retirement Living  
Anchor  
Audley Group  
Belong Villages  
Enterprise Retirement Living  
Inspired Villages  
MHA  
Retirement Security  
Richmond Villages

### South East (56)

Anchor  
Audley Group  
BEN  
Berkeley Healthcare  
Birchgrove  
Elysian Residences  
ExtraCare Charitable Trust  
Inspired Villages  
LifeCare Residences  
MHA  
Rangeford Villages  
Retirement Security  
Retirement Villages Group  
Richmond Villages  
St. George's Park

### South West (32)

Anchor  
Audley Group  
Berkeley Healthcare  
Brio Retirement Living  
ExtraCare Charitable Trust  
Inspired Villages  
LifeCare Residences  
MHA  
Rangeford Villages  
Retirement Security  
Retirement Villages Group  
Richmond Villages  
St Monica Trust  
Untold Living

### Wales (2)

MHA  
Retirement Security

### West Midlands (36)

Adlington Retirement Living  
Anchor  
Audley Group  
Belong Villages  
Enterprise Retirement Living  
ExtraCare Charitable Trust  
Inspired Villages  
MHA  
Retirement Security  
Retirement Villages Group  
Richmond Villages

### Yorkshire & Humberside (26)

Adlington Retirement Living  
Anchor  
Audley Group  
Enterprise Retirement Living  
MHA  
Rangeford Villages

# Partnership FAQs



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## How do I join?

To register your interest to join ARCO, please complete the online registration forms available via our website [www.arcouk.org/join](http://www.arcouk.org/join)

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## What is the difference between an ARCO Member and an ARCO Strategic Partner, Partner or Affiliate?

ARCO Members are operators of Integrated Retirement Communities. ARCO Strategic Partners, Partners and Affiliates provide professional services or products to operators and are stakeholders in the Integrated Retirement Community sector.

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## Will you recommend my business and services to your Members?

Yes, in response to a specific request from a Member and if we believe your company is best placed to meet their need. This is not part of the ARCO commercial partnership offering, but something that we do regularly on an ad hoc basis.

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## Will I get the chance to network with your Members?

Yes, you will. All events are open to Members to attend, and we endeavour to always build networking time into our sessions. We also like to run open discussions as part of our events to encourage knowledge sharing and debate.

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## Will you share your Member contact list with us?

No - however, our Members are clearly listed on our website and there is also the opportunity to network at our events and conferences.

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## Is there a cap on how many members of my team can receive the ARCO Eye – *The Insider* e-bulletin?

No, we are happy to add unlimited members of staff to our bi-monthly e-bulletin. This can be done by emailing [members@arcouk.org](mailto:members@arcouk.org)

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## How many members of my organisation can attend ARCO events?

The number of delegates per organisation entirely depends on our venue capacity. However, if we do have to restrict attendance to one delegate per organisation, we will operate a waiting list for any additional members of staff who wish to attend.

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## We want to get more involved with ARCO, how can we do this and what opportunities are there?

In addition to the different partnership options, there is also the opportunity to sponsor or exhibit at our annual conference. A range of sponsorship and exhibitor packages are available. Please contact our Membership Team if you would be interested in receiving our *What Next?* 2025 Conference Sponsorship brochure.

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**Associated Retirement  
Community Operators (ARCO)**  
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**Email:** [members@arcouk.org](mailto:members@arcouk.org)  
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For more information on ARCO, visit:  
[www.arcouk.org](http://www.arcouk.org)