



Setting Standards for  
Retirement Communities

# Commercial Partnerships

2023 - 2024



What is ARCO?	2
Living Options for Older People	3
Vision 2030	4
What ARCO does for its Members and Commercial Partners	5
Types of Commercial Partnership	6
Commercial Partnership Benefits and Fees	7
Hear directly from the Network	8
Our 2022-23 Commercial Partners	10
Our 2022-23 Members	11
Our Impact and Reach in 2022-23	12
The Year Ahead	14
<i>What Next?</i>	15
ARCO Approved Operator Registered Communities in the UK	16
Partnership FAQs	Back page



# Welcome



**Nick Sanderson**  
Chair  
ARCO



**Jane Ashcroft CBE**  
Vice-Chair  
ARCO



**Michael Voges**  
Chief Executive  
ARCO



**Tade Muiyiwa-George**  
Partnerships Manager  
ARCO

## From our Chair and Vice-Chair

“Rising to the challenge” was the theme of ARCO’s conference in July 2023 – and it most certainly sums up nicely what lies ahead of ARCO, its Members and Partners as we enter our new membership year.

For the first time in years, there is real movement in the policy arena, as the Task Force for Older People’s Housing finally has lift off. Three years after ARCO started calling for the Task Force, work started in April 2023 and will continue well into 2024. This provides key momentum for accelerating the sector’s growth, and we will remain focused on engaging positively with the Government and with the Task Force to ensure that this once in a generation opportunity does not go to waste.

Older people want and deserve better options. With a new generation of baby boomers just starting to move into IRCs, we need to ensure that we play our part in meeting the housing, support and care needs of our ageing population.

It has never been more important that the sector speaks with a single, clear and united voice on the issues which matter to our residents, workforce and stakeholders – we are fortunate that ARCO is so well positioned to serve this role and to build on the success we have seen over recent years to help forge a bright future for our sector.

We look forward to working with Members, Partners, Affiliates and all stakeholders in our sector to ensure we can make a positive and lasting impact over the next 12 months.

## From our Chief Executive and Partnerships Manager

Over the last 12 months, we’ve had the opportunity to talk to colleagues in many different parts of the world. And what we’ve found is that in every single country, work is underway to create more housing options that sit between care at home, and care homes.

We find this hugely stimulating and encouraging and are pleased to be part of a truly global trend.

Now that the Task Force for Older People’s Housing finally has lift off, we are excited to be working with our Members and Partners on putting in place the foundations on which a much larger, more sustainable sector will be built – to put things into perspective: current provision of IRCs will be dwarfed by the future expansion of this sector over the coming decades.

Becoming a Member or Partner 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 government and policymakers and continuously striving to focus on solutions that create social value.

We are hugely grateful for all our Members’ and Partners’ support over the years, and look forward to working together over the next 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



# VISION2030

The Integrated Retirement Community sector are committed to providing **250,000** people in the UK with the option of living in Integrated Retirement Communities by **2030**. To make this vision a reality, we will need to focus on 10 priority areas for our sector.



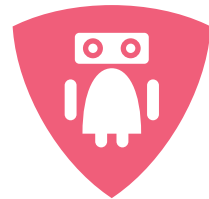
A clear customer proposition



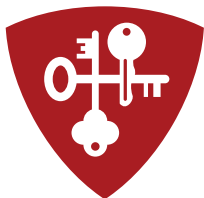
Effective self-regulation



Enhanced health and wellbeing



Intelligent use of technology



Flexible models of tenure



Sustainable funding streams



Sector-specific legislation



Comprehensive and robust data



Clarity in the planning system



A highly trained workforce

# 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 through our Consumer Code framework with continual assessment of Members to ensure the best consumer experience is achieved.

We are working hard with stakeholders to develop the future regulatory operating environment for Integrated Retirement Communities in the UK.

We are setting standards today, but also designing the standards of 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-police to drive, maintain and elevate standards. We seek to continuously improve in this arena.

## Events & Collaboration

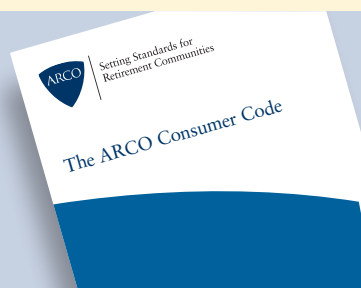


Delivered through a regular series of thought-provoking events (live and digital) with specialist working groups, roundtables, seminars, research and reports.

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. ARCO serves as a networking hub 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 through our events programme and annual conference where organisations of all types can network and explore common challenges and solutions in a collegiate atmosphere. Integrated Retirement Communities are fundamentally a 'people' businesses and ARCO events are where industry people come together.





# 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 and the ARCO Advisory Council. 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. 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 7 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 Partners.**

The Advisory Council holds meetings to look into key topics concerning ARCO Members and is open to Strategic Partners and Partners only. Organisations with relevant skill sets in significant areas will be asked to attend meetings at the discretion of the ARCO Executive Management Team. 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
Cost per year	£16,000	£8,000	£1,880
Attend exclusive ARCO Member events (forums & workshops)	✓	X	X
Opportunity to present at ARCO Member events (forums & workshops)	✓	Subject to ARCO invitation	X
Attend the ARCO Annual Leadership Dinner	✓	Opportunity to sponsor*	X
Opportunity to attend ARCO Advisory Council Meetings	✓	✓	X
Attend ARCO Advisory Council Lunch	✓	✓	X
Opportunity to host ARCO Network Briefing & Drinks Reception	✓	✓	X
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 Muiyiwa-George talks to ARCO Commercial Partners about the benefits of being part of the ARCO Network.

## Q & A with Trowers & Hamlins 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.

## Q & A with The Joy Club, ARCO Affiliate

Hannah Thomson, Founder and CEO



### How did you first hear of ARCO?

We first heard about ARCO from Nick Sanderson, ARCO's Chair and the founder and CEO of Audley Group. When we launched our partnership with Audley Villages, we became aware of just how valuable ARCO is as a source of research, policy initiatives and thought leadership within the retirement living space. As a result, we knew that we wanted to become more involved and so we became an Affiliate and joined the first post-COVID conference in November of 2021.

### How has joining ARCO benefited your organisation?

Being part of the ARCO Affiliate Network gives us a great opportunity to stay up to date with the latest policy initiatives and research in the retirement living space. The conference and events also provide us with great environments in which to see our existing IRC partners and to meet new ones. Furthermore, our close working relationships have meant that we've evolved our thinking around online/offline community building and have collaboratively delivered leading wellness initiatives with our partners.

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

We are proud to have partnerships in place with ARCO Members Audley, Richmond Villages, and Anchor, through which membership to The Joy Club is provided to residents and homeowners via their wellbeing services.

Through these partnerships, we have been able to enhance residents' experiences by innovating to harness the power of online in supporting offline community building.

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

ARCO is a great network to be part of - especially at this exciting time. The recent launch of the Older People's Housing Task Force follows a three-year campaign, spearheaded by ARCO, and marks a "watershed moment" for the sector, while ARCO's manifesto for older people's housing - An IRC in Every Town - provides an exciting vision for the future.

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

In a nation that falls behind other countries in terms of the percentage of people in later life living in retirement living settings, ARCO is doing a great job at pushing that agenda forward. What's more, they're a great bunch to enjoy networking drinks with!

# Our 2022-23 Commercial Partners



## ARCO Strategic Partners

Aline	TIS (Total Integrated Solutions)
NHBC	Trowers & Hamblins LLP
nicol thomas	Tunstall Healthcare UK
Octopus Real Estate	

## ARCO Partners

Bevan Brittan	Catalyst Interiors	Honeywell Building Technologies	Pinsent Masons LLP
BNP Paribas Real Estate UK	CBRE Limited	JLL	PRP
Bryan Cave Leighton Paisner LLP	Gowling WLG	Knight Frank	Savills
Carterwood	Greenwood Campbell	MGAC	Whiteley Consulting Ltd

## ARCO Affiliates

Acuity Law	Echo Care	Live More Capital	Sovereign Property Partnership
Addleshaw Goddard	eGym UK	Lottie	SportsMed Products
Ageing Asia Alliance	Elderly Accommodation Council (EAC)	Macreanor Lavington	Spring
ARC Engineers Ltd	Eversheds Sutherland	Memory Tracks	Stride Treglown Ltd
Arcadis	Faithful+Gould	Mills & Reeve	Teal
Assael Architecture	Forsters LLP	Montagu Evans	Tetlow King
Atkins Global	Fortwell Capital	Motionspot	Tetra Tech
Autumna	Fuze Research	Nexus Media Group, HealthInvestor UK	The Care Workers' Charity
Avante Care and Support	Gardiner & Theobald LLP	Nexus Planning	The Joy Club
Bernard Interiors	Gaunt Francis Architects	Nick Baker Architects	The Live in Care Company
Bridgman Commercial	Gleeds	Nobi	The Senior Move Partnership
Browne Jacobson LLP	Glide	Osborne Clarke LLP	The Together Project
Centrus	Hansgrohe Limited	Park Grove Design Ltd.	TLT LLP
Christie & Co	Harrison Street Real Estate	Pegasus Group	tor&co
Clifford Chance	Healthcare Property Consultants (HPC)	Pollard Thomas Edwards	Travers Smith LLP
CMS Cameron McKenna Nabarro Olswang	Hoare Lea LLP	Pozzoni Architecture Ltd	ukactive
ColladoCollins Architects	Ian Williams	Prime	Walker Morris LLP
Colliers International	Irwin Mitchell	Saunders Boston Architects	Wates Group
Commercial Acceleration	Karndean Designflooring	SAY Property Consulting LLP	West Waddy Archadia
Cubigo	LaingBuisson	Silverbridge Properties Ltd	Wifinity Ltd
DLP Planning Limited	Life3a	Social Care Works	

# Our 2022-23 Members



## ARCO Approved Operators

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



## ARCO Provisional & Prospective Members

**Provisional Members** are organisations who 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 who 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.



**Probitas**

## ARCO Accelerator Programme

Accelerators are organisations who 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 2022-23

## Older People's Housing Task Force

It finally happened! A full three years after ARCO started its campaign for a cross-departmental Older People's Housing Task Force, and after countless Parliamentary Questions and letters to the Ministers from ARCO, the Task Force was finally launched in May 2023 by the Ministers for Housing and Social Care.

Chaired by Professor Julianne Meyer, the Task Force comprises 18 people and will look how to increase supply and improve the housing options for older people in later life, and ways to unblock any challenges. The scope of its work focuses on public and private specialised and supported older people's housing, with a particular focus on the private market for those on middle incomes. The scope does not include care homes.

It did not take long for the Task Force to make recommendations that drive forward ARCO's

agenda. Professor Meyer used her speech at the start of the ARCO conference to launch the first two formal recommendations of the Task Force:

- "We recommend that the government implements measures to protect consumers from hidden event fees, as soon as possible, based on recommendations developed by the Law Commission in 2017, and accepted by government in 2019.
- We recommend that the government ensures that older people's housing is given due consideration and prominence in the forthcoming revisions of the National Planning Policy Framework."

The Task Force is due to complete its work by the summer of 2024, and ARCO will strive hard to support its work.





## ARCO Manifesto

With a General Election expected in 2024, ARCO published its pre-election manifesto for older people's housing in June 2023 setting out our policy priorities and the story of the sector.

The manifesto was launched at an event in the House of Commons with a speech from the Shadow Care Minister and dozens of Parliamentarians in attendance.

The report argues that a shortage of Integrated Retirement Communities (IRCs) and lack of support for the sector is resulting in thousands of people in late old age experiencing unnecessary ill-health, loneliness and loss of independence, as well as expensive long-term care fees.

The manifesto sets out an ambition for politicians: every older person should have the option of living in an IRC, wherever they live and whatever their resources.

Following the launch event, the ARCO team were subsequently invited in to brief Number 10 officials on the manifesto, and we will continue to push its messages and arguments far and wide in the run up to the next election.

**Social media followers have more than doubled: we now have over 2,300 Twitter followers and nearly 3,300 LinkedIn followers**

## Securing government support for the sector

A key job of the ARCO policy team is to continually make and remake the arguments around the benefits of the IRC sector for public policy and society.

After huge Ministerial turnover in recent years, we have worked closely with the office of Rachel Maclean MP, Minister for Housing following her appointment in February 2023, providing briefings and other support.

We were delighted when the Minister accepted our invitation to address ARCO's annual conference in central London in July 2023, and the clear enthusiasm she displayed for the sector.

She told Members and other delegates:

*"Specialist retirement housing can play a hugely valuable role in helping people to remain living independently for longer; feel healthier, and ultimately to feel more connected to their communities."*

*A great example is the ExtraCare Charitable Trust's Shenley Wood retirement village, where 300 homes are available for purchase, shared ownership and rent.*

*Its fantastic array of facilities, clubs, and social opportunities support independent living while allowing individuals to pick up old pastimes and try new hobbies surrounded by neighbours-turned-friends."*

## Ensuring the right evidence

Making the case for the Integrated Retirement Community sector requires setting out the right evidence, as well as the right arguments.

In November 2022, the ILC-UK published an ARCO-funded review by Professor Les Mayhew of City University, entitled 'Future Proofing Retirement Living – Easing the care and housing crises'. It argued that the government must build 50,000 new homes for older people each year to tackle the UK's housing and social care crisis.

Professor Mayhew's commission this year drew on evidence and input from over forty experts, and highlighted the concrete steps the government needs to take to reach the levels of older people's housing required, including:

- Reforming planning rules to make it easier to build housing suitable for later life
- Putting older people's housing on a level playing field with all other developments
- Cutting Stamp Duty so it is the same for last-time buyers as first-time buyers
- Ramping up the financial advice available for older people looking to move

In a subsequent consultation document on changes to national planning guidelines, the government described the report as "important work... on meeting the challenges of our ageing population."

## The voice of the sector

Even while ARCO works to achieve the policy change the sector needs to grow, the policy landscape for Integrated Retirement Communities never stays the same.

ARCO submits responses to consultations from government and other organisations to argue the case for the sector, protect the interests of Members and ensure their voice is heard. In recent times, this has included consultations on topics as diverse as the Infrastructure Levy, Building Safety Levy, viability assessments, shared ownership and the national planning policy framework.



# The Year Ahead: ARCO 2023-24 Events and Collaboration Programme

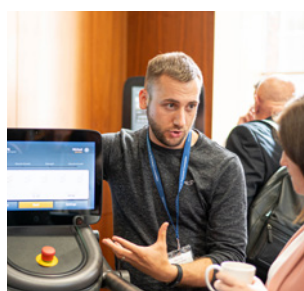
ARCO run a regular series of thought-provoking events in-person and online (including a sector-leading annual conference), with specialist working groups, roundtables, research and reports.

We provide a focal point for sharing best practice, exchanging knowledge and collaboration.

## The ARCO Programme in 2023/24\*

2023			
<b>September</b> <hr/> ARCO Autumn Network Briefing & Drinks Reception	<b>October</b> <hr/> ARCO Member Workshop <hr/> ARCO AGM and Board Meeting <hr/> ARCO Annual Leadership Dinner	<b>November</b> <hr/> ARCO Advisory Council Meeting <hr/> ARCO Member Workshop <hr/> ARCO Finance Forum	<b>December</b> <hr/> ARCO Festive Network Briefing & Drinks Reception
2024			
<b>January</b> <hr/> ARCO Board Meeting <hr/> ARCO IRC 101 Webinar Session (online)	<b>February</b> <hr/> ARCO Advisory Council Meeting <hr/> ARCO Member Workshop	<b>March</b> <hr/> ARCO Member Workshop <hr/> ARCO Accelerator Lunch <hr/> ARCO Advisory Council Meeting <hr/> ARCO Spring Network Briefing & Drinks Reception	<b>April</b> <hr/> ARCO Board Meeting <hr/> ARCO Member Workshop
<b>May</b> <hr/> ARCO Advisory Council Lunch <hr/> ARCO Member Workshop	<b>June</b> <hr/> ARCO Summer Network Briefing & Drinks Reception	<b>July</b> <hr/> ARCO Board Meeting <hr/> ARCO Annual Conference & Drinks Reception	<b>August</b> <hr/> 2024/25 Registration begins

\*Please note this calendar is correct at the time of printing 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)



# What Next?

## ARCO Annual Conference 2024

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 93% of respondents attending last year's 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.



*Sponsoring the ARCO conference puts your organisation at the center of an exciting a rapidly expanding sector. If you want meaningful conversations with leaders in the Retirement Living Sector then without question it is the right place to be.*



*As ever, the meticulous planning by the ARCO team has resulted in a fantastic and informative conference. I can't overstate the importance of these events for our organisation and our understanding of the sector.*

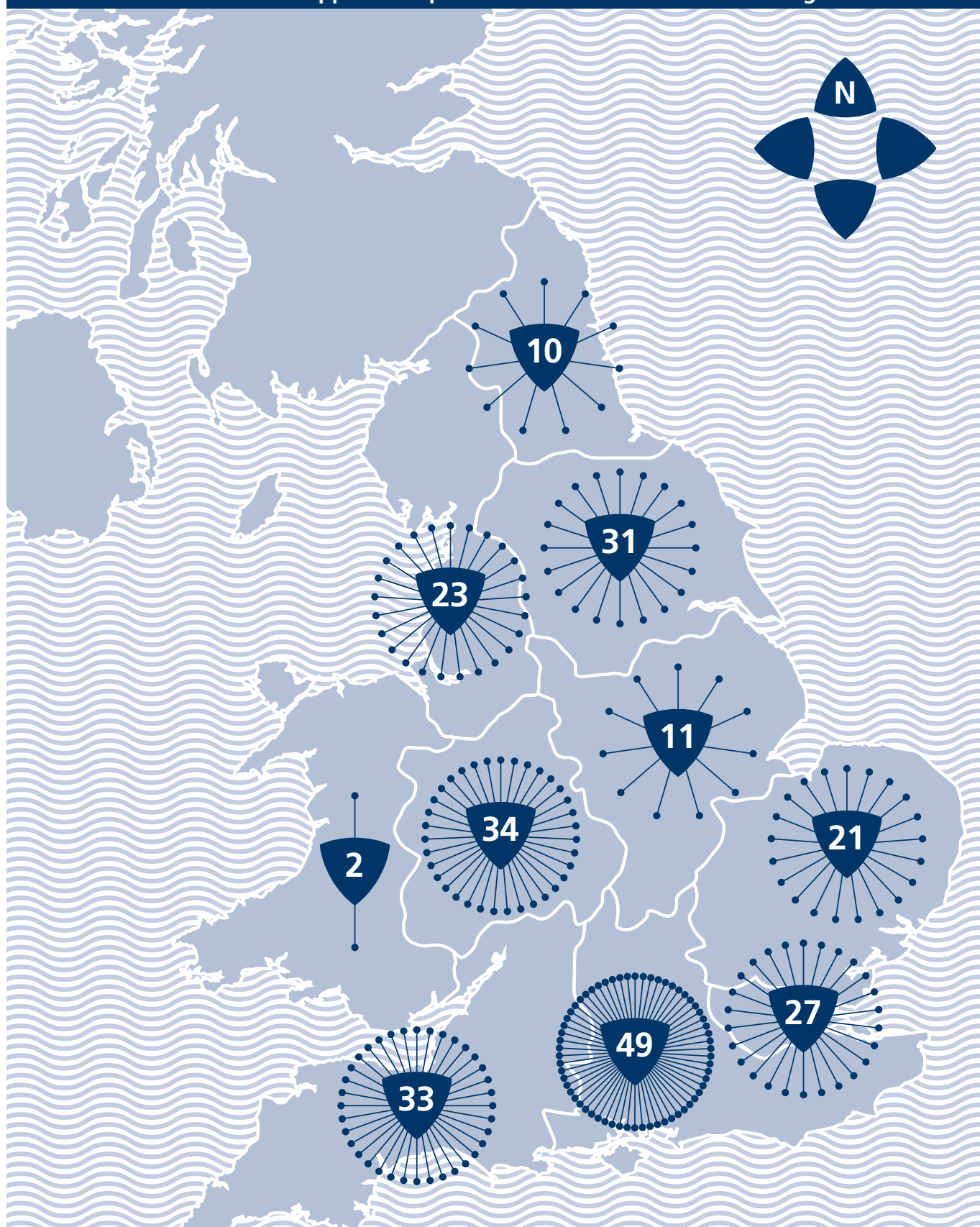


*A great event to learn more about the sector, network with peers and reiterate the importance of our collective purpose. I left with not only lots of ideas but a bigger network that I know will reconnect with to collaborate and work together.*



# ARCO Approved Operator Registered Communities in the UK

The number of Approved Operator Communities within each region





APPROVED  
OPERATOR

### East Anglia (21)

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

### East Midlands (11)

Anchor  
Audley Group  
ExtraCare Charitable Trust  
MHA  
Retirement Security  
Richmond Villages

### London (27)

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

### North East (10)

Anchor  
MHA  
Middleton Hall

### North West (23)

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

### South East (49)

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 (33)

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

### Wales (2)

MHA  
Retirement Security

### West Midlands (34)

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

### Yorkshire & Humberside (31)

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?* 2024 Conference Sponsorship brochure.

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## Associated Retirement Community Operators (ARCO)

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**Email:** [members@arcouk.org](mailto:members@arcouk.org)

**Twitter:** @ARCOtweets

For more information on ARCO, visit:  
[www.arcouk.org](http://www.arcouk.org)