



Setting Standards for
Retirement Communities

ARCO Membership

For operators of retirement communities

Networking

Thought leadership

Best practice

Consumer confidence

Sector insight

Policy development

The Associated Retirement Community Operators (ARCO) is the main trade association for operators of older people's housing-with-care schemes in the UK.

Older people's housing-with-care may also be marketed under the name of extra care, retirement villages, sheltered housing, enhanced sheltered housing, independent living or assisted living. Schemes include self-contained homes which promote independent living, in a community setting which provides 24-hour on-site staff, communal facilities such as restaurants and leisure facilities, and optional care and support services as needed.

ARCO was formed in 2012 with 10 founding members, and has since grown to an organisation representing more than 50% of the retirement community sector.

ARCO works to:

- **Promote confidence in the sector** by setting standards for retirement communities, and putting in place a robust system for self-regulation against the ARCO Consumer Code. All ARCO members displaying the kitemark have committed to be bound by the high quality standards of the ARCO Consumer Code, against which they are assessed by our independent consultants.
- **Raise awareness of the retirement community model** amongst older people and stakeholders alike in order to unlock demand and increase supply – ensuring that all older people are aware of the variety of housing options available to them; and that policy makers fully understand the ways in which this type of housing provision can meet the lifestyle, health and social care needs of our ageing population.
- **Increase the volume and quality of expertise within the sector** and share this with members, running an extensive events programme, and investing in research to better understand and promote the socio-economic value of the housing-with-care model.

Please contact Shandi Petersen at shandipetersen@arcouk.org or **020 3697 1204** for more information and to enquire about membership of ARCO.

Who should join?

To be eligible for membership, organisations need to be operating at least one retirement community in the UK that qualifies for ARCO membership (please see www.arcouk.org/join). Members also need to sign up to ARCO's Standards and Compliance Framework, which includes external assessments against the ARCO Consumer Code.

- For organisations in the process of developing a retirement community, prospective membership is also available.
- As a guide, membership fees are based on £10 per registered unit per year (plus VAT), with caps and collars in operation. Please contact us for more information.

If you are not an operator of a retirement community, please enquire about the separate ARCO Affiliate Network.

Benefits of membership

- Access to a variety of topical **member-only workshops**, such as Marketing and Sales Meetings, Technical Forums, Operational Management Workshops and Policy Mapping sessions.
- **Invitations to other stakeholder events** (e.g. with valuers, investors and lenders), and **reduced price tickets to the ARCO conference**.
- ARCO members are assessed against the ARCO Consumer Code, **displaying a commitment to quality and high standards to consumers** and other stakeholders.
- Code compliance assessments identify areas for improvement within member organisations, **spreading best practice** throughout the sector.
- Members receive the **ARCO Bulletin**, which contains regular sector news, ARCO news, event information, and links and opportunities.
- Members are consulted regularly on **ARCO's strategic positioning** in relation to the relevant regulatory bodies (such as CQC, the CMA, DCLG or the Law Commission).
- By joining ARCO, members make a **contribution towards an industry-wide effort to ensure that an appropriate legislative and regulatory framework** for retirement communities takes shape.

For further information and a current list of ARCO members, please see www.arcouk.org/members

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www.arcouk.org