



# True Colours Consumer Report

Retirement Village Residents | 2024 - 2025

**Whiddon**  
Award-winning care

Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our RV Consumer Report compiles feedback from Residents through our annual Satisfaction Surveys.



## RV Residents



**90%**

of participants live in  
2 - bedroom units



of RV residents  
have lived in their  
villages for more  
than 5 years



of Residents  
participated in  
the 2024 - 2025  
Satisfaction Survey



## Resident Experience

### Customer Satisfaction index

**90%**

Customer satisfaction is high at 90% overall. No change to last year's 90%

### Village Management & People

**91%**

I am happy living in  
my Village

**94%**

agree they can  
give feedback &  
raise concerns

**99%**

of Whiddon team  
members treat people  
with respect

### Standard of Accommodation

**94%**

satisfied with  
standard of  
accommodation

**97%**

agree outdoor  
spaces meet their  
needs

**94%**

feel safe

### Community & Social Connection



**98%**

can make friends  
as they wish



**93%**

of residents reported  
feeling supported  
emotionally



**87%**

agree there is a strong  
sense of community



## What can we do better?



**56%**

of residents said  
they're happy with the  
level of social activities  
in their village



**55%**

of residents  
would like to  
participate in  
bus outings



**21%**

of residents feel  
lonely at least  
some of the time



## What are we doing to improve?



Continued focus  
on Wellbeing &  
Lifestyle activities  
for all villages



Increased access  
to buses to  
support outings



Focusing on  
outdoor and  
community  
spaces