



# True Colours Consumer Report

Retirement Village Residents | 2025 - 2026



**Whiddon**  
Award-winning care

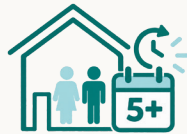
Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our Retirement Villages(RV) Consumer Report compiles feedback from Residents through our annual Satisfaction Surveys.



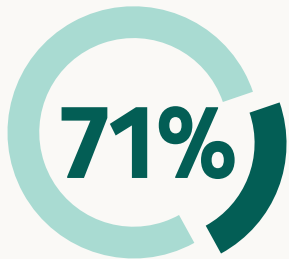
## RV Residents



**98%**  
of participants live in  
2 - bedroom units



50%  
of RV residents have  
lived in their villages  
for more than 5 years



71%  
of Residents participated  
in the 2025 - 2026  
Satisfaction Survey



## Resident Experience

### Customer Satisfaction index

**93%**

Customer satisfaction is high at 93% overall.  
An marked increase to last year's 90%



### Village Management & People

**96%**

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

**99%**

satisfied with  
standard of  
accommodation

**98%**

feel safe

**94%**

agree outdoor  
spaces meet  
their needs

### Community & Social Connection



**88%**

Have been able to  
make friends



**88%**

of residents have support  
when feeling lonely



**85%**

agree there is a strong  
sense of community



## What can we do better?



**80%**

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



**36%**

of residents would  
like to participate  
in bus outings



**11%**

of residents feel  
lonely at least  
some of the time



## What are we doing to improve?



Organised activities  
for improved  
community and  
social engagement



The use of  
Whiddon buses  
for outings



Focusing on  
outdoor and  
community  
spaces