



ExtraCare
Charitable Trust

Annual Report to Residents

2023/24



Key facts


16
Villages



1,351
Staff working to a shared goal
▲ (1,257)



4,199
Homes for older people



4
Schemes



£65.1M
Turnover ▲ (£53.71M)

£334.4M
Reserves ▲ (£311.6M)

4,727
Residents living better lives
▲ (4,653)



Senior Housing Awards
Best Use of Technology in Senior Housing

Retirement Living Awards
Integrated Retirement Community - with care assistance




£22.8M
Total comprehensive income
▼ (€28.7M)



36
Charity retail shops
▼ (38)



81
The average age of our residents



2,109
Volunteers supporting our Charity
▲ (2,071)



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Welcome

I am delighted to present this Annual Report to Residents, highlighting the accomplishments of our Charity throughout 2023/24. Once again, we can take pride in our achievements this year and look forward to the future with optimism.

It is inspiring to see how our communities across all our schemes and villages continue to flourish. Despite the continued challenges of the external environment, we have worked diligently to support our residents. Our financial strength has allowed us to help residents navigate the cost-of-living crisis 'by subsidising energy costs with a total contribution to residents of £3.1m.

Our commitment to enhancing our locations remains steadfast. This year, we completed the modernisation at New Oscott Village, and we are excited to begin the next project at Shenley Wood Village in 2024/25.

Additionally, we are planning our largest ever maintenance programme for 2024/25, reinforcing our dedication to maintaining our buildings to the highest standards.

I am extremely proud that we remain at the forefront of providing a pioneering alternative to later living, staying as innovative and inspiring now as we were at the Charity's inception in 1988.



Mick Laverty
Chief Executive

STATEMENT FROM OUR EXECUTIVE DIRECTOR OPERATIONS

Welcome to the 2023/24 Annual Report to Residents.

I am thrilled to have been recently appointed as Executive Director Operations. It is a privilege to lead this directorate for the Charity, and to ensure we continue to deliver better lives for older people.

As you read through this year's report you will see it is focused around the three main elements of our mission; Home, Lifestyle and Care. I am extremely proud of the services we deliver to our residents and in this report you will read the positive impact we have made during the year. Consistent with our transparency values, we also highlight where we need to improve. Residents can be assured that we are putting actions in place where improvements are needed.

Whilst the 2023/24 year was a challenging one, we still managed to make good progress on our Corporate Plan 2022-27 objectives and many of the outcomes of our recent survey on Tenant Satisfaction remain positive against sector averages.

Along with our dedicated staff, our residents are incredibly important to us and remain at the very heart of every decision we make. Our Resident Associations and the Resident Forum give you, our residents, the opportunity to have your voice heard. We continue to explore other ways to amplify our resident voices, and there'll be many more opportunities to get involved in the coming year.

We value feedback and whilst visiting our locations I have spoken to many residents who give feedback on their experience of living in our communities. What I will say is that the majority of residents finish our conversations by stating the same thing, that they wouldn't want to live anywhere else. This simple feedback always makes me extremely proud to represent ExtraCare.

Finally, a massive thank you to all those who give their time to volunteer for ExtraCare. You enable our locations to thrive, and without your dedication our communities would not prosper as they do.

Matt Rickards

Executive Director Operations



EXTRACARE'S RESIDENT FORUM



David Tunney



ExtraCare's Resident Forum is made up of representatives ('reps') from across our locations. After chairing the Forum for five years, it is with regret that David Tunney stood down. This was for personal reasons. We are grateful for his hard work. Anthony Hyde (Stoke Gifford Village) and Ray Boreham (Wixams Village) are now Chair and Vice-Chair. We welcome them to their roles. David Tunney commented:

“
I have enjoyed Chairing the Resident Forum and unfortunately have had to step down. The Forum is an important way that residents get their voices heard within ExtraCare and I wish the new Chair every success.”



This year, the Forum worked positively with ExtraCare across a number of areas. Amongst the highlights were:



Building safety

- Reps developed our approach to balcony safety, co-producing a 'do's & don'ts' leaflet
- Reps consulted on ExtraCare's Building Safety Engagement Strategy



Modernisation

- Reps updated on ExtraCare's modernisation programme with suggestions incorporated into the design for upcoming village extensions

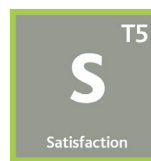


Repairs & Maintenance

- Reps consulted on proposed changes to Property 'MOT's'

Targets

This programme aligns with the following Corporate Plan target:



Achieve a resident experience rating of 80% or above in all villages and 90% or above in all schemes by the end of the corporate plan period.



HOMES

We aim to create sustainable communities by providing homes older people want.

We are committed to:



Villages and apartments are well maintained and (progressively) greener.



Smart technology and innovation is being trialled in our villages and apartments.



LISTENING TO RESIDENTS

Tenant Satisfaction Measures

We carry out an Annual Landlord Survey each year. This is to survey our residents on their degree of satisfaction with the landlord services they receive from ExtraCare. The results of the survey help ExtraCare focus on any areas where improvements may be needed.

The survey questions are provided by the Regulator of Social Housing.

The results then enable comparison with other housing providers.

The survey asks questions on a range of services such as repairs and maintenance, safety, and complaints handling. It also asks questions on how satisfied residents are with how ExtraCare treats, and listens to the views of, residents,

The table shows how the results of the survey compares to the 2022/23 (shown in brackets) survey:

Tenant Satisfaction Measure	Social Rent	Shared Ownership	Leasehold
Overall satisfaction	71% ▼ (72%)	70% ▼ (73%)	66% ▼ (67%)
Satisfaction with repairs overall	78% ▲ (70%)	66% ▼ (77%)	69% ▲ (67%)
Satisfaction with most recent repair	67% ▲ (62%)	56% ▼ (71%)	55% ▼ (62%)
Satisfaction that ExtraCare provides a home that is well maintained	75% ▼ (78%)	68% ▼ (77%)	70% ▲ (69%)
Satisfaction that ExtraCare provides a home that is safe	82% ▲ (76%)	71% ▼ (80%)	74% ▼ (78%)
Satisfaction that ExtraCare listens to views	53% ▼ (55%)	45% ▼ (56%)	42% ▼ (45%)
Satisfaction that ExtraCare keeps residents informed	69% ▲ (61%)	60% ▼ (66%)	61% ▲ (57%)
Satisfaction that ExtraCare treats residents fairly and with respect	72% ▼ (74%)	68% ▼ (78%)	68% ▼ (73%)
Satisfaction with complaints handling	37% ▲ (36%)	18% ▼ (40%)	29% ▼ (34%)
Satisfaction with communal areas	67% ▼ (70%)	66% ▼ (70%)	64% ◀▶ (64%)
Satisfaction that ExtraCare makes a positive contribution to the neighbourhood	50% ▼ (57%)	49% ▼ (56%)	49% ▲ (48%)
Satisfaction with ExtraCare's approach to anti-social behaviour	54% ▲ (53%)	48% ◀▶ (48%)	46% ▲ (43%)

LISTENING TO RESIDENTS

Annual Landlord Survey Analysis

We are pleased with the high number of responses to the Annual Landlord Survey, with 1,339 surveys completed. Overall, the results were encouraging, being generally higher than the average for the social housing sector.*

There were relatively high levels of satisfaction with repairs overall, and for providing a home that is safe and well maintained.

For the categories where satisfaction levels indicate further improvements are required, we will be developing action plans to address these:



Most recent repairs: We will be reorganising our repairs service in 2024/25 to bring in specialist expertise and schedule repairs more efficiently.



Positive Contribution to Neighbourhood: We will seek to publicise the work we do across locations to our residents.



Listen to views: We will work with our Resident Forum to develop an Engagement Strategy for ExtraCare.



Anti-Social Behaviour (ASB): We have convened a resident scrutiny group to revise ExtraCare's ASB policy.



Complaints: We will convene a resident scrutiny group to look at how ExtraCare handles complaints.

Targets

This programme aligns with the following Corporate Plan target:



Use customer and market insight to drive service improvement.

*(Source: HouseMark).

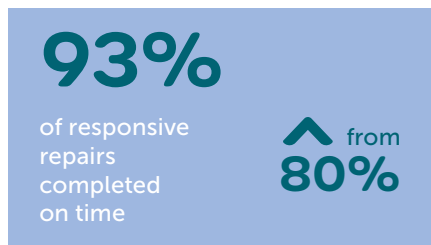
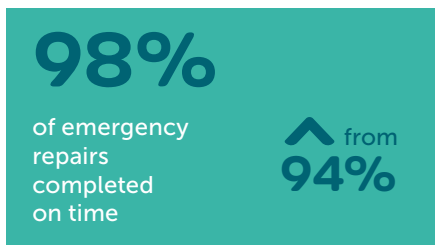
KEEPING RESIDENTS SAFE

Property Compliance

We are pleased to report that all our properties (rental & leasehold) meet the requirements for building safety. Below is the data that we are required to report by the Regulator of Social Housing. In addition, we can confirm that we were compliant with electrical safety checks in the year.

Tenant Satisfaction Measure	Overall	Social Rent	Shared Ownership	Leasehold
Gas safety checks have been completed	100%	100%	100%	100%
Fire risk assessments have been completed	100%	100%	100%	100%
Asbestos surveys have been completed	100%	100%	100%	100%
Legionella risk assessments have been completed	100%	100%	100%	100%
Lift safety checks have been completed	100%	100%	100%	100%

In addition:



Our repairs performance improved this year, with a higher proportion of jobs completed within target, despite an increase in the number of responsive repairs carried out. This reflects the positive relationships that we have with our main contractors.

Targets

This programme aligns with the following Corporate Plan target:



Our repairs and maintenance service will be an appointment-based service with 95% of appointments being kept and resident satisfaction with the service being a minimum of 80%.

KEEPING RESIDENTS SAFE

Building Safety

The safety of our residents is a priority for us. We have made several improvements to ensure that residents are safe in their homes and to improve the safety of our communal areas. These include:

- Updating our Health & Safety and Fire Safety policies to create clearer guidance for staff
- Carrying out annual Health & Safety audits at each location
- Providing regular communication to residents
- Creating volunteer Safety Champion roles, with several volunteers in place across our locations
- Improving wayfinder signage across locations
- Submitting location floor plans identifying fire-fighting equipment to local fire and rescue services
- Installing secure information boxes at locations to provide key information to fire and rescue services in the event of an emergency

The Building Safety Act 2023 came into force this year, which applies to high-rise buildings. For us, this includes our Hughenden Gardens, Earlsdon Park and Solihull Villages. However, we are committed to ensuring that the key requirements of the Act are applied across all locations as a matter of best practice.

Our Building Safety Group meets monthly to monitor compliance with the Building Safety Act.



IMPROVING OUR ENVIRONMENT

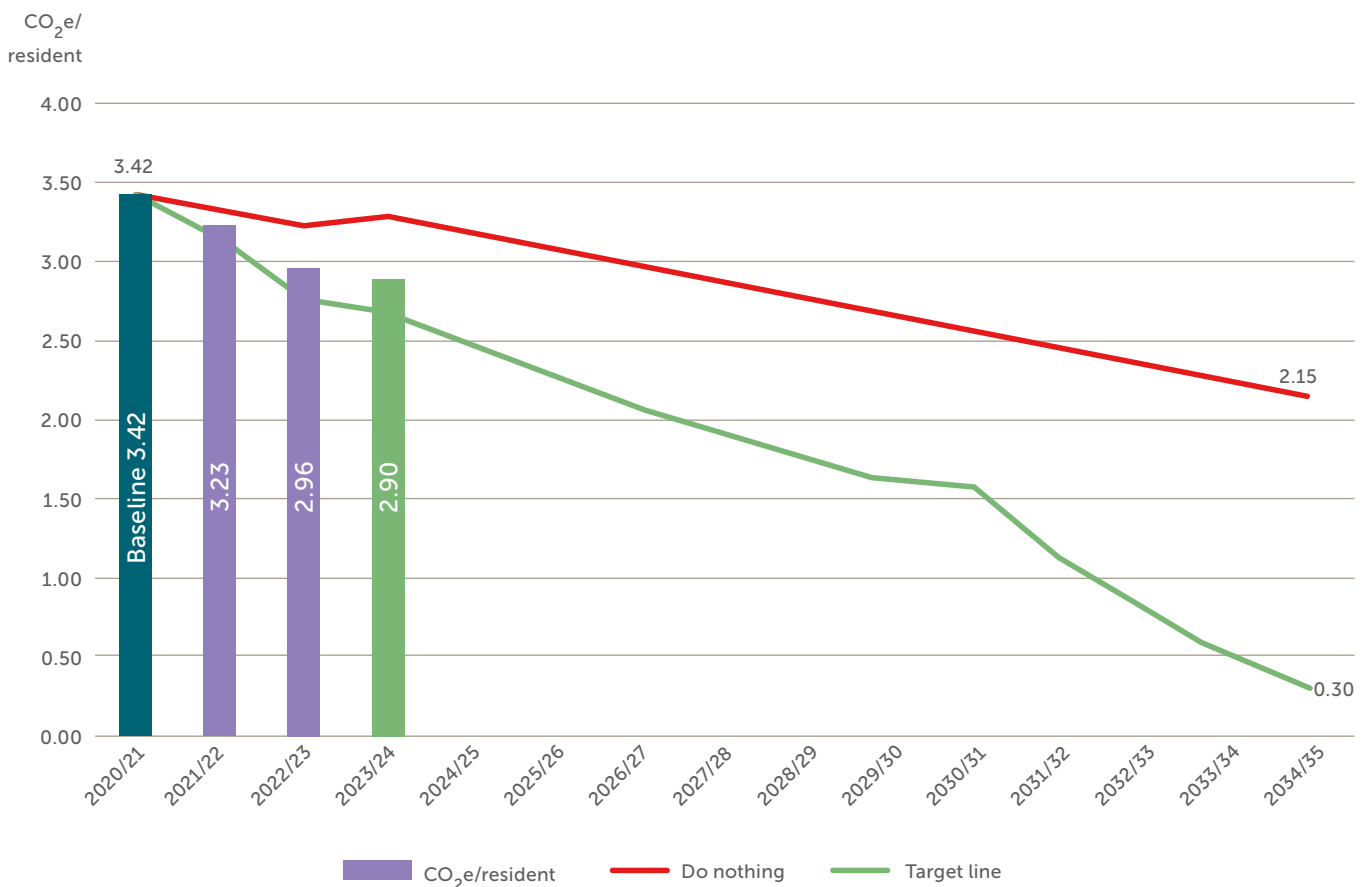
Working Towards Net Zero

We have several resident environmental groups across our locations who are leading our approach to reducing waste and improving recycling.

The table outlines that, for the year 2023/24, the average CO₂ emissions per resident was 2.90 tonnes. This is calculated using a measure called the 'intensity ratio' which is a measure of how much carbon dioxide (or equivalent greenhouse gases) is emitted relative to a specific unit of activity. For a housing provider like us, this ratio is calculated as tonnes of carbon dioxide equivalent per resident per year.

We continue to work with residents to encourage reductions in consumption of gas, electricity and water. We will also be looking to improve our management of electricity, gas and water in communal areas, through a range of measures.

The following graph indicates our progress so far, which is slightly behind where we originally planned to be. Our aim is to take further measures across locations to improve emissions. We are still expecting to deliver Net Zero by 2035.



IMPROVING OUR ENVIRONMENT

Case Study: Bristol Retirement Village Launches Eco Corner to Combat Waste

Our retirement village in Bristol has launched an Eco Corner safe space to dispose of items and reduce waste.

In an effort to address the growing concern of waste disposal, ExtraCare's Stoke Gifford Village, introduced the Eco Corner a designated space aimed at responsibly disposing of items and minimizing environmental impact. The initiative, spearheaded by Wellbeing Advisor Sarah Drayton, engages residents in collaborative efforts to reduce waste.

The Eco Corner serves as a collection point for residents, staff, and visitors to deposit items that would typically end up in general waste.

Residents have enthusiastically embraced this opportunity to contribute, depositing used stamps, spectacles, and bras—items directed towards supporting charitable causes such as RNIB, Lions International, and Against Breast Cancer.

The waste reduction initiative now includes the correct disposal of vapes, batteries, spectacles, stamps, bras, and expired or surplus medications. Next on the agenda they plan to add printer cartridges. Recognising the environmental impact of incorrect disposal, the project not only promotes ecological sustainability but also enhances safety for the residents.





“

ExtraCare has provided me with a safe and secure environment.

“

I am happy that I have a home I feel safe and contented in.

IMPROVING OUR ENVIRONMENT

New Oscott Village Modernisation

This year saw the modernisation of New Oscott Village in Birmingham. This included remodelling of several areas of the village centre to provide a more open and modern feel to the village.

- We have incorporated a lighter colour scheme, with high-quality interior designs and finishes to all areas.
- The reception area has been moved and now forms the key focal point of the main entrance. This has resulted in a more welcoming feel as residents and visitors walk into the village.
- The restaurant and coffee shop have been redesigned to provide a single bistro area.
- The Village Hall has also been redesigned, with upgraded audio-visual equipment.
- Other changes include improved offices for staff, a quieter area for the resident library, and more flexible space for resident activities.
- In addition, we have managed – through more effective use of space – to create two additional apartments in the village.

Targets

This programme aligns with the following Corporate Plan target:



Introduce a rolling modernisation programme, modernising up to five owned villages during the life of this corporate plan.



New Oscott before modernisation



New Oscott after modernisation



Complaints

There was an overall reduction in complaints received in 2023/24. We received 155 complaints in total across all tenures, with the main category of complaints being related to repairs and maintenance. Fewer complaints were escalated from Stage 1 to Stage 2, as compared to 2022/23, and we improved complaint response times.

- We resolved 61% of complaints within the timescale and recognise that we have further work to do to improve this.
- Around two thirds of complaints received were upheld, either in full or in part at Stage 1.
- Just under half of complaints that were escalated to Stage 2 were upheld in full or in part.

We had two complaints escalate to the Housing Ombudsman Service. The first of these was deemed not to be within the jurisdiction of the Ombudsman. The second was determined as service failure by ExtraCare and £150 compensation was ordered. The Ombudsman determined that there was no maladministration on behalf of ExtraCare.

Tenant Satisfaction Measure	Social Rent	Shared Ownership	Leasehold
Number of Stage 1 complaints per 1,000 properties	48	40	36
Number of Stage 2 complaints per 1,000 properties	7	7	4

We updated our Complaints Policy this year to ensure that it reflects the updated Housing Ombudsman Complaints Handling Code. In addition, we have provided further guidance and training to staff to handle complaints more effectively. We have also appointed a Board Member responsible for the oversight of our complaints.

We will look to continue improving how we handle complaints by convening a resident scrutiny group. This will be done in partnership with the Resident Forum, where a group of residents will be tasked with assessing complaint handling and recommending improvements.

Further details are available in our Annual Complaints Performance and Service Improvement Report 2023/24, which is available on our website.

Anti-Social Behaviour

ExtraCare takes reports of anti-social behaviour seriously. Where required, we involve other agencies such as the Police and Social Services to try to resolve issues. We encourage residents to report instances of concern, and this can be done through the location manager, the Housing Officer or through our dedicated email address: asb@extracare.org.uk

In 2023/24 we recorded a total of 19 cases of anti-social behaviour, a reduction of over half on the previous year. Of these cases, seven were recorded as harassment and six as verbal abuse. We were successful in providing a resolution in all reported cases.

We recognise that there is the opportunity to do more to resolve reports of anti-social behaviour. We have set up a resident scrutiny group to review our current policy to suggest improvements. The work of the resident scrutiny group is set to conclude during 2024/25.

Tenant Satisfaction Measure	Overall
Number of ASB cases per 1,000 properties	14 (18)
Number of ASB cases that involve hate incidents per 1,000 properties	0 (0)

Data based on social rent properties only, as per RSH requirement. 'Hate incidents' have a specific meaning, being those recorded by the police as such. 2022/23 figures in brackets.

19 (40, 2022/23)

Total number of ASB cases (all tenures)

Examples of ASB include noise, nuisance, verbal abuse, harassment.

Approaches to resolve anti-social behaviour

We have used several different approaches during the year to seek to deal with issues we have recorded as Anti-Social Behaviour. This has included involving other agencies through a multi-agency approach. This was successful in ensuring that the appropriate support was available to the resident, with the aim being that the resulting behaviour is curbed.

Another approach was to agree a voluntary approach between two residents, through a mediated solution. This resulted in both agreeing to sign an Acceptable Behaviour Contract.

We have also trained location staff on how to deal effectively with reports of anti-social behaviour. We continue to support locations through the Housing Officers, who work with local teams to help resolve issues of anti-social behaviour.

SUPPORTING OUR RESIDENTS

Annual Resident Visits

One of ExtraCare's objectives is to carry out annual resident visits across the Villages that we have housing management responsibility for. The purpose of such visits is to:

- Update residents information on areas such as pets and Power of Attorney
- Ensure safety and wellbeing of residents
- Check condition of property and arrange for repairs if needed
- Assist residents to access other services such as Wellbeing Service or Welfare Benefits Advisor
- Support residents to access village events and facilities
- Check key access permissions are up to date



Each household is expected to have such a visit at least once a year; they can be more frequent, based on the resident's needs.

Some examples of the help, advice and support that were provided through the Annual Resident Visits were:

- Signposting a resident to our Welfare Benefits Advisor, to successfully claim Attendance Allowance (Shenley Wood)
- Creating a 'conversation corner' group for residents with hearing impairments to interact with each other (Lark Hill)
- Arranging for Social Services to provide care and support to a resident (Hughenden Gardens)
- Arranging for a 'buddy' for a resident experiencing loneliness to support them to come to social events in the Village (Earlsdon Park)
- Supporting a resident to get a much-needed adaptation to help her mobility within her apartment (Longbridge)



Regulator of Social Housing (RSH)

We are regulated by the Regulator of Social Housing. We are classed by the Regulator as a 'small provider' by virtue of owning less than 1,000 social housing properties.

A focus during the year was to prepare for the introduction of the Regulator's updated Consumer Standards, which went live from 1 April 2024. This includes the collection and publication of Tenant Satisfaction Measures, which are incorporated into this report. We have also been working to improve our approach to building safety and updating our Engagement Policy.

We will carry out an analysis of our compliance against the updated Consumer Code and work with our Resident Forum to achieve any outstanding actions needed. We will provide a further update in next year's Annual Report to Residents.



**A P P R O V E D
O P E R A T O R**

Associated Retirement Community Operators (ARCO)

We were assessed in 2023/24 by ARCO for compliance against their Consumer Code. The ARCO consumer code provides consumer protection across Integrated Retirement Communities (IRC's). The locations that were assessed were Stoke Gifford, New Oscott, Rosewood Court and Sunley Court. We were able to demonstrate full compliance with the consumer code with the assessor noting that our staff had a 'positive approach to the Code and to the assessment process'.

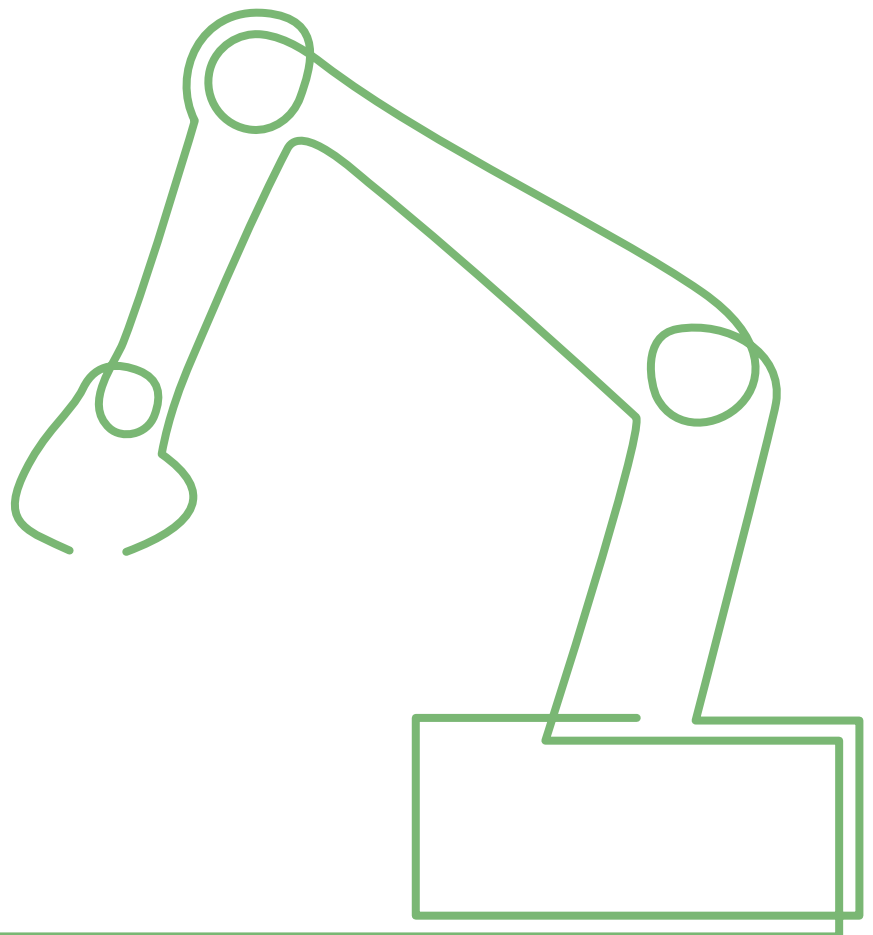
Digital Inclusion

We are committed to helping residents gain confidence in using technology. As part of this, we partnered with an organisation called AbilityNet. Having secured Ofcom funding through a joint bid with AbilityNet we have been able to offer a structured program of digital inclusion sessions to residents in Birmingham and Solihull. AbilityNet helped residents to use their devices such as smartphones and tablets, and boost their confidence in understanding, identifying and avoiding digital scams.

Robotics

We assisted a researcher who is carrying out a PhD thesis exploring the potential of robotics for people living with dementia. A robot is currently being developed in the laboratory and our staff and families/carers of residents have been involved in assessing what the potential for the robot could be.

It is early stages; in initial trials the robot was able to assist with safe administration of medication. The robot was able to detect which was the correct, and which was the incorrect medication. The research is on-going.



ExtraCare's innovation team triumphed at the Senior Housing Awards in October winning the 'Best Use of Technology in Seniors Housing' award.

The chosen submission showcased the work the innovation team have taken to instil technology into residents' lives and focussed on Solihull Village's innovation apartment. The team received the award at a ceremony celebrating the very best in seniors housing, across categories including Advisory, Development, Innovation and more. The event took place at Hilton London Bankside and ExtraCare were in a category with six other finalists.

Solihull Village's innovation apartment gives residents the opportunity to trial technology in real life environments. In turn, the apartment has enabled ExtraCare to better understand customer expectations and the impact technology has on residents' lives. The apartment showcases not only smart tech devices and sensors that can help residents continue to live independently but features such as drop-down cupboards in the kitchen, a rise and fall hob, grab rails in the bathroom that can easily be retrofitted, better lighting and contrasts.



LIFESTYLE

We aim to create sustainable communities that provide lifestyles that people enjoy.



Outward facing villages that become part of the local community.



Active healthy lifestyles supported and promoted.



Volunteering that benefits the volunteer and the charity.



WELLBEING SERVICE

Wellbeing Advisors

Our Wellbeing Advisors' work has been recognised again and they are finalists for an upcoming award at the Retirement Living Awards. They continue to provide drop-in services with over **10,000** appointments last year. They have also been focusing on using our Resilience tool which was designed between us, Aston University and Lancaster University to assess frailty. It's an ongoing aid and allows Wellbeing Advisors' to recommend activities for physical and mental wellbeing to help keep residents healthy for longer. Within the last 12 months **381** Resilience assessments were carried out.

Dementia & Mental Health Enablers

Our Dementia & Mental Health Service has focused on staff supervision and induction in 2023/24 to drive consistency. This focus has helped to ensure that the new in post Dementia and Wellbeing Enablers were able to support residents effectively. We have also hosted 'good neighbour' events in five locations to promote the Engaged Lives Project. This is a project to promote residents' confidence to integrate into the community, and helping to combat loneliness.



Student Placements

Several of our villages have students from Nursing, Physiotherapy and Occupational Therapy courses. This service continues to expand, and we are looking to incorporate further villages in the coming year in the project. Residents have benefitted from specialist input, advice, classes and faster access to equipment and support which otherwise may have taken longer to access.

Targets

This programme aligns with the following Corporate Plan target:

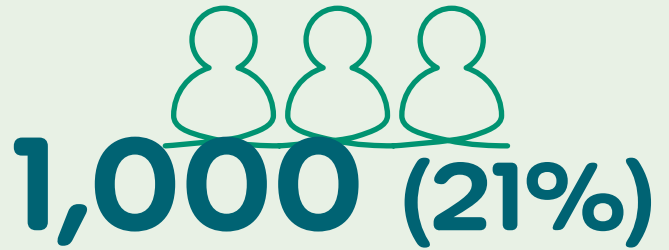


Increase the number of residents who say they never or hardly ever feel lonely to 90%.

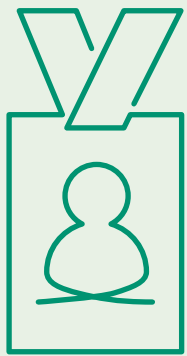
Volunteering



We have around
volunteers across our locations,
head office and charity shops.



residents volunteer with us



**Over
50** volunteer roles
are available (including
5 new roles)



194

volunteer nominations for 2023/24's
Heart of ExtraCare Awards



Hours contributed by
volunteers each year:

500,000

This has an equivalent
economic value of over

£££ 5m

Gold Standards Framework

The Gold Standards Framework (GSF) provides leading end-of-life care training to frontline staff.

The framework is a practical and evidence-based method for providing the right care, at the right time during end-of-life. The ethos of the GSF is to ensure that there are open conversations and choices on end-of-life. This provides peace of mind for residents and their families. We can provide the care needed at end-of-life.

At the end of the year, all of our locations had been assessed, or were in the process of being assessed, for compliance with the Gold Standards Framework.



Platinum status

Brunswick Gardens
Earlsdon Park
Hagley Road
Hughenden Gardens
Lark Hill
Longbridge
New Oscott
Reeve Court
Shenley Wood
Sunley Court



Pass status

Bournville Gardens
Humber Court
Lovat Fields
Pannel Croft
Rosewood Court
Stoke Gifford
St Oswalds



Working towards first time accreditation

Solihull
Wixams
Yates Court



PROMOTING INTEGRATED RETIREMENT COMMUNITIES

ARCO's Parliamentary Expo turns the spotlight on Integrated Retirement Communities

The ExtraCare Charitable Trust visited the Houses of Parliament to attend the ARCO (the membership body for Integrated Retirement Communities) Parliamentary Expo 2023.

ExtraCare residents Shena Davidson from Pannel Croft Village in Birmingham and David Tunney from Shenley Wood Village in Milton Keynes were in attendance. The duo supported by ExtraCare staff discussed life at Integrated Retirement Communities (IRC's) and shared their first-hand knowledge of the many benefits with Members Of Parliament and the

retirement living sector. Under discussion was the need for IRC's and highlighting the impact an expansion of older people's housing would have on freeing up homes for younger people and families and reinvigorating high streets. ExtraCare have worked closely to support ARCO in being a voice for the retirement living sector.



ExtraCare village welcomes the Government's Older People's Housing Task Force

Following the visit to the Houses of Parliament, led by Village Manager Mark Penton and resident David Tunney, the Task Force explored Shenley Wood Village on an immersive tour.

As national experts in the field of older people's housing, the Task Force holds a

crucial role. Its inception was announced in the Government's Levelling Up White Paper in February 2022, jointly launched by two government departments: the Department of Health and Social Care and the Department for Levelling Up, Housing and Communities.



MAKING A POSITIVE CONTRIBUTION TO COMMUNITIES

Windrush Art Exhibition debuts at Pannel Croft Village

Pannel Croft Village hosted a display showcasing a range of artworks and personal artefacts that highlight the rich heritage and stories 75 years on from the arrival of the Windrush generation.

The display, open to the public, followed an event at the Mailbox Birmingham, co-curated by Craftspace with Rose Sinclair MBE.



Visitors to the village explored a variety of historical and contemporary pieces, including: Windrush arrival images and landing cards and crochet artwork, Tihara Smith's Framed Windrush Fashion Collection artwork were pieces that reflected the heritage and style of Caribbean craft. There were also audio podcasts that highlighted the stories of black women knitters.

Longbridge Village: Cashless Advice Hub

In partnership with Barclays Bank, Longbridge Village hosted a regular drop-in session for our residents and the wider community to seek advice on going cashless. The advice hub is operated by Barclays and has been a huge success.

Earlsdon Park Village: Diwali Celebrations

In October 2023, Earlsdon Park Village celebrated Diwali by inviting the Haripa Dance Group to the Village. Residents learnt new dance moves and had lots of fun dressing up for the event.



Pride in every generation

ExtraCare staff and Richard Clarke, one of our Trustees, represented the Charity at Birmingham Pride 2024 over August Bank Holiday weekend. The city centre came alive with live performances from huge names and dance acts as the parade travelled through Birmingham.

Joined by colleague Reece's dance troop, ExtraCare's group joined thousands of fellow attendees, with an estimated 75,000 people walking, dancing, and celebrating on colourful floats through the city centre to the festival's base at Smithfield.



CARE

We aim to create sustainable communities that provide care if it's needed.



Homes that are designed to be accessible and flexible to meet residents' changing needs.



Tailored care and support services at all stages of need.



DELIVERING QUALITY CARE

Care Quality Commission

There have been no changes in the year to the current gradings of our care services at all locations. This is a result of the Care Quality Commission (CQC) not inspecting any locations during the year.

Nevertheless, we have worked hard to carry out internal audits across all locations. This has been with a focus on ensuring we are compliant with the Single Assessment Framework, introduced by the CQC in Autumn 2023. We have updated our existing internal audit toolkit to ensure it links in with the CQC key questions and quality statements. These are the commitments that care providers should live up to. They are expressed as 'We Statements', and outline what is needed to deliver high quality, person-centred care for the resident in receipt of care.

Resident Surveys

During our internal audit of care, we carry out care surveys. These are surveys about the care being provided and can be completed by both the resident and their families. Surveys can be completed either electronically or on paper. Where there is a low satisfaction score this prompts further investigation. This demonstrates our commitment to ensuring that the care we provide is responsive to our residents' needs and wishes.

Safeguarding

We reviewed our Safeguarding Policy and improved our approach by personalising our approach to safeguarding.

Making Safeguarding Personal puts our residents at the heart of our safeguarding approach. It emphasises the need to understand the person's views, choices, and preferences, when raising a safeguarding concern. This helps to ensure that the outcome reflects what is important to them. Furthermore, we improved our training to support our staff to engage with residents in a more person-centred way regarding safeguarding concerns.

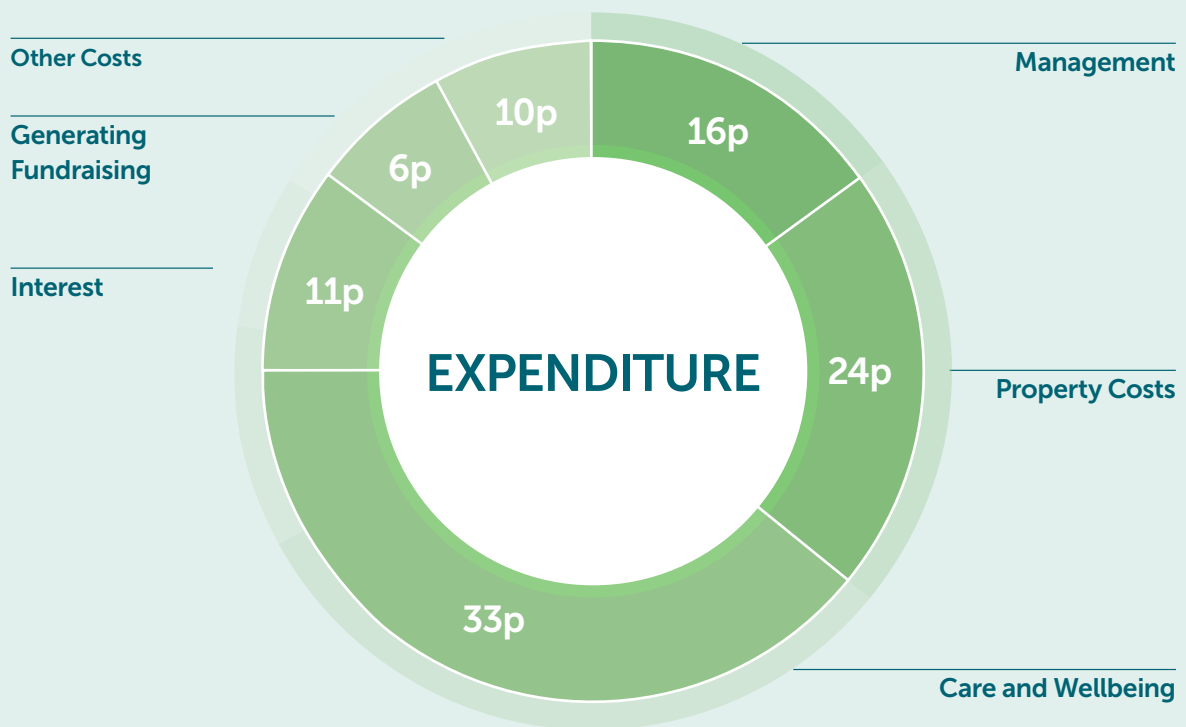
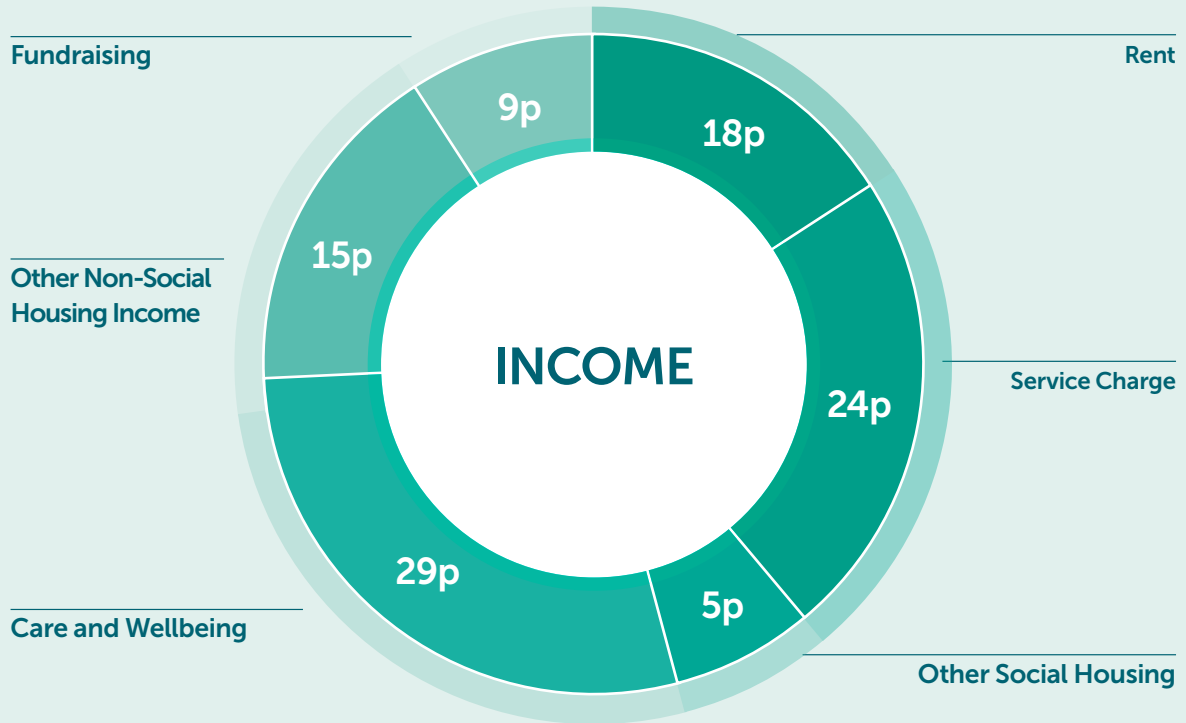
Electronic Care Planning

During the year, we began the rollout of an electronic care planning system which we aim to embed across all our locations during 2024. This will replace paper care planning with an electronic care system that is able to be viewed and updated by residents as required. We have created a resident focus group to assist with the rollout of the system. We believe that it will make our care service more effective for our residents and will help us evidence compliance with the CQC more easily.



INCOME/EXPENDITURE 2023/24

This is the breakdown of how every £1.00 we receive or spend is made up*:




* This excludes income generated through sales and resales.



ExtraCare
Charitable Trust

If you would like to find out more about
The ExtraCare Charitable Trust and keep up
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