



ExtraCare
Charitable Trust

Annual Report to Residents

2025/26



Key facts

14

Villages



1,213

Staff working
to a shared goal

✓ 1,278



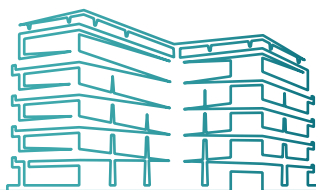
3,778

Homes for
older people



4

Schemes



Over

4,319

Residents

✓ 4,329



£70.4M*

Turnover
△ £68.9M

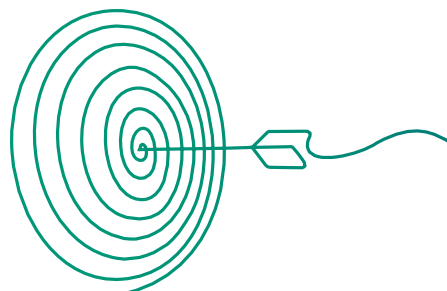
£366.5M*

Reserves
△ £355.1M

£11.4M*

Total comprehensive income
✓ £20.7M

*Subject to external audit.



36

Charity
retail shops



82

The average
age of our
residents



1,762

Volunteers supporting
our Charity
✓ 2,002



INVESTORS IN PEOPLE®
We invest in people Gold



CONTENTS

Statements from our Chief Executive and our Executive Director Operations	4
Resident engagement highlights	5
ExtraCare's Resident Forum	6
HOMES	8
ExtraCare in the community	8
Hughenden Garden's deaf cafe	9
Satisfaction measures 2025/26	10
Resident satisfaction analysis	11
Property compliance	12
Property update	13
Village modernisations	14
Environment and Sustainability Strategy 2025-28	16
Resident environmental efforts	17
Complaints	18
Anti-social behaviour	19
Annual performance - Rentals and Sales	19
LIFESTYLE	20
British Sign Language: Tina's Story	20
Belonging at ExtraCare Strategy 2025-28	22
Staff Awards 2026	24
Liz Taylor Awards 2025	25
Volunteering	26
Wellbeing service	27
Dementia and Mental Health Enablers	27
Research	27
Arthritis UK	28
British Judo	28
CARE	30
Digital care - Birdie	32
Safeguarding	32
Care quality	32
Gold Standards Framework	33
News	34
Income/Expenditure 2025/26	35

STATEMENT FROM OUR CHIEF EXECUTIVE

In this report we share ExtraCare's accomplishments over the year. We can look back together and be proud of the work we have been doing across the Charity, made possible by our staff, volunteers and residents.

Our model of developing sustainable communities that provide homes older people want, lifestyles they can enjoy, and care if it is needed, has continued to evolve. I am proud that we help our residents to maintain or regain confidence as they enjoy their lives in our communities. ExtraCare genuinely provides something truly unique, supporting those in later life to live independently and well. What we do works and what we do matters.

Having spent over ten years as Chief Executive of ExtraCare I will be retiring at the end of December 2026. I am very proud of all our communities, including the six new villages that have been commissioned and opened during my time as Chief Executive. It has been a real privilege and honour to serve the Charity.

Now more than ever there is a need for our locations to support an ageing population and I will continue to advocate for ExtraCare and champion our ethos. Together we have ensured that ExtraCare remains a pioneer of retirement living and a welcoming, inclusive place to live and work.

Mick Lavery
Chief Executive



STATEMENT FROM OUR EXECUTIVE DIRECTOR OPERATIONS

This report highlights some of the exceptional work that is happening across ExtraCare, and I'd like to thank our residents, staff and volunteers for helping us to achieve a successful year in 2025/26. I truly recognise that through working collaboratively, we continue to create better lives for older people.

The results from our recent resident satisfaction survey are included within this report, and show that we continue to make improvements to our services. These are our strongest results yet, with most measures across all tenures showing improvement. I am especially proud of the results for our repairs service where satisfaction has increased significantly.

We know there are more improvements to be made, and we are committed to working with our residents to enhance our communities.

You will notice the theme of belonging running throughout this report; this is something which is extremely important to us here at ExtraCare. We want everyone to feel a sense of belonging in our communities and I'm pleased to share the latest updates with you in this report.

Matt Rickards
Executive Director
Operations



RESIDENT ENGAGEMENT HIGHLIGHTS

We consulted with residents across a range of services and activities during the year, seeking their views to improve how we deliver our services. The consultations included:

Service Area	Resident Engagement Outcome
Complaints	Adopted several recommendations from our Resident Scrutiny Group.
Environment & Sustainability	Supported the continued development of our resident eco-groups.
Resident Communications	Standardised letters, and residents supported the writing of this report.
Anti-Social Behaviour	Revised ASB policy and introduced a new community management policy.
Resident Satisfaction	Identified 'top 3' issues at locations with our residents associations and developed action plans to address these.
Resident Associations	New resident associations formed at Solihull Village and Longbridge Village. New community group formed at Pannel Croft Village.
Research & Innovation	Incorporated resident feedback into Research & Innovation Strategy.



EXTRACARE'S RESIDENT FORUM

Our Resident Forum is made up of representatives from across our ExtraCare locations. Each of our locations can have up to three representatives on the forum. Further forum information is available by emailing forum@extracare.org.uk

Ray Boreham has been elected Chair of the Forum, following Anthony Hyde stepping down, and David Wilson has been elected Vice Chair.



Ray Boreham
Resident Forum
Chair



David Wilson
Resident Forum
Vice Chair

The forum meetings covered a wide range of areas this year, some of these discussions and actions are detailed below:



Location security

Forum representatives said:

- Consider how to improve security within and across locations

We did:

- ✓ Specific concerns addressed, and presentation given by Neighbourhood Watch



Volunteering

Forum representatives said:

- Promote volunteering at new resident move in

We did:

- ✓ Incorporated recommendation into new volunteering strategy



Forum meetings

Forum representatives said:

- Provide more opportunities for representative discussion

We did:

- ✓ Restructured the agenda to allow more time for discussion



Wi-Fi connectivity

Forum representatives said:

- Improve wi-fi connectivity across our locations

We did:

- ✓ Developed plan for improving wi-fi at locations commencing 2026/27



Forum representatives said:

- Encourage increased use of gyms within locations by residents

We did:

- ✓ Standardised gym membership charges across locations
- ✓ Reviewed exercise class programmes



HOMES

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



EXTRACARE IN THE COMMUNITY: STOKE GIFFORD VILLAGE

An inspiring partnership between Stoke Gifford Retirement Village and the Bristol Rovers Community Trust is helping retirees stay connected, active and supported. With an estimated one in four people experiencing a common mental health problem such as depression or anxiety and older adults often affected even more, the initiative is designed to strengthen both physical and mental wellbeing through inclusive community activities.

Launched in July 2025 with funding from EFL title partners Sky Bet, the programme offers a varied weekly schedule. Every Thursday residents come together for relaxed social sessions including quizzes, games, group discussions, documentaries, armchair yoga and guest speakers.

“Creating this sense of belonging is not only vital for improving mental and physical health, but it also enriches lives and brings joy to everyone involved. These sessions are all about creating a space where people can connect, make new friends, and feel part of something,” says Costa Chard, Mental Health & Wellbeing Lead for Bristol Rovers Community Trust.

Thursday afternoon sessions take the form of a drama group where residents explore acting, storytelling and performance. The group’s debut showcase took place in November 2025 to great acclaim. Attendance is growing, with participants also invited to football matches and gifted Bristol Rovers away shirts, strengthening links between the club and our community.



HUGHENDEN GARDENS DEAF CAFE

A new deaf cafe brought together members of the local deaf community and residents at Hughenden Gardens Village, creating a welcoming space where British Sign Language (BSL) is central and everyone can feel included.

The idea grew from the BBC documentary Rose Ayling-Ellis: Old Hands, New Tricks, which highlighted the shortage of deaf-inclusive events and spaces. The programme inspired residents and staff to learn BSL, which led to a 'deaf cafe' being set up to encourage conversation, connection and confidence in signing.

There have now been a series of events held at the village bistro proving to be popular with the local community and the village alike. Attendees praised the atmosphere and the village setting, and many stayed to socialise and make new connections. Nearly 250 people attended the five sessions held so far alongside residents and a hearing dog, with the majority of guests visiting from the wider community.

Guests included deaf attendees as well as people interested in learning or using BSL.

One young attendee summed up the impact saying: **"It was the best deaf cafe I've ever been to."**

Events like the cafes play a vital role in improving diversity and inclusion, strengthening links with the local community, and enriching everyday life for residents and the deaf community. They also help keep the programme's vision alive by ensuring inclusivity remains at the heart of village life and the wider community.



Satisfaction measures 2025/26

We ran our fourth annual resident survey throughout February and March 2026. This was in line with the requirements of the Regulator of Social Housing and as in previous years, we open the survey to all residents*.

The table below indicates how the results compared to the previous survey, in 2024/25:

Satisfaction Measure	Social Rent	Shared Ownership	Leasehold
Overall satisfaction	78%  (77%)	73%  (68%)	73%  (70%)
Satisfaction with repairs overall	82%  (70%)	78%  (74%)	78%  (72%)
Satisfaction with most recent repair	74%  (69%)	71%  (65%)	66%  (64%)
Satisfaction that ExtraCare provides a home that is well maintained	89%  (78%)	76%  (72%)	79%  (76%)
Satisfaction that ExtraCare provides a home that is safe	88%  (81%)	76%  (75%)	79%  (76%)
Satisfaction that ExtraCare listens to views	67%  (63%)	51%  (51%)	54%  (52%)
Satisfaction that ExtraCare keeps residents informed	78%  (77%)	66%  (64%)	67%  (62%)
Satisfaction that ExtraCare treats residents fairly and with respect	83%  (81%)	76%  (74%)	78%  (74%)
Satisfaction with complaints handling	41%  (38%)	33%  (38%)	40%  (30%)
Satisfaction with communal areas	81%  (78%)	81%  (66%)	67%  (64%)
Satisfaction that ExtraCare makes a positive contribution to the neighbourhood	78%  (72%)	63%  (61%)	62%  (65%)
Satisfaction with ExtraCare's approach to anti-social behaviour	75%  (69%)	60%  (57%)	63%  (63%)

* RSH requires social renters to be surveyed; however, we exceed these requirements by surveying all tenures.

Resident satisfaction analysis

1,339

surveys completed



Tony Stuchfield, Head of Operations commented: "These results are our best so far, with most measures increasing compared to 2024/25. We have worked hard across the year in partnership with our residents, and these are results we can all be proud of".

Working collaboratively with our residents' associations, we agreed several actions during the year across locations; highlights included:



Repairs service - Improved

You said:

Continue to improve the repairs service, and address outstanding issues in communal areas

We did:

- ✓ Hughenden Gardens Village involved residents and the contractor to resolve communal challenges
- ✓ Lark Hill Village involved residents in plans for the renewal of the galleria



Listening to views - Improved

You said:

Provide more opportunities for the resident voice to be heard

We did:

- ✓ Standardised frequency of resident street meetings across locations
- ✓ Hosted monthly surgeries by key staff across locations



Keeping residents informed - Improved

You said:

Provide information in a clear and accessible manner

We did:

- ✓ Agreed plans to pilot digital signage at Earlsdon Park Village and Shenley Wood Village, with a roll out across all locations in 2026/27

Property compliance

Aran Duggan, Head of Property & Environment commented: “The safety of our residents comes first. This year we completed our required safety check programme across our locations to achieve 100% compliance – a real credit to the hard work of our teams. Maintaining that standard remains our priority.”

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%
Electrical safety checks have been completed	100%	100%	100%	100%

In addition:

98%

of emergency repairs completed on time

<> from 98% (2024/25)

93%

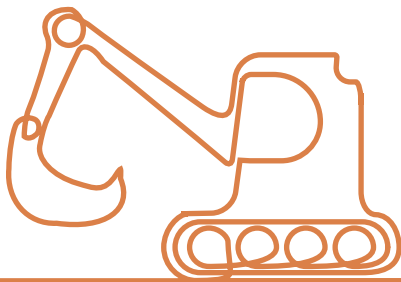
of responsive repairs completed on time

✓ from 95% (2024/25)

19,500

of responsive repairs carried out

✓ from 20,848 (2024/25)



Property update

We have continued to invest in our buildings and shared spaces this year. These improvements are not only designed to enhance resident comfort and safety, but to improve the overall appearance and appeal of our locations. Highlights include:

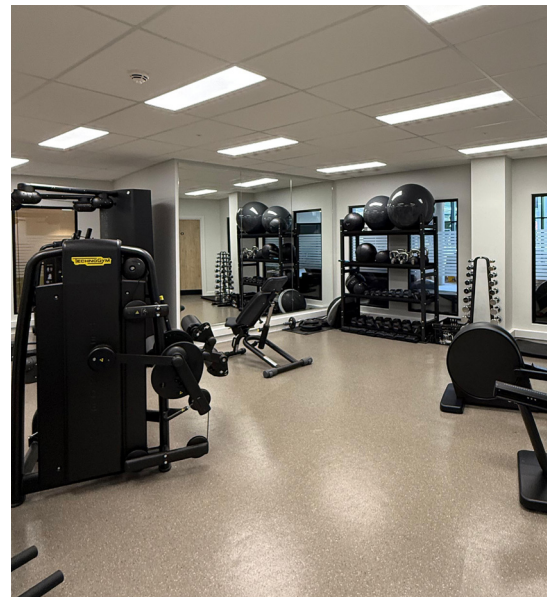


1. We provided new mains gas pipework, replaced guttering and completed external decorations
2. We completed the modernisation programme, carried out external decorations, and began balcony upgrades
3. We completed external decorations and upgraded balconies
4. We carried out the internal decoration of the phase 2 extension, upgraded communal lighting to LED lights, and installed a new car park barrier at the car park entrance
5. We carried out internal redecoration and refurbished the air conditioning system
6. We carried out fire stopping work to improve fire safety and began refurbishment of the galleria
7. We upgraded the heating system to include new communal boilers and heating controls within apartments

Shenley Wood Village modernisation

This year saw the completion of our modernisation at Shenley Wood Village in Milton Keynes and the beginning of the modernisation of Hagley Road Village in Birmingham.

Shenley Wood Village celebrated the completion with an official event in March 2026 in the form of an Alice in Wonderland afternoon tea. Residents, friends, contractors and staff gathered to enjoy the newly designed spaces.

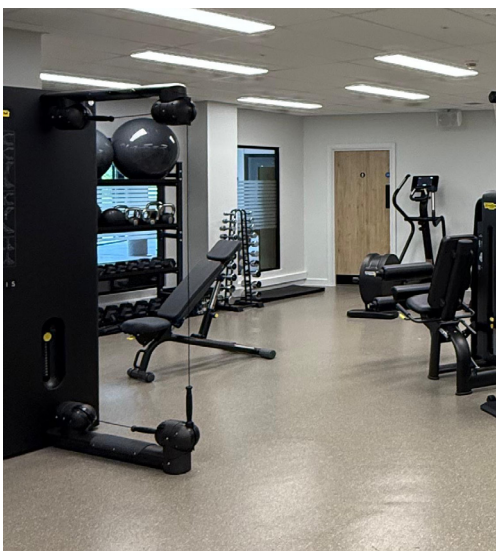
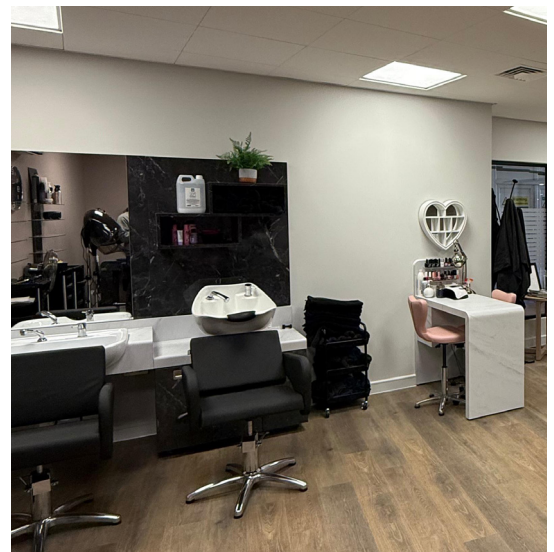


Hagley Road Village modernisation

The modernisation at Hagley Road Village is due for completion by September 2026 and will modernise the village centre to make better use of the space and improve the facilities.

We consulted extensively with residents on the project design, including the colour scheme, furnishings and finishes. We have kept residents updated through regular meetings. The project will:

- Improve the gymnasium by providing an additional dance/exercise studio
- Relocate the craft room to create a larger, brighter space
- Create two new meeting/event spaces
- Relocate the village shop to the front of the village
- Create a new wellbeing zone that includes a new consultation room
- Create a new quiet room for reflection, reading or meditation access



Environment & Sustainability Strategy 2025-28

We launched our new Environment & Sustainability Strategy in 2025. This sets out how we will work towards improving energy efficiency to reduce our environmental impact. The strategy has four key themes:

- **Making the most of what we have:** We will take practical steps within our locations to improve existing systems to reduce energy usage
- **Investing where it counts:** We will invest in proven measures such as LED lighting, and consider options such as heat pumps/solar panels
- **Working together:** Staff and residents will be encouraged to take energy-saving measures to help reduce energy consumption
- **Monitoring performance:** We will set targets and take steps to reduce water usage, reduce waste and increase recycling

Key developments this year

Implemented planned programme of LED lighting upgrades in communal areas, to help reduce energy consumption.

Worked with waste providers to begin commercial food waste recycling, to help bistros contribute to recycling effort.

Made progress installing new building management systems at six locations, to improve efficiency of heating, ventilation and air conditioning. Further locations are scheduled for upgrade in 2026/27.

Promoted good environmental practice across locations by sharing practical tips on saving energy, reducing water use, and promoting recycling. Offered advice on coping with extreme weather conditions.

Developed an energy consumption monitoring dashboard, which will help to provide more detailed information to locations on energy consumption.

Carried out initial feasibility studies for solar (PV) panels at some locations, to assess how this may be best deployed.

Resident environmental efforts

Residents have been doing their part to support environmental efforts. Through teamwork, expertise and an unwavering love of nature a resident group at Lark Hill Village is proving just how powerful local action can be. The Lark Hill Pond & Woodland Conservation Group has been led by resident and marine biologist, David Melvin.



Working together and supported by specialist partners, the group has improved water quality, removed invasive species, and encouraged the return of wildlife, with around 34 species now recorded. As part of the Freshwater Habitats Trust's Million Pond Project, the initiative shows how community-led conservation can enhance biodiversity while creating a valued green space for residents.

David began managing the pond in 2010 and in 2018 a dedicated Pond Management Group was set up under the Residents' Association. Within a year, the group began working with specialists MF Aquatics, and since then, they've seen a steady return of natural wildlife and improved water quality.

The pond is a peaceful space that brings happiness to many residents, whether they're walking, sitting nearby, or simply watching the wildlife. Interest in the project is strong, and the group works closely with the Residents' Association and Garden Interest Group.

With over 15 years of effort, residents have created a space that brings people together and helps local wildlife thrive. As awareness grows, they hope others will be inspired to start similar projects in their own communities.



Complaints

There was a reduction in complaints received in 2025/26 with 136 complaints across all tenures compared to 186 in 2024/25.

We are pleased to report a significant improvement in the number of Stage 1 complaints resolved within timescale. All Stage 2 complaints were also resolved within timescale:

	2025/26	2024/25		
Complaints resolved within timescale: Stage 1	99%	73%	57%	of Stage 1 complaints were upheld, in full or in part
Complaints resolved within timescale: Stage 2	100%	82%	65%	of Stage 2 complaints were upheld, in full or in part

Further information is available in our Annual Complaints and Service Improvement Report 2025/26.

Satisfaction Measure 2025/26	Social Rent	Shared Ownership	Leasehold
Number of Stage 1 complaints per 1,000 properties	34 ✓ (41)	31 ✓ (35)	21 ✓ (39)
Number of Stage 2 complaints per 1,000 properties	9 <> (9)	6 ✓ (9)	4 ✓ (11)

2024/25 figures in brackets.

Proportion of complaints responded to within Complaint Handling Code timescales by tenure:

	Social Rent	Shared Ownership	Leasehold
Proportion of complaints responded to within timescale at Stage 1	97%	100%	100%
Proportion of complaints responded to within timescale at Stage 2	100%	100%	100%

Anti-social behaviour

The table below reports the number of recorded cases of anti-social behaviour (ASB) using the Regulator of Social Housing’s formula (per 1,000 properties), not the total number of cases reported. Of the 13 total cases reported in 2025/26, four cases involved external parties (non-residents). Anti-social behaviour reports have reduced significantly this year.

**13**
(23, 2024/25)
Total number of ASB cases (all tenures)

Satisfaction Measure	Social Rent	Shared Ownership	Leasehold
Number of ASB cases per 1,000 properties	5  (12)	1  (3)	3  (2)
Number of ASB cases that involved hate incidents, per 1,000 properties	0 (0)	0 (0)	0 (0)

Annual performance

Rentals

We re-let slightly fewer social rental homes this year than in 2024/25, and there were slightly more rental homes awaiting letting at year end.



113
rental properties let

 from **121** (2024/25)

42
rental properties vacant at year end

 from **40** vacant (2024/25)

Sales

We sold slightly fewer leasehold homes than in 2024/25; by converting some homes to rentals, the number of leasehold homes awaiting sale reduced at year end.



220
homes sold

 from **246** (2024/25)

92
leasehold properties vacant at year end

 from **113** vacant (2024/25)

LIFESTYLE

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



BRITISH SIGN LANGUAGE: TINA'S STORY

When Tina Jeffery collected her British Sign Language (BSL) certificate at the end of last year, it marked a major milestone in a long recovery.

In 2018, Tina fell down a flight of stairs at an airport while on holiday and spent six weeks in a coma. The traumatic brain injury changed her life, leaving her struggling to walk and talk. Before the accident, she had served in the RAF as an air traffic controller, navigator and lawyer.

Now 60 and living at ExtraCare's Hughenden Gardens Village, Tina says learning BSL through a BBC series transformed how she communicates and how she feels about herself:

"Learning BSL has helped me say words that I cannot speak...I'm scared of talking sometimes but BSL has helped me relax as sometimes I remember the sign even if I can't remember a word."

She says signing has also helped her speech: **"I was not able to talk, using BSL I improved my talking as I'm using my face as well and using my**

expressions, I got my face together. If I forget the words, using my hands is also better."

Three years ago, Tina and husband Mark moved to Hughenden Gardens so she could access support more easily after developing epilepsy. The move gave her more security and confidence: **"It's safe here, there's care when I need it, it's better... living here, people are really friendly, they get together, there's more community... Now I go to the gym every week!"**

That confidence took time to rebuild. Tina adds: **"When I arrived here, I only spoke a bit and I was very silent as I wasn't very confident."**





A turning point came when Tina and Mark took part in the BBC documentary *Rose Ayling-Ellis: Old Hands, New Tricks*, filmed at Hughenden Gardens. The programme explored how BSL can support communication and wellbeing among older people, and Tina embraced the opportunity to learn.

Tina was one of five residents, alongside Mark and several staff members, to achieve a Level 1 BSL qualification after lessons three times a week, supported by homework and regular practice.

The learning did not stop there, with regular BSL practice sessions helping build momentum across the village.

The documentary also prompted Tina's family to rally behind her progress, and she delivered a moving speech in sign language at the end of the programme.

Since the programme aired, Hughenden Gardens has strengthened its focus on deaf awareness and inclusive communication through Deaf Cafe events (featured earlier in this report), staff training and other deaf-friendly improvements.

For Tina, learning BSL has been life changing. She proves that accessible communication can rebuild confidence, restore connection and create new possibilities even after a life-changing injury.



Belonging at ExtraCare Strategy (2025-2028)

2025 saw the launch of our Belonging at ExtraCare Strategy. This strategy will create a culture of diversity and inclusion and help ensure every person who lives, works or volunteers at ExtraCare feels welcome, respected and able to be themselves.

This is what we mean by belonging. It affects everyday things, how we communicate, how easy it is to access services, and how we make decisions that shape life in our locations.

What Belonging at ExtraCare means for our residents:

- A friendly, inclusive community
- Clear information
- Fair, easy-to-use processes
- Better ways to share your views
- Support that works for different needs

Our five ambitions (2025-2028):



We will create an inclusive and supportive environment

Why: Everyone should feel included and respected. They should feel like they belong.



We will attract and recruit diverse residents, staff and volunteers

Why: This will attract diverse individuals that reflect the communities we operate in.



We will enhance policy and process

Why: This is essential for trust and quality services. Clear, easy to use processes create a supportive environment where rights are respected.



We will provide equitable career development and training

Why: This will help staff feel valued and contribute to success and quality of service.



We will strengthen communication and engagement

Why: This will build trust and create a more connected, supportive community.

How our residents can help shape this work

- Share your views through resident meetings/forums, surveys, and day-to-day conversations with colleagues on site.
- Tell us what helps you to take part such as preferred communication channels or ways to be contacted.
- Get involved in community initiatives and help us welcome new residents.

“

It's brilliant here at the village. You'll always find someone to talk to, and lots of people are in a similar situation to me, some in wheelchairs too. Everyone has a tale to tell, and if you're willing to listen, they'll talk.

Resident, David

“

Being involved in something new and sharing it with the young people made an event I and many others will never forget... The service was something I will remember for the rest of my days.

A resident on the Shining Together Candlemass service, St Oswald's Village

“

For someone living with dementia, being here is so much better than trying to manage out in the wider community. The care team know me and understand what I need, and they offer support in a respectful, low-key way. That kind of everyday kindness makes a world of difference.

Resident, John



Staff Awards 2026

In March we proudly celebrated the remarkable achievements of colleagues across the organisation at our inaugural Staff Awards, held at Coombe Abbey in Warwickshire.

The ExtraCare Staff Awards 2026, sponsored by Trident Construction Services Ltd and Baily Garner LLP, brought together teams from across head office, locations, and retail to recognise those who go above and beyond in supporting the communities ExtraCare serves.

The launch of the Staff Awards marked a significant milestone, shining a spotlight on the dedication, compassion and professionalism demonstrated by colleagues every day. ExtraCare received nearly 500 nominations, reflecting an exceptional level of appreciation from their peers for the commitment and impact shown by staff across all areas.

A total of 15 outstanding finalists were honoured on the night across a wide range of categories.

The event highlighted the importance of celebrating colleagues who consistently live our values, make a difference in their roles, and demonstrate an unwavering commitment to enhancing the lives of our residents and communities.

The evening was an opportunity not only to celebrate the winners and nominees but also to acknowledge the collective effort of teams across the Charity who contribute to ExtraCare's vision.



Liz Taylor Awards 2025

In November 2025 we honoured staff and volunteers who made significant contributions to the Charity with the annual Liz Taylor Awards.

The 2025 awards were hosted at New Oscott Village, in Birmingham. These awards are run annually and are in memory of Liz Taylor, a founding Director of ExtraCare.

Running since 2009, the event has named 145 winners to date. At the latest awards an impressive 122 staff and volunteers were nominated, from a total of 234 nominations. The awards recognise exceptional service and demonstration of ExtraCare's values.

The 12 selected winners were treated to a lunch and award ceremony.



New Oscott Village resident, Des Mucklowe, has been volunteering at the village for 16 years. Des' tireless work earned him a Liz Taylor award, which resulted in an invitation to Buckingham Palace. Des attended the Royal Garden Party with his daughter, Samantha. He met fellow volunteers, charity representatives, and members of the Armed Forces.



Volunteering

1,284

residents volunteer with us



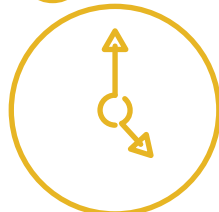
1,762

registered volunteers across our locations, head office and charity shops



532,000

hours contributed by volunteers each year



225

volunteer nominations for this year's Heart of ExtraCare Awards



Our volunteers make an invaluable contribution to ExtraCare. We are very thankful to all our volunteers who give their time to help with the running of our locations. We also appreciate those who volunteer in our shops, who play a key role helping to fundraise for the charity.

We celebrate our volunteers through the Heart of ExtraCare awards, and through our annual recognition events within locations.

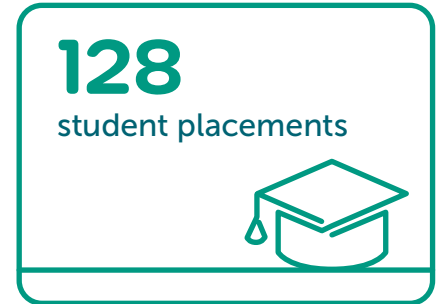
A key focus over the past year has been strengthening training by making it more accessible, flexible, and engaging. Volunteers can build new skills, refresh existing ones, and feel more confident in their roles. This plays an important part in ensuring volunteers feel valued and continue to stay involved.

Looking ahead, we are developing a new digital volunteering system, planned for 2026/27, which will make it easier to organise volunteering and reduce administration. This will allow teams to spend more time supporting residents and volunteers directly.



Wellbeing service

Our wellbeing service continues to be a vital part of life at ExtraCare. This year we have had:



Dementia and Mental Health Enablers

During the year, 202 residents attended our newly introduced mental wellbeing drop-in sessions. These sessions mirror our physical wellbeing drop-ins and are designed to identify, as early as possible, residents with concerns about their mental health, mood or cognitive abilities. At these sessions, we were able to provide advice, guidance and support to help prevent deterioration. Where appropriate, we referred people to other agencies, such as NHS memory clinics or talking therapy services.

Research

We have been working with the University of Worcester to co-design an assessment tool for people living with dementia. The aim is to ensure that a transition to enhanced care and accommodation is done at the right time for them and is planned in a structured way. The project is due for completion in 2026.

Residents at Stoke Gifford Village have been working with the University of West England co-designing fitness classes aimed at supporting older people to improve frailty.

We developed our Research and Innovation Strategy this year, the strategy will be finalised and launched in 2026/27. This aims to improve residents' lives by using evidence-based research to enhance wellbeing, independence and connection within our communities. It ensures resident voices shape future services, while developing practical innovations to help them live well within our communities.

Arthritis UK

We partnered with Versus Arthritis (now known as Arthritis UK) to further support residents living with arthritis and other musculoskeletal (MSK) conditions.

Through this collaboration, residents can access educational talks on managing arthritis. These are delivered through free online sessions or in person, available at each location. The partnership aims to enable self-management of the condition to enhance quality of life. Arthritis UK also help to raise awareness within our retirement communities, to promote a better understanding amongst our residents of such conditions.

To date, over 30 staff members have been trained to deliver information and support sessions, as well as Chi Me exercise classes. These classes have received very positive feedback from residents, as they help to encourage movement, confidence, and social connection for those living with arthritis.

British Judo

We partnered with the British Judo Association to deliver an innovative safer falls programme called *Finding Your Feet*.

This programme teaches residents how to fall safely. Trialled at our Earlsdon Park and Stoke Gifford Villages, residents were supported to develop greater confidence in movement and learn practical techniques to help reduce the risk of injury from falls.

The sessions focused on improving balance, coordination, mobility, and confidence in a safe and supportive environment. Residents were introduced to techniques that encouraged safer movement and taught how to fall more safely should a fall occur.

Following the success of the trial, we will expand *Finding Your Feet* across additional ExtraCare locations in 2026/27.



F.A.B.	0
HOME	
F.A.B.	3
ENDS	
10	
AWAY	

CARE

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



Wixams Village resident John discusses life at the village, joining the choir, and how he has been supported after his dementia diagnosis.

I moved into my apartment at Wixams Village around five years ago with my wife. At the time, we were navigating some health uncertainties. I had just been diagnosed with dementia, and while my wife was in remission from cancer, we didn't know how long that remission would last. We both understood that there might come a time when we'd need extra support and we wanted to be prepared.

Wixams offered us what we were looking for, a welcoming, supportive community with the privacy of our own front door when we needed time alone. It gave us peace of mind and really, everything we needed. Sadly I lost my wife shortly after we moved in.

We had been living in a four-bedroom house, so moving to a two-bedroom apartment meant we had to downsize significantly. But caring for a large home and garden had become overwhelming. Here, I can still enjoy the gardens, but I no longer have to do the upkeep myself. That's been a huge relief.

One of the highlights of my week for some time was choir practice, there is a resident led group that rehearses regularly and puts on performances. I also take part in a group designed for people living with dementia, where the pace is gentler and tailored to our needs.

For someone living with dementia, being here is so much better than trying to manage out in the wider community. On difficult days, when I might not know where I'm going, there's always someone be it staff or another resident who will gently check in and offer a hand. *"Are you alright John?" "Do you need help getting home?"* That kind of everyday kindness makes a world of difference. The care team know me and understand what I need, and they offer support in a respectful, low-key way. It's at the level I need it to be.

There's always something happening here. From live music to games and social events, the activities programme is vast. The bistro really is the heart of the village. Whether you arrive with friends or on your own, you're never alone for long before someone will invite you to join them. It's a wonderful place to connect and make new friends. The friendship circles just keep growing.



Digital care - Birdie

During 2025, we launched the Care Circle app, a feature of our digital care planning system - Birdie. Through the app, families and representatives can access real-time updates on resident care, including viewing a summary of the care visit. This increased transparency has helped to build trust, reduce anxiety, and promote a more collaborative, person-centred approach to care.

We have had very positive feedback from residents and their families. A resident at New Oscott Village commented: **"the Care Circle app gives my family peace of mind about my care"**.

Safeguarding

Our designated safeguarding leads are in place across all locations. Our safeguarding approach is reviewed regularly through our safeguarding forum, which supports safeguarding leads in ensuring effective management and best practice. Residents are reminded that safeguarding concerns can be reported to on-site staff or through our email: safeguarding@extracare.org.uk

Care quality

A thorough programme of internal audits has been carried out throughout the year across our care services. We are pleased to report that every location reviewed through these audits has achieved a rating of Good or Outstanding. This provides us with assurance that our services would meet the requirements of the CQC if inspected.

Gold Standards Framework

We continue to integrate the Gold Standards Framework (GSF) into end-of-life care across all locations. The GSF is a nationally recognised approach to end-of-life care. It is designed to ensure people receive coordinated, compassionate and personalised support. It focuses on planning ahead, understanding what matters most to each individual, and working closely across teams to deliver the right care at the right time.

Our commitment to this framework ensures that residents receive proactive, coordinated, and compassionate care tailored to their individual wishes.

 **Platinum**

Bournville Gardens Village	Hughenden Gardens Village	Lovat Fields Village	Shenley Wood Village
Earlsdon Park Village	Lark Hill Village	New Oscott Village	St Oswald's Village
Hagley Road Village	Longbridge Village	Pannel Croft Village	Sunley Court

 **Gold**

Humber Court	Rosewood Court	Solihull Village
Wixams Village	Yates Court	

Supporting residents to access welfare benefits

Our welfare benefits team has helped residents access welfare benefits they were entitled to. This was done through welfare benefit surgeries at locations and through the application process for new residents.

£5,905,836

Total new welfare benefits secured

249

Welfare benefit surgeries held

3,408

Residents/applicants
provided with advice

Residents can continue to book appointments for upcoming surgeries through their location's reception.

Staff achievements

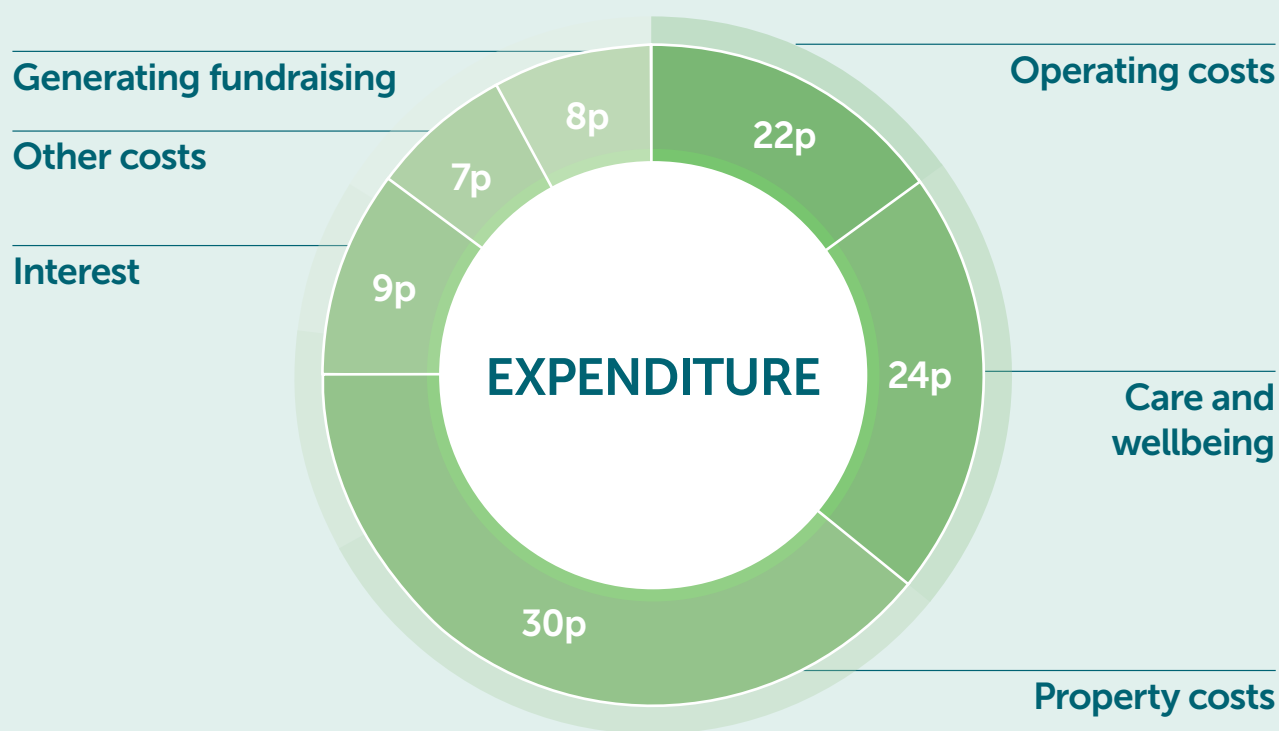
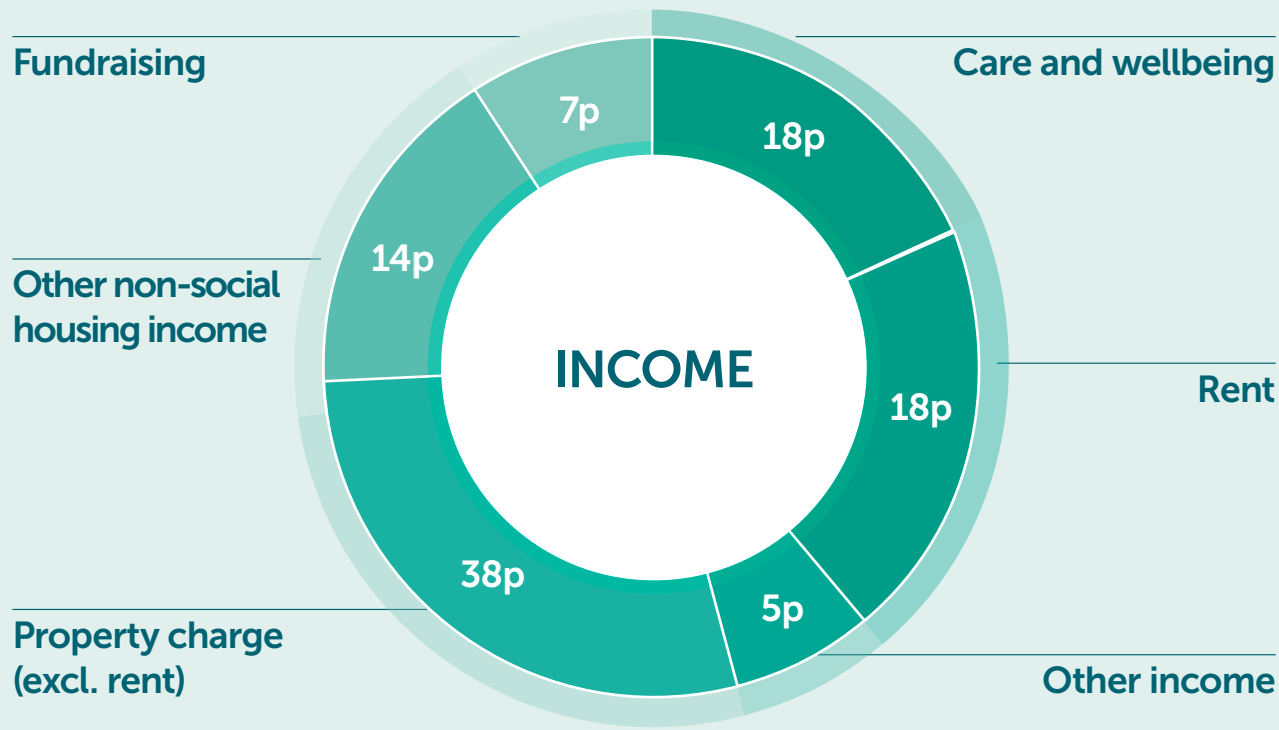
St Oswald Village's Jack Daniels won the Registered Care Manager award at the South West Great British Care Awards held in Bristol in November.

This was a fantastic achievement and well-deserved recognition for the amazing job Jack does at St Oswald's.

Jack was then a finalist in the national awards which were held in February 2026.



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



* This excludes income generated through sales and resales. Subject to external audit.

If you would like to find out more about
The ExtraCare Charitable Trust and keep up
with the latest news, please get in touch.

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 www.extracare.org.uk

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